

Mei Kwan (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Monday, 5 June 2023 6:24 PM
To: CHARMAINE KONG
Cc: MT_Claim_SG; Hsiao Tong (LKKAuto); Admin A
Subject: RE: 22/22/23/VC05/026786- Liability Check - Accident involved with YN9587U and YP6938A on 04/10/2022 (FOR YOUR IMMEDIATE ATTENTION) *** lkk ref: CC4/LPC23005659/pa3

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of insured's accident report for our necessary action.

Kindly take note that the case handler in-charge is Hsiao Tong.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Meng Yan (LKK Auto) <mengyan@lkkauto.com>

Sent: Monday, June 5, 2023 6:02 PM

To: CHARMAINE KONG <charmainekong@lonpac.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: 22/22/23/VC05/026786- Liability Check - Accident involved with YN9587U and YP6938A on 04/10/2022 (FOR YOUR IMMEDIATE ATTENTION)

Dear Charmaine,

Thank you for the assignment,

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 / Whatsapp call: 87813698 | email: assignments@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: CHARMAINE KONG <charmainekong@lonpac.com>

Sent: Monday, June 5, 2023 3:36 PM

To: WAH HONG MOTORS & CREDIT PTE LTD <MOTOR@WAHHONG.SG>; assignments <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: REF: 22/22/23/VC05/026786- Liability Check - Accident involved with YN9587U and YP6938A on 04/10/2022 (FOR YOUR IMMEDIATE ATTENTION)

Lonpac External - General

Lonpac External - General

Without Prejudice

Dear Jo,

Liability is in your client's favour.

We will be appointing LKK for the survey.

Aside to LKK- Att: Meng Yan,

FYA please.

Thank you.

Best Regards,

Charmaine Kong

Claims Officer | Lonpac Insurance Bhd

300 Beach Road, #17-04/06 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.268 | Fax: (65) 6296 2706



We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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From: WAH HONG MOTORS & CREDIT PTE LTD <MOTOR@WAHHONG.SG>

Sent: Monday, June 5, 2023 3:07 PM

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>

Subject: Re: FW: Liability Check - Accident involved with YN9587U and YP6938A on 04/10/2022 (FOR YOUR IMMEDIATE ATTENTION)

Hi ALL,

We are writing to bring your attention to the significant delay in the resolution of our client's accident liability case and we emailed to you on numerous occasion.

We have cooperated fully with your company's requests for information and provided all necessary documentation to support our client's claim. Despite the submission of these documents, we are deeply concerned that our client's case has not progressed as it should have and the liability of this matter has not been reply.

The matter has been prolonged delay in resolving this matter has caused our client's significant inconvenience. We believe that all necessary evidence has been submitted to your company, and we kindly request that you expedite the review and settlement process..

We look forward to your prompt response on the liability of this matter without further protract this matter.

Regards,

Jo
WAH HONG MOTORS & CREDIT PTE LTD
ROC:199806235M

ENTERPRISE HUB
38 TOH GUAN ROAD EAST
#01-57 S(608581)

Tel: (65) 67737377
Website: www.wahhong.sg
Mail : motor@wahhong.sg

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On 10-Jan-23 5:07 PM, KENNY LIM CHING GHEE wrote:

Lonpac External - Confidential

Dear Sir/Madam

Fyi, our insured has yet to report the accident and we have sent them a chaser.

Thank you.

Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/06 The Concourse, Singapore 199555

DID: 6279 9256 | Fax: (65) 6296 2706



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From: WAH HONG MOTORS & CREDIT PTE LTD <MOTOR@WAHHONG.SG>

Sent: Monday, 9 January 2023 1:40 pm

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Re: FW: Liability Check - Accident involved with YN9587U and YP6938A on 04/10/2022

Dear Sir,

We refer to the above matter.

Please advise whether your insured reported on the above accident and kindly advise on the liability.

Thank you.

On 03-Jan-23 4:43 PM, WAH HONG MOTORS & CREDIT PTE LTD wrote:

Dear Gerald,

We refer to your email on 03/01/2023.

Appreciate you could continue to get your insured's driver to report on the above said accident and keep us update of the matter.

Thank you.

On 03-Jan-23 2:22 PM, GERALD POH WEE BIN wrote:

Lonpac External - General

WITHOUT PREJUDICE

Our Ref : TBA

Dear Jenny,

Our insured has not lodged the accident report and we are unable to determine liability.

Please let us know if your client required the vehicle to be surveyed.

Best Regards

Gerald Poh
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road, #17-04/06 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

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From: WAH HONG MOTORS & CREDIT PTE LTD

[<MOTOR@WAHHONG.SG>](mailto:MOTOR@WAHHONG.SG)

Sent: Tuesday, 3 January 2023 1:37 pm

To: MT_Claim_SG [<mt_claim@lonpac.com>](mailto:mt_claim@lonpac.com)

Subject: Liability Check - Accident involved with YN9587U and YP6938A on 04/10/2022

Dear Sir,

Please refer to the above subject and we acting for the owner of YN9587U against your insured vehicle YP6938A.

Kindly update us that have your insured YP6938A file a report on the mentioned accident? If yes, please let us know your confirmation on liability for the above accident.

Please be informed that our client has yet to leave their vehicle to our premises for claim, however we have our client's instructions to check liability for the above matter.

Kindly let us have your reply, we have attached the GIA report for your kind perusal.

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Thank You and Best Regards,

Jenny Ng
WAH HONG MOTORS & CREDIT PTE LTD
ROC:199806235M

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Thank You and Best Regards,

Jenny Ng
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ROC:199806235M

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