

Hsiao Tong (LKKAUTO)

From: Charandeep Singh <charandeep.singh@directasia.com>
Sent: Monday, 26 March 2018 5:27 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A; Motor Claims; Claim
Subject: RE: [EXT] RE: Survey assignment: 74373 / HC /WP/Pegasus Engineering & Trading Pte Ltd /OD: SJY5006B /TP: SLK4316M / DOA: 22.12.2017 / Est:\$6155.20

Hi Hsiao Tong,

If repair cost is less than S\$5,200, you may proceed with direct settlement.

Regards

Charan Singh / Claims Specialist
Direct: +65 6603 3617

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: Monday, 26 March, 2018 5:24 PM
To: Charandeep Singh
Cc: Admin A; Motor Claims; Claim
Subject: RE: [EXT] RE: Survey assignment: 74373 / HC /WP/Pegasus Engineering & Trading Pte Ltd /OD: SJY5006B /TP: SLK4316M / DOA: 22.12.2017 / Est:\$6155.20

Hi Charan,

Further to our below email.

Please advise if we may proceed Direct Settlement with third party repairer.

Thank you

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: Shirley Hiew (LKK Auto)

Sent: Monday, 26 March 2018 2:36 PM

To: Charandeep Singh <charandeep.singh@directasia.com>; Motor Claims <motorclaims@directasia.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>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: [EXT] RE: Survey assignment: 74373 / HC /WP/Pegasus Engineering & Trading Pte Ltd /OD: SJY5006B /TP: SLK4316M / DOA: 22.12.2017 / Est:\$6155.20

Your ref: 74373

LKK ref: CC4/DAI17024435/Ups3

Dear Sir/Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: ShirleyHiew@lkkauto.com | fax: 6741-4108

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

From: Charandeep Singh [<mailto:charandeep.singh@directasia.com>]

Sent: Monday, 26 March 2018 12:18 PM

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Motor Claims <motorclaims@directasia.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>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: [EXT] RE: Survey assignment: 74373 / HC /WP/Pegasus Engineering & Trading Pte Ltd /OD: SJY5006B /TP: SLK4316M / DOA: 22.12.2017 / Est:\$6155.20

Dear Shirley,

Liability against insured. Please advise cost of repair.

Regards

Charan Singh / Claims Specialist

Direct: +65 6603 3617

DirectAsia Insurance

Customer Service: +65 6665 5555

Retail: 88 South Bridge Road, S(058716)

www.directasia.com



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From: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

Sent: Monday, 19 March, 2018 10:50 AM

To: Motor Claims; Claim

Cc: Derrick Quok; Kenneth Lim; Aaron Wang; Charandeep Singh; Admin A; Hsiao Tong (LKKAuto)

Subject: FW: [EXT] RE: Survey assignment: 74373 / HC /WP/Pegasus Engineering & Trading Pte Ltd /OD: SJY5006B /TP: SLK4316M / DOA: 22.12.2017 / Est:\$6155.20

Your ref: TBA

LKK ref: CC4/DAI17024435/Ups3

Dear Sir/Madam,

We refer to the above matter.

Please advise whether insured has reported. If so kindly advice liability soonest.

Meanwhile, kindly provide us the claim reference for our necessary action.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: ShirleyHiew@lkkauto.com | fax: 6741-4108

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

From: Charandeep Singh [<mailto:charandeep.singh@directasia.com>]

Sent: Monday, 15 January 2018 5:28 PM

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Motor Claims <motorclaims@directasia.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>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: [EXT] RE: Survey assignment: 74373 / HC /WP/Pegasus Engineering & Trading Pte Ltd /OD: SJY5006B /TP: SLK4316M / DOA: 22.12.2017 / Est:\$6155.20

Dear Sir/Madam,

Our insured did not report the accident.

Regards

Charan Singh / Claims Specialist
Direct: +65 6603 3617

DirectAsia Insurance

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



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From: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]
Sent: Monday, 15 January, 2018 2:41 PM
To: Motor Claims; Claim
Cc: Derrick Quok; Kenneth Lim; Aaron Wang; Charandeep Singh; Admin A; Hsiao Tong (LKKAