

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 5 August 2024 4:32 PM
To: 'Robyn Chin Zhi Shen'
Cc: 'Heng Swee Hee'; 'Nur Ariff'; 'Foong Yao Jie (Jack)'; Admin A; assignments
Subject: RE: [EXTERNAL] - HYUNDAI KONA ELECTRIC - SNQ3780G - TP claim / Your ref: SMC492G - TOYOTA NOAH - Register claim/ Advise liability *** LKK REF: CD/III24070006/RPA3

Without Prejudice

Dear Sirs/Mdm,

Please be informed that III will repudiate the case as there is a breach in policy terms & conditions.

Thanks you.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: Hsiao Tong (LKKAuto)

Sent: Friday, August 2, 2024 8:14 AM

To: Robyn Chin Zhi Shen <robyn.chin@hyundaimotors.com.sg>

Cc: Heng Swee Hee <shheng@hyundaimotors.com.sg>; Nur Ariff <nur.ariff@hyundaimotors.com.sg>; Foong Yao Jie (Jack) <Foong.Yao@hyundaimotors.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: RE: [EXTERNAL] - HYUNDAI KONA ELECTRIC - SNQ3780G - TP claim / Your ref: SMC492G - TOYOTA NOAH - Register claim/ Advise liability *** LKK REF: CD/III24070006/RPA3

Without Prejudice

Dear Sirs/Mdm,

Please be informed that case is under investigation.

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

From: Robyn Chin Zhi Shen <robyn.chin@hyundaimotors.com.sg>
Sent: Thursday, August 1, 2024 11:07 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Heng Swee Hee <shheng@hyundaimotors.com.sg>; Nur Ariff <nur.ariff@hyundaimotors.com.sg>; Foong Yao Jie (Jack) <Foong.Yao@hyundaimotors.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
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Hi,

Kindly advise on liability status for this vehicle,

thank you

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, July 18, 2024 4:39 PM
To: Robyn Chin Zhi Shen <robyn.chin@hyundaimotors.com.sg>
Cc: Heng Swee Hee <shheng@hyundaimotors.com.sg>; Nur Ariff <nur.ariff@hyundaimotors.com.sg>; Foong Yao Jie (Jack) <Foong.Yao@hyundaimotors.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
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Without Prejudice

Dear Sirs/Mdm,

Please be informed that case is under investigation.

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

From: Robyn Chin Zhi Shen <robyn.chin@hyundaimotors.com.sg>
Sent: Thursday, July 18, 2024 11:26 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Heng Swee Hee <shheng@hyundaimotors.com.sg>; Nur Ariff <nur.ariff@hyundaimotors.com.sg>; Foong Yao Jie (Jack) <Foong.Yao@hyundaimotors.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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Hi,

Kindly advise on liability,

there are no video can be provided as the car was turned off at the time of accident, only pictures can be provided.

Kindly hold on survey until liability is clear.

thank you

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Wednesday, July 3, 2024 10:04 AM

To: Robyn Chin Zhi Shen <robyn.chin@hyundaimotors.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Heng Swee Hee <shheng@hyundaimotors.com.sg>; Nur Ariff <nur.ariff@hyundaimotors.com.sg>; Foong Yao Jie (Jack) <Foong.Yao@hyundaimotors.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

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Dear Sir / Madam,

We refer to the above matter.

Our insured has yet to report the accident.

Please provide us the following and arrange for survey.

- evidence i.e. video and scene photo (if any)
- PIR result (if any)

Kindly note that for liability, claim negotiation and settlement, please contact our OIC – Hsiao Tong.

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

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

From: Robyn Chin Zhi Shen <robyn.chin@hyundaimotors.com.sg>
Sent: Wednesday, July 3, 2024 8:08 AM
To: Motor Claim - III <motorclaim@iii.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Heng Swee Hee <shheng@hyundaimotors.com.sg>; Nur Ariff <nur.ariff@hyundaimotors.com.sg>; Foong Yao Jie (Jack) <Foong.Yao@hyundaimotors.com.sg>
Subject: Re: [EXTERNAL] - HYUNDAI KONA ELECTRIC - SNQ3780G - TP claim / Your ref: SMC492G - TOYOTA NOAH - Register claim/ Advise liability

Hi,

Kindly update on liability status so i can arrange for survey as car is not in,

The attached is on the ammended accident report for your information and reference,

Thank you

From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: 28 June 2024 15:33
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; assignments@lkkauto.com <assignments@lkkauto.com>; admin-a@lkkauto.com <admin-a@lkkauto.com>
Cc: Heng Swee Hee <shheng@hyundaimotors.com.sg>; Nur Ariff <nur.ariff@hyundaimotors.com.sg>; Foong Yao Jie (Jack) <Foong.Yao@hyundaimotors.com.sg>; Robyn Chin Zhi Shen <robyn.chin@hyundaimotors.com.sg>
Subject: RE: [EXTERNAL] - HYUNDAI KONA ELECTRIC - SNQ3780G - TP claim / Your ref: SMC492G - TOYOTA NOAH - Register claim/ Advise liability

Dear Surveyor,

Please conduct a survey on TP vehicle **SNQ3780G** 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
Co. Reg Number: 198703792K

From: Robyn Chin Zhi Shen <robyn.chin@hyundaimotors.com.sg>
Sent: Friday, June 28, 2024 3:27 PM
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: Heng Swee Hee <shheng@hyundaimotors.com.sg>; Nur Ariff <nur.ariff@hyundaimotors.com.sg>; Foong Yao Jie

(Jack) <Foong.Yao@hyundaimotors.com.sg>

Subject: RE: [EXTERNAL] - HYUNDAI KONA ELECTRIC - SNQ3780G - TP claim / Your ref: SMC492G - TOYOTA NOAH - Register claim/ Advise liability

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Secured by Check Point

Hi,

We would like to appoint LKK Auto Consultants Pte Ltd for the survey,

Kindly hold on survey until liability is clear.

Thank you

From: Motor Claim - III <motorclaim@iii.com.sg>

Sent: Friday, June 28, 2024 3:21 PM

To: Robyn Chin Zhi Shen <robyn.chin@hyundaimotors.com.sg>

Cc: Heng Swee Hee <shheng@hyundaimotors.com.sg>; Nur Ariff <nur.ariff@hyundaimotors.com.sg>; Foong Yao Jie (Jack) <Foong.Yao@hyundaimotors.com.sg>

Subject: RE: [EXTERNAL] - HYUNDAI KONA ELECTRIC - SNQ3780G - TP claim / Your ref: SMC492G - TOYOTA NOAH - Register claim/ Advise liability

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

Co. Reg Number: 198703792K

From: Robyn Chin Zhi Shen <robyn.chin@hyundaimotors.com.sg>

Sent: Friday, June 28, 2024 2:34 PM

To: Motor Claim - III <motorclaim@iii.com.sg>

Cc: Heng Swee Hee <shheng@hyundaimotors.com.sg>; Nur Ariff <nur.ariff@hyundaimotors.com.sg>; Foong Yao Jie (Jack) <Foong.Yao@hyundaimotors.com.sg>

Subject: [EXTERNAL] - HYUNDAI KONA ELECTRIC - SNQ3780G - TP claim / Your ref: SMC492G - TOYOTA NOAH - Register claim/ Advise liability

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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,

Above attached for your attention.

Kindly assist to register the claim and hold a survey until liability is clear.

Please advise the liability once your insured done the report.

Look forward to hearing from you.

Thank You,

Best regards,

Robyn Chin Zhi Shen
Vehicle Assessor Officer, Service

KOMOCO MOTORS PTE LTD
253 Alexandra Road
#01-01 Singapore 159936
Email robyn.chin@hyundaimotors.com.sg
HP (65) 9070 0157

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