

Hsiao Tong (LKKAUTO)

From: Sreekanth Nair <sreekanth.nair@directasia.com>
Sent: Friday, 22 June 2018 5:44 PM
To: Hsiao Tong (LKKAUTO)
Cc: Motor Claims
Subject: PRI Assignment: 74236/ JT /WP/Kang Auto Engineering Pte Ltd/OD: SKU59R /TP: SJB1293K/ DOA: 14.12.2017 / Est:\$6953.12

WITHOUT PREJUDICE

Dear Hsiao Tong,

We refer to your e-mails below.

Please proceed to offer the following to the third party:

| | |
|----------------------------------|----------------------------|
| 1. Cost of Repair | \$ 3,000.00 |
| 2. Loss of Use (3days x \$60.00) | \$ 180.00 |
| 3. LTA/ GIA Search Fee | \$ 5.35 (subject to proof) |
| TOTAL | <u>\$ 3,185.35</u> |

Thank you.

Sreekanth Nair / Claims Specialist
Direct: +65 6603 3629

DirectAsia Insurance

Customer Service: +65 6665 5555
Retail: 88 South Bridge Road, S(058716)
www.directasia.com



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From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Saturday, 2 June, 2018 1:17 PM
To: Claim
Cc: Derrick Quok; Kenneth Lim; Aaron Wang; Admin A
Subject: RE: [EXT] RE: PRI Assignment: 74236/ JT /WP/Kang Auto Engineering Pte Ltd/OD: SKU59R /TP: SJB1293K/ DOA: 14.12.2017 / Est:\$6953.12

URGENT

Dear Sirs/ Mdm,

Further to our below email.

Kindly let us have your instruction/mandate.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Wednesday, 9 May 2018 2:45 PM

To: 'Claim' <claim@directasia.com>

Cc: 'Derrick Quok' <derrick@directasia.com>; 'Kenneth Lim' <kenneth@directasia.com>; 'Aaron Wang' <aaron.wang@directasia.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: PRI Assignment: 74236/ JT /WP/Kang Auto Engineering Pte Ltd/OD: SKU59R /TP: SJB1293K/ DOA: 14.12.2017 / Est:\$6953.12

Dear Sirs/ Mdm,

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Kindly let us have your instruction/mandate.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Friday, 4 May 2018 2:06 PM

To: 'Claim' <claim@directasia.com>

Cc: 'Derrick Quok' <derrick@directasia.com>; 'Kenneth Lim' <kenneth@directasia.com>; 'Aaron Wang' <aaron.wang@directasia.com>; Admin A <admin-a@lkkauto.com>

