

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 2 December 2024 4:55 PM  
**To:** 'Alex Loh (Ding Auto Sin Ming Branch)'  
**Cc:** 'Kenneth Ding'; 'Lynn Yap (Ding Auto)'; 'Yao Sheng (Ding Auto - Sin Ming Branch)'; 'Marcus Lee (Ding Auto - Sin Ming Branch)'; 'Joyce (Ding Auto - Carros Branch)'; 'Celine Chua (Ding Auto - Sin Ming Branch)'; 'Aliff (Ding Auto - BLK10 Branch)'; Admin A  
**Subject:** RE: [EXTERNAL] - TP CLAIM: SNL4552T | DOA: 25/11/2024 | ACCIDENT INVOLVING SJK1308E ALONG CAIRNHILL CIRCLE ROAD TOWARD ORCHARD | CHECK LIABILITY \*\*\* LKK REF: CD/III24110567/XPA3

Without Prejudice

Dear Sirs/Mdm,

We regret to inform you that we are unable to look into your client's claim as BOLA 15 is applicable.

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:** Friday, 29 November 2024 3:23 PM  
**To:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Alex Loh (Ding Auto Sin Ming Branch) <smclaims@dingauto.sg>  
**Cc:** Kenneth Ding <kenneth.ding@dingauto.sg>; Lynn Yap (Ding Auto) <Claims@dingauto.sg>; Yao Sheng (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg>; Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>; Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Celine Chua (Ding Auto - Sin Ming Branch) <accounts@dingauto.sg>; Aliff (Ding Auto - BLK10 Branch) <Blk10workshop@dingauto.sg>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: [EXTERNAL] - TP CLAIM: SNL4552T | DOA: 25/11/2024 | ACCIDENT INVOLVING SJK1308E ALONG CAIRNHILL CIRCLE ROAD TOWARD ORCHARD | CHECK LIABILITY \*\*\* LKK REF: CD/III24110567/XPA3

Without Prejudice

Dear Sirs/Mdm,

Please be informed that liability is unclear as your client reported that he filtered into our insured's lane.

**You may advise your client to claim OD.** 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)

---

**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Thursday, 28 November 2024 3:15 PM  
**To:** Alex Loh (Ding Auto Sin Ming Branch) <[smclaims@dingauto.sg](mailto:smclaims@dingauto.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Kenneth Ding <[kenneth.ding@dingauto.sg](mailto:kenneth.ding@dingauto.sg)>; Lynn Yap (Ding Auto) <[Claims@dingauto.sg](mailto:Claims@dingauto.sg)>; Yao Sheng (Ding Auto - Sin Ming Branch) <[reporting@dingauto.sg](mailto:reporting@dingauto.sg)>; Marcus Lee (Ding Auto - Sin Ming Branch) <[workshop@dingauto.sg](mailto:workshop@dingauto.sg)>; Joyce (Ding Auto - Carros Branch) <[admin.carros@dingauto.sg](mailto:admin.carros@dingauto.sg)>; Celine Chua (Ding Auto - Sin Ming Branch) <[accounts@dingauto.sg](mailto:accounts@dingauto.sg)>; Aliff (Ding Auto - BLK10 Branch) <[Blk10workshop@dingauto.sg](mailto:Blk10workshop@dingauto.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: [EXTERNAL] - TP CLAIM: SNL4552T | DOA: 25/11/2024 | ACCIDENT INVOLVING SJK1308E ALONG CAIRNHILL CIRCLE ROAD TOWARD ORCHARD | CHECK LIABILITY \*\*\* LKK REF: CD/III24110567/XPA3

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

**Hi HT,**

**Kindly assist.**

*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)

---

**From:** Alex Loh (Ding Auto Sin Ming Branch) <[smclaims@dingauto.sg](mailto:smclaims@dingauto.sg)>  
**Sent:** Thursday, 28 November 2024 9:26 AM  
**To:** 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:** Kenneth Ding <[kenneth.ding@dingauto.sg](mailto:kenneth.ding@dingauto.sg)>; Lynn Yap (Ding Auto) <[Claims@dingauto.sg](mailto:Claims@dingauto.sg)>; Yao Sheng (Ding Auto - Sin Ming Branch) <[reporting@dingauto.sg](mailto:reporting@dingauto.sg)>; Marcus Lee (Ding Auto - Sin Ming Branch) <[workshop@dingauto.sg](mailto:workshop@dingauto.sg)>; Joyce (Ding Auto - Carros Branch) <[admin.carros@dingauto.sg](mailto:admin.carros@dingauto.sg)>; Celine Chua (Ding Auto - Sin Ming Branch) <[accounts@dingauto.sg](mailto:accounts@dingauto.sg)>; Aliff (Ding Auto - BLK10 Branch) <[Blk10workshop@dingauto.sg](mailto:Blk10workshop@dingauto.sg)>; Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Subject:** Re: [EXTERNAL] - TP CLAIM: SNL4552T | DOA: 25/11/2024 | ACCIDENT INVOLVING SJK1308E ALONG CAIRNHILL CIRCLE ROAD TOWARD ORCHARD | CHECK LIABILITY

Dear LKK,

Good morning to you,

Kindly advise us the liability for SNL4552T as our client had been chasing us for an update.

Thank you.

On Wed, 27 Nov 2024, 11:01 Motor Claim - III, <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)> wrote:

Dear Surveyor,

Please conduct a survey on TP vehicle **SNL4552T** 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:** Alex Loh (Ding Auto Sin Ming Branch) <[smclaims@dingauto.sg](mailto:smclaims@dingauto.sg)>  
**Sent:** Wednesday, 27 November 2024 9:59 am  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Cc:** Kenneth Ding <[kenneth.ding@dingauto.sg](mailto:kenneth.ding@dingauto.sg)>; Lynn Yap (Ding Auto) <[Claims@dingauto.sg](mailto:Claims@dingauto.sg)>; Yao Sheng (Ding Auto - Sin Ming Branch) <[reporting@dingauto.sg](mailto:reporting@dingauto.sg)>; Marcus Lee (Ding Auto - Sin Ming Branch) <[workshop@dingauto.sg](mailto:workshop@dingauto.sg)>; Joyce (Ding Auto - Carros Branch) <[admin.carros@dingauto.sg](mailto:admin.carros@dingauto.sg)>; Celine Chua (Ding Auto - Sin Ming Branch) <[accounts@dingauto.sg](mailto:accounts@dingauto.sg)>; Aliff (Ding Auto - BLK10 Branch) <[Blk10workshop@dingauto.sg](mailto:Blk10workshop@dingauto.sg)>  
**Subject:** Re: [EXTERNAL] - TP CLAIM: SNL4552T | DOA: 25/11/2024 | ACCIDENT INVOLVING SJK1308E ALONG CAIRNHILL CIRCLE ROAD TOWARD ORCHARD | CHECK LIABILITY

EXTERNAL EMAIL - This email was sent by a person from outside your organization. Exercise caution when clicking links, opening attachments or taking further action, before validating its authenticity.

Secured by Check Point

Dear Jacelyn,

We wish to appoint LKK Auto Consultants Pte Ltd to survey the mention vehicle SNL4552T.

Thank you.

On Tue, 26 Nov 2024, 14:27 Motor Claim - III, <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)> wrote:

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:** Alex Loh (Ding Auto Sin Ming Branch) <[smclaims@dingauto.sg](mailto:smclaims@dingauto.sg)>

**Sent:** Tuesday, 26 November 2024 1:50 pm

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

**Cc:** Kenneth Ding <[kenneth.ding@dingauto.sg](mailto:kenneth.ding@dingauto.sg)>; Lynn Yap (Ding Auto) <[Claims@dingauto.sg](mailto:Claims@dingauto.sg)>; Yao Sheng (Ding Auto - Sin Ming Branch) <[reporting@dingauto.sg](mailto:reporting@dingauto.sg)>; Marcus Lee (Ding Auto - Sin Ming Branch)

