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**FW: [EXTERNAL] - Arrange for aurvey - Acc on 03.11.2024 invlg SKZ3780U & SLZ9349G**

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**From** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

**Date** Thu 12/12/2024 1:12 PM

**To** Sherini Pillai <sherini@iii.com.sg>

**Cc** Admin A <admin-a@lkkauto.com>

 3 attachments (875 KB)

LOA - SIGNED.jpg; 04112024145640-0001.jpg; 22112024174738-0002.jpg;

III REF: MFL2024D0013502

Dear Sherini,

Please refer to the below email and attachment for your necessary action.  
Third party submitted UIL claim.

We will proceed to close and submit WP report to your good office soon.

**Cheers to a *Wonderful Christmas* and a *Happy New Year 2025* !**

**Best Regards,**

**Hsiao Tong, Chew** | Team Lead

Third Party Direct Settlement

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

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

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**From:** Claims <claims@procarcare.com.sg>

**Sent:** Monday, 9 December 2024 4:51 PM

**To:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Motor Claim - III <motorclaim@iii.com.sg>

**Cc:** Admin A <admin-a@lkkauto.com>; Claims <claims@procarcare.com.sg>

**Subject:** RE: [EXTERNAL] - Arrange for aurvey - Acc on 03.11.2024 invlg SKZ3780U & SLZ9349G

Dear Sir/Mdm.

Our owner would like to seek recovery for the following:-

Excess	\$	600.00
LOU	\$	2000.00 (20dys \$100/day)
GIA search fee	\$	2.18

Total                      \$ **2602.18**

Regards,

**Siew Chin**

Claims Advisory  
Progressive Car Care Pte Ltd  
Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716  
T: +65 6741 5336 | F: +65 6741 7208  
E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)  
W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Monday, December 2, 2024 4:58 PM  
**To:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: [EXTERNAL] - Arrange for aurvey - Acc on 03.11.2024 invlg SKZ3780U & SLZ9349G

Without Prejudice

Dear Sirs/Mdm,

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

Thank you.

**Cheers to a *Wonderful Christmas* and a *Happy New Year 2025* !**

**Best Regards,**

**Hsiao Tong, Chew** | Team Lead

Third Party Direct Settlement

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

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

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 12 November 2024 2:46 PM  
**To:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: [EXTERNAL] - Arrange for aurvey - Acc on 03.11.2024 invlg SKZ3780U & SLZ9349G

**Without Prejudice**

Dear Sirs/Mdm,

Thank you for your email.

We are reviewing the matter and will get back to you asap.

Alternatively, you may advise your client to claim OD first, Thanks.

**Best Regards,**

**Hsiao Tong, Chew** | Team Lead

Third Party Direct Settlement

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

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

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**From:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Sent:** Monday, 11 November 2024 1:28 PM

**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Subject:** RE: [EXTERNAL] - Arrange for aurvey - Acc on 03.11.2024 invlg SKZ3780U & SLZ9349G

Hi

Please see the video (after impact). It is clear that all the vehicles involved in the chain collisions are within the lane. The video differs from the sketch plan that your client had presented.

Appreciate if you can advise on the accident liability.

Regards,

**Siew Chin**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)

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**From:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Monday, November 11, 2024 12:07 PM

**To:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: [EXTERNAL] - Arrange for aurvey - Acc on 03.11.2024 invlg SKZ3780U & SLZ9349G

Without Prejudice

Dear Sirs/Mdm,

Please be informed that liability is unclear. Attached is a copy of our insured accident report for your easy reference.

You may advise your client to claim OD first. Thanks.

**Best Regards,**

**Hsiao Tong, Chew** | Team Lead

Third Party Direct Settlement

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

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

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**From:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Sent:** Monday, 11 November 2024 11:46 AM

**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>;  
assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Subject:** RE: [EXTERNAL] - Arrange for survey - Acc on 03.11.2024 invlg SKZ3780U & SLZ9349G

Hi Hsiao Tong,

As requested and appreciate if you can advise on accident liability

Regards,

**Siew Chin**

Claims Advisory

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Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

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**From:** Claims

**Sent:** Friday, November 8, 2024 4:03 PM

**To:** 'Hsiao Tong (LKKAUTO)' <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>;  
[assignments@lkkauto.com](mailto:assignments@lkkauto.com); [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)

**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Subject:** RE: [EXTERNAL] - Arrange for survey - Acc on 03.11.2024 invlg SKZ3780U & SLZ9349G

Hi Hsiao Tong,

Appreciate if you can advise on accident liability

Regards,

**Siew Chin**

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**From:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Sent:** Wednesday, November 6, 2024 2:47 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)

**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Subject:** RE: [EXTERNAL] - Arrange for aurvey - Acc on 03.11.2024 invlg SKZ3780U & SLZ9349G

Dear Surveyor,

Please conduct a survey on TP vehicle **SKZ3780U** and let us have your report urgently.

\*Kindly upload this survey request email to merimen. Please check with workshop if they have negotiated any COR settlement with our insured.

Thank You.

**Jacelyn Loh**

Motor & Work Injury Claims Dept

India International Insurance Pte Ltd

6 Raffles Quay, #22-00,

Singapore 048580

Tel: 6347 6100 (EXT 246)

Email: [Jacelyn.lohCL@III.COM.SG](mailto:Jacelyn.lohCL@III.COM.SG)

Co. Reg Number: 198703792K

---

**From:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Sent:** Wednesday, 6 November 2024 10:51 am

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Subject:** RE: [EXTERNAL] - Arrange for aurvey - Acc on 03.11.2024 invlg SKZ3780U & SLZ9349G

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Hi,

Please proceed with LKK Auto Consultants Pte Ltd.

Regards,

**Siew Chin**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

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---

**From:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Sent:** Wednesday, November 6, 2024 10:12 AM

**To:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Subject:** RE: [EXTERNAL] - Arrange for survey - Acc on 03.11.2024 invlg SKZ3780U & SLZ9349G

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- Autolyst Pte Ltd
- Form Team Adjusters Pte Ltd
- LBS Auto Consultants Pte Ltd
- LKK Auto Consultants Pte Ltd
- Perfect Automobile Appraisal Services

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Thanks

**Jacelyn Loh**

Motor & Work Injury Claims Dept  
India International Insurance Pte Ltd  
6 Raffles Quay, #22-00,  
Singapore 048580  
Tel: 6347 6100 (EXT 246)  
Email: [Jacelyn.lohCL@III.COM.SG](mailto:Jacelyn.lohCL@III.COM.SG)  
Co. Reg Number: 198703792K

**From:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Sent:** Tuesday, 5 November 2024 5:33 pm

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Subject:** [EXTERNAL] - Arrange for aurvey - Acc on 03.11.2024 invlg SKZ3780U & SLZ9349G

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Dear Sirs

Please refer to attached and arrange for survey

VEHICLE IS IN WORKSHOP

Regards,

**Siew Chin**

Claims Advisory  
Progressive Car Care Pte Ltd  
Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716  
T: +65 6741 5336 | F: +65 6741 7208  
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