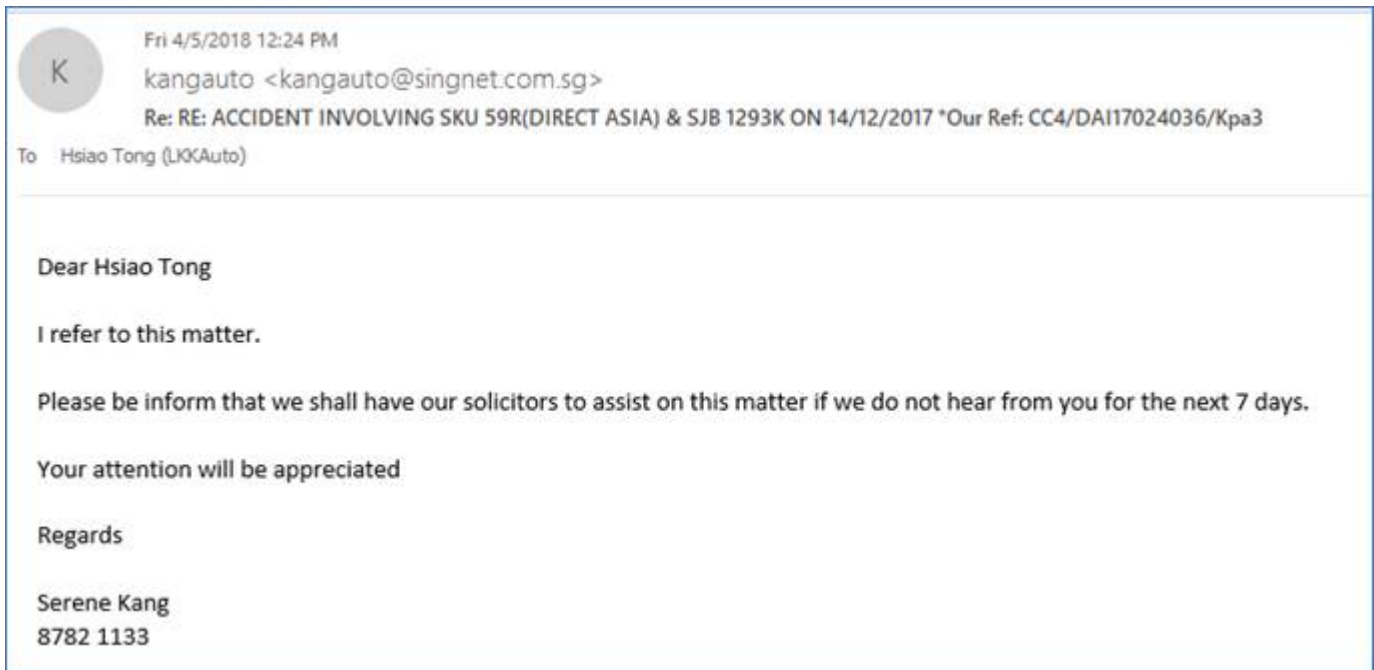
Subject: RE: [EXT] RE: PRI Assignment: 74236/ JT /WP/Kang Auto Engineering Pte Ltd/OD: SKU59R /TP: SJB1293K/ DOA: 14.12.2017 / Est:\$6953.12

URGENT

Hi Sir/Mdm,

We refer to email dated 26/01/2018.

Kindly let us have your instruction/mandate as third party is chasing for offer. Otherwise, they will pass the case to lawyer for further handling.



Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Tuesday, 24 April 2018 12:38 PM

To: 'Claim' <claim@directasia.com>

Cc: 'Derrick Quok' <derrick@directasia.com>; 'Kenneth Lim' <kenneth@directasia.com>; 'Aaron Wang' <aaron.wang@directasia.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: PRI Assignment: 74236/ JT /WP/Kang Auto Engineering Pte Ltd/OD: SKU59R /TP: SJB1293K/ DOA: 14.12.2017 / Est:\$6953.12

URGENT

Dear Sirs/ Mdm,

We refer to email dated 26/01/2018.

Kindly let us have your instruction/mandate as third party is chasing for offer.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Monday, 9 April 2018 8:40 AM

To: Claim <claim@directasia.com>

Cc: Derrick Quok <derrick@directasia.com>; Kenneth Lim <kenneth@directasia.com>; Aaron Wang <aaron.wang@directasia.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: PRI Assignment: 74236/ JT /WP/Kang Auto Engineering Pte Ltd/OD: SKU59R /TP: SJB1293K/ DOA: 14.12.2017 / Est:\$6953.12

Dear Sirs/ Mdm,

We refer to the above matter and our email dated 26/01/2018.

Kindly let us have your instruction/mandate.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Joleen Tan [<mailto:joleen.tan@directasia.com>]

Sent: Monday, 5 March 2018 2:28 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Claim <claim@directasia.com>

Cc: Derrick Quok <derrick@directasia.com>; Kenneth Lim <kenneth@directasia.com>; Aaron Wang <aaron.wang@directasia.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: PRI Assignment: 74236/ JT /WP/Kang Auto Engineering Pte Ltd/OD: SKU59R /TP: SJB1293K/ DOA: 14.12.2017 / Est:\$6953.12

Your Ref: SJB1293K

Our Ref: 74236/JT

WITHOUT PREJUDICE

Dear Hsiao Tong

Sorry for the late reply.