<[workshop@dingauto.sg](mailto:workshop@dingauto.sg)>; Joyce (Ding Auto - Carros Branch) <[admin.carros@dingauto.sg](mailto:admin.carros@dingauto.sg)>; Celine Chua (Ding Auto - Sin Ming Branch) <[accounts@dingauto.sg](mailto:accounts@dingauto.sg)>; Aliff (Ding Auto - BLK10 Branch) <[Blk10workshop@dingauto.sg](mailto:Blk10workshop@dingauto.sg)>

**Subject:** [EXTERNAL] - TP CLAIM: SNL4552T | DOA: 25/11/2024 | ACCIDENT INVOLVING SJK1308E ALONG CAIRNHILL CIRCLE ROAD TOWARD ORCHARD | CHECK LIABILITY

Dear India Insurance Claim Officers,

Good day to you.

Kindly refer to the attached GIA Report, Third Party Insurer Enquiries, and Accident Photos/Videos

for your further viewing. (We are still pending for the Cost of Repair Estimate)

Kindly revert to us the liability status for this case as soon as possible so that we can advise our client and arrange the vehicle to be in for survey and repair.

Please do not hesitate to contact us for further assistance, thank you.

Best Regards,



**Alex Loh**  
Claims Department (Sin Ming Branch)

Mobile +65 9764 9669 Office +65 6452 1208

Web [www.dingauto.sg](http://www.dingauto.sg) Email [smclaims@dingauto.sg](mailto:smclaims@dingauto.sg)

HQ [176 Sin Ming Drive #04-06](#) Sin Ming Autocare S575721

Branch [Blk 10 Sin Ming Industrial Estate Sector C #01-20](#) S575645 NorthWest Branch [60 Jalan Lam Huat #06-46/47](#) Carros Centre S737869

This email is intended solely for the person to whom it has been addressed. It may contain confidential and/or legally privileged information. If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be

intercepted, corrupted, lost, delayed or contain viruses. Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification. If you have sent or are sending personal data, you undertake that the personal data being sent is current, complete and accurate. You understand and consent that the personal data may be processed and retained by India International Insurance Pte Ltd ("III") in line with the purposes in III's Personal Data Policy (<https://www.iii.com.sg/privacy-policy>). For third party's personal data, you undertake that you have obtained the consent from the third party and made the party aware of all matters listed in this policy by referring them to III's website. This message may contain confidential information intended only for the individual named. If you are not the named addressee, do not disseminate, distribute or copy this email. Please notify the sender immediately and delete this email from your system. Any views expressed in the email are those of the individual sender, except where the sender specifically states them to be the view of III. The information and/or comments provided or expressed in this message are not to be construed as legal advice and are not intended to replace legal advice. You should not rely on any information and/or comments provided or expressed in this message/research memorandum as legal advice. III shall not be responsible for any loss or damage arising from your reliance on any information and/or comments provided or expressed in this message."

This email is intended solely for the person to whom it has been addressed. It may contain confidential and/or legally privileged information. If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses. Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification. If you have sent or are sending personal data, you undertake that the personal data being sent is current, complete and accurate. You understand and consent that the personal data may be processed and retained by India International Insurance Pte Ltd ("III") in line with the purposes in III's Personal Data Policy (<https://www.iii.com.sg/privacy-policy>). For third party's personal data, you undertake that you have obtained the consent from the third party and made the party aware of all matters listed in this policy by referring them to III's website. This message may contain confidential information intended only for the individual named. If you are not the named addressee, do not disseminate, distribute or copy this email. Please notify the sender immediately and delete this email from your system. Any views expressed in the email are those of the individual sender, except where the sender specifically states them to be the view of III. The information and/or comments provided or expressed in this message are not to be construed as legal advice and are not intended to replace legal advice. You should not rely on any information and/or comments provided or expressed in this message/research memorandum as legal advice. III shall not be responsible for any loss or damage arising from your reliance on any information and/or comments provided or expressed in this message."