

## Hsiao Tong (LKKAuto)

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**From:** Linette Cheong <Linette.Cheong@inchcape.com.sg>  
**Sent:** Tuesday, 31 December 2024 9:03 AM  
**To:** Mei Kwan (LKKAuto)  
**Cc:** claimstatusenquiry; Admin A; Hsiao Tong (LKKAuto)  
**Subject:** Re: [EXTERNAL] - Direct Settlement (TP) - Accident Involving SNS884A & SLQ3124A ( INDIA insured ) - DOA: 15/11/2024 \*\*\* LKK REF: CD/III24110343/XPA3

Hi Mei Kwan,

Our customer had already revert from 3P claim to OD claim on 4/12/2024.

Rgds  
Linette Cheong

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**From:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** Thursday, December 26, 2024 4:37 PM  
**To:** Linette Cheong <Linette.Cheong@inchcape.com.sg>  
**Cc:** claimstatusenquiry <claimstatusenquiry@borneomotors.com.sg>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Subject:** RE: [EXTERNAL] - Direct Settlement (TP) - Accident Involving SNS884A & SLQ3124A ( INDIA insured ) - DOA: 15/11/2024 \*\*\* LKK REF: CD/III24110343/XPA3

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Dear Sir / Madam,

We refer to the above matter.

Please update us whether your client still want to pursue the claim. If so, ***Please provide us the following and arrange for survey.***

- ***evidence i.e. video***
- ***PIR result (if any)***

We will treat as you are no longer interested in pursuing this third-party claim against us if there is no reply from you by **10.01.2025.**

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

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

Third Party Direct Settlement

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com)

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

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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Friday, 29 November 2024 2:03 PM  
**To:** Linette Cheong <Linette.Cheong@inchcape.com.sg>  
**Cc:** claimstatusenquiry <claimstatusenquiry@borneomotors.com.sg>; Motor Claim - III <motorclaim@iii.com.sg>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: [EXTERNAL] - Direct Settlement (TP) - Accident Involving SNS884A & SLQ3124A ( INDIA insured ) - DOA: 15/11/2024 \*\*\* LKK REF: CD/III24110118/XMA3

**WITHOUT PREJUDICE**

Dear Sirs/Mdm,

Our insured has yet to report the accident till date.

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

Hi Mei Kwan,

FYNA, 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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Thursday, 21 November 2024 6:25 PM  
**To:** Linette Cheong <[Linette.Cheong@inchcape.com.sg](mailto:Linette.Cheong@inchcape.com.sg)>; Daphne Lee (LKK Auto) <[daphnelee@lkkauto.com](mailto:daphnelee@lkkauto.com)>  
**Cc:** claimstatusenquiry <[claimstatusenquiry@borneomotors.com.sg](mailto:claimstatusenquiry@borneomotors.com.sg)>; Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: [EXTERNAL] - Direct Settlement (TP) - Accident Involving SNS884A & SLQ3124A ( INDIA insured ) - DOA: 15/11/2024 \*\*\* LKK REF: CD/III24110118/XMA3

Dear Sir / Madam,  
We refer to the above matter.  
Please be informed that OI has yet to report the accident.  
You may advise your client to claim OD first for speedy repair.  
Kindly note that for liability, claim negotiation and settlement, please contact our OIC – Daphne.  
Our respective case handler will look into the matter and revert to you in due course.  
***To check availability of the case handler, you may contact the undersigned.***

Thank you.

Best Regards,

**Mei Kwan** | Admin  
Third Party Direct Settlement  
**LKK Auto Consultants Pte Ltd**  
Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com)  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Linette Cheong <[Linette.Cheong@inchcape.com.sg](mailto:Linette.Cheong@inchcape.com.sg)>  
**Sent:** Thursday, 21 November 2024 10:36 AM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>; 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:** claimstatusenquiry <[claimstatusenquiry@borneomotors.com.sg](mailto:claimstatusenquiry@borneomotors.com.sg)>  
**Subject:** Re: [EXTERNAL] - Direct Settlement (TP) - Accident Involving SNS884A & SLQ3124A ( INDIA insured ) - DOA: 15/11/2024

Dear Team III, Jacelyn

Await for our favorable liability status once readily.

Rgds  
Linette Cheong

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**From:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Sent:** Monday, November 18, 2024 3:14 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com) <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com) <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** claimstatusenquiry <[claimstatusenquiry@borneomotors.com.sg](mailto:claimstatusenquiry@borneomotors.com.sg)>; Linette Cheong <[Linette.Cheong@inchcape.com.sg](mailto:Linette.Cheong@inchcape.com.sg)>  
**Subject:** RE: [EXTERNAL] - Direct Settlement (TP) - Accident Involving SNS884A & SLQ3124A ( INDIA insured ) - DOA: 15/11/2024

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Dear Surveyor,

Please conduct a survey on TP vehicle **SNS884A** 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

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**From:** Linette Cheong <[Linette.Cheong@inchcape.com.sg](mailto:Linette.Cheong@inchcape.com.sg)>  
**Sent:** Monday, 18 November 2024 3:02 pm

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

**Cc:** claimstatusenquiry <[claimstatusenquiry@borneomotors.com.sg](mailto:claimstatusenquiry@borneomotors.com.sg)>

**Subject:** Re: [EXTERNAL] - Direct Settlement (TP) - Accident Involving SNS884A & SLQ3124A ( INDIA insured ) - DOA: 15/11/2024

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Hi Jacelyn,

We select:

- LKK Auto Consultants Pte Ltd

Rgds

Linette Cheong

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

**Sent:** Monday, November 18, 2024 2:52 PM

**To:** Linette Cheong <[Linette.Cheong@inchcape.com.sg](mailto:Linette.Cheong@inchcape.com.sg)>

**Cc:** claimstatusenquiry <[claimstatusenquiry@borneomotors.com.sg](mailto:claimstatusenquiry@borneomotors.com.sg)>

**Subject:** RE: [EXTERNAL] - Direct Settlement (TP) - Accident Involving SNS884A & SLQ3124A ( INDIA insured ) - DOA: 15/11/2024

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**This Message Is From an External Sender**

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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

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**From:** Linette Cheong <[Linette.Cheong@inchcape.com.sg](mailto:Linette.Cheong@inchcape.com.sg)>  
**Sent:** Monday, 18 November 2024 1:22 pm  
**To:** Jacelyn Loh C.L <[Jacelyn.LohCL@iii.com.sg](mailto:Jacelyn.LohCL@iii.com.sg)>; Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Cc:** claimstatusenquiry <[claimstatusenquiry@borneomotors.com.sg](mailto:claimstatusenquiry@borneomotors.com.sg)>  
**Subject:** [EXTERNAL] - Direct Settlement (TP) - Accident Involving SNS884A & SLQ3124A ( INDIA insured ) - DOA: 15/11/2024

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You may be required to authenticate, in that case follow these instructions:

1. You will be directed to a page where you would be requested to specify your email address.
2. An email with verification code will be sent to you.
3. Copy the code and return to the attachment recovery page.
4. The email with original attachments will be released to your mailbox.

**Please exercise discretion when requesting to release suspicious attachments.**

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **SLQ3124A** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with **Car Rental of @ \$XXX per day x no. of days** as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Thomas Pang @ 6631 1860 / 9847 6171** is located at **2 Pandan Crescent / Level 4** for an appointment to inspect our client's vehicle (currently vehicle **NOT IN** workshop).

As for liability clearance, kindly revert to this email.

Your kind attention into the above is greatly appreciate.

Rgds  
Linette Cheong

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