We will get back to you on this soon.

Thank you.

Regards
Joleen Tan

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Friday, 26 January, 2018 12:22 PM
To: Joleen Tan; Claim
Cc: Derrick Quok; Kenneth Lim; Aaron Wang; Admin A
Subject: RE: [EXT] RE: PRI Assignment: 74236/ JT /WP/Kang Auto Engineering Pte Ltd/OD: SKU59R /TP: SJB1293K/ DOA: 14.12.2017 / Est:\$6953.12

Without Prejudice

Hi Joleen,

We refer to the above matter.

We seek your approval to offer Third Party repairer, **Kang Auto Engineering Pte Ltd** at **\$3,305.35(all-in)**. The breakdown is as follows: -

| | |
|----------------------------------|---------------------------|
| 1. Cost of Repair | \$ 3,000.00 |
| 2. Loss of Use (5days x \$60.00) | \$ 300.00 |
| 3. LTA/ GIA Search Fee | \$ 5.35 |
| TOTAL | <u>\$ 3,305.35</u> |

Enclosed herewith the supporting document for your perusal.

For your approval please.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Joleen Tan [<mailto:joleen.tan@directasia.com>]
Sent: Thursday, 4 January 2018 10:14 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Claim <claim@directasia.com>
Cc: Derrick Quok <derrick@directasia.com>; Kenneth Lim <kenneth@directasia.com>; Aaron Wang <aaron.wang@directasia.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: PRI Assignment: 74236/ JT /WP/Kang Auto Engineering Pte Ltd/OD: SKU59R /TP: SJB1293K/ DOA: 14.12.2017 / Est:\$6953.12

Your Ref: SJB1293K

Our Ref: 74236/JT

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

On a without prejudice basis, please proceed with this direct settlement.

Kindly forward the repair bill and relevant documents to Direct Asia.

We trust the above assists.

Please do not hesitate to call us on 6532 1818 should you have further enquires.

Thank you.

Best Regards,
Joleen Tan / Claim Specialist
Direct: +65 6603 3640

DirectAsia Insurance
Customer Service: +65 6665 5555
Retail: 88 South Bridge Road, S(058716)
www.directasia.com



From: Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]
Sent: Wednesday, 20 December, 2017 3:11 PM
To: Claim
Cc: Derrick Quok; Kenneth Lim; Aaron Wang; Joleen Tan; Hsiao Tong (LKKAUTO); Admin A
Subject: [EXT] RE: PRI Assignment: 74236/ JT /WP/Kang Auto Engineering Pte Ltd/OD: SKU59R /TP: SJB1293K/
DOA: 14.12.2017 / Est:\$6953.12

Your ref: 74236/JT
LKK ref: CC4/DAI17024036/Kpa3

Dear Sir / Madam,

We refer to the above matter.

We had inspected the vehicle SJB 1293K at M/s Kang Auto Engineering Pte Ltd - Sin Ming and the repairer would like to do direct settlement with Direct Asia Insurance (S) Pte Ltd.

Enclosed for your perusal is:

- Estimated cost of repair
- Photographs of TP vehicle in its damaged condition

We have not authorized repairs.

Please kindly advise liability soonest.

Kindly take note that the case handler in-charge is Hsiao Tong and she can be contacted at DID: 6742 3197.

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 | fax: 67414108

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

From: Admin-D (LKKAuto)

Sent: Tuesday, 19 December, 2017 1:28 PM

To: 'Claim' <claim@directasia.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: 'Derrick Quok' <derrick@directasia.com>; 'Kenneth Lim' <kenneth@directasia.com>; 'Aaron Wang'

<aaron.wang@directasia.com>; 'Joleen Tan' <joleen.tan@directasia.com>

Subject: RE: PRI Assignment: 74236/ JT /WP/Kang Auto Engineering Pte Ltd/OD: SKU59R /TP: SJB1293K/ DOA: 14.12.2017 / Est:\$6953.12

Dear Sir / Madam,

Thank you for the assignment.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Claim [<mailto:claim@directasia.com>]

Sent: Tuesday, 19 December, 2017 11:44 AM

To: assignments@lkkauto.com

Cc: Derrick Quok <derrick@directasia.com>; Kenneth Lim <kenneth@directasia.com>; Aaron Wang

<aaron.wang@directasia.com>; Joleen Tan <joleen.tan@directasia.com>

Subject: PRI Assignment: 74236/ JT /WP/Kang Auto Engineering Pte Ltd/OD: SKU59R /TP: SJB1293K/ DOA: 14.12.2017 / Est:\$6953.12

Dear Sir,

Please arrange to survey SJB1293K on the without prejudice basis.

Please conduct direct motor survey at the workshop below pre-repair inspection and update us immediately if the repair cost is above \$10K.

Kang Auto Engineering Pte Ltd

Thank you.

Regards,

Claims Department

From: kangauto [<mailto:kangauto@singnet.com.sg>]

Sent: Tuesday, December 19, 2017 9:42 AM

To: Claim <claim@directasia.com>

Cc: Joleen Tan <joleen.tan@directasia.com>; Aaron Wang <aaron.wang@directasia.com>; Kenneth Lim

<kenneth@directasia.com>; Derrick Quok <derrick@directasia.com>

Subject: [EXT] Direct Settlement - SJB1293K

Claims Dept

Please assign LKK - Mr Kenneth for the survey with thanks.

Regards

May

-----Original Message-----

From : claim@directasia.com

Date : 18/12/2017 - 15:22 GMT+8

To : kangauto@singnet.com.sg

Cc : derrick@directasia.com, kenneth@directasia.com, aaron.wang@directasia.com, joleen.tan@directasia.com

Subject : RE: [EXT] Direct Settlement - SJB1293K

WITHOUT PREJUDICE

Your Ref: SJB1293K

Our Ref: 74236/JT

To: Kang Auto Engineering Pte Ltd
Sin Ming Auto City
160 Sin Ming Drive #02-16
Singapore 575722

Dear Sir,

We refer to your Notice of Accident dated 14 Dec 2017.

We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop.

We propose to use one of the motor surveyors named in the attached list to conduct the joint pre-repair survey as a single joint expert:

1. LKK AUTO CONSULTANT - Marcus Chua
2. LKK AUTO CONSULTANT - Kenneth Kong
3. LKK AUTO CONSULTANT - Ma Chin Fook
4. STA Inspection - Daniel Chan Yin Leong
5. STA Inspection - Low Sar Huei
6. STA Inspection - Hong Fook Choy
7. LBS Automotive Appraisal - Derek Oh Siong Wee
8. LBS Automotive Appraisal - Mohd Fadhillah Bin Osman
9. LBS Automotive Appraisal - Stan See Chew Seng
10. VICOM - Tommie Lim
11. VICOM - Fock Ping Yan
12. VICOM - Jason Lau
13. RT Appraisal - Ricky Teng
14. RT Appraisal - Elson Teng
15. RT Appraisal - Elgene Teng
16. Direct Asia Insurance - Derrick Quok
17. Direct Asia Insurance - Kenneth Lim
18. Direct Asia Insurance - Aaron Wang

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert.

We will bear the cost of the pre-repair survey carried out by the single joint expert.

Yours faithfully,

Thank you.

Regards,
Claims Department

From: kangauto [<mailto:kangauto@singnet.com.sg>]

Sent: Monday, December 18, 2017 9:58 AM

To: Claim <claim@directasia.com>

Subject: [EXT] Direct Settlement - SJB1293K

Claim Dept

Re: Accident involving SJB1293K & SKU59R on 14.12.2017

Your Insured : SKU59R

Attached documents for your reference.

Please assign your surveyor to survey on SJB1293K.

Address : Kang Auto Engineering Pte Ltd
Sin Ming Auto City
160 Sin Ming Drive #02-16
Singapore 575722

Yours Sincerely,
May Ang
6556 0103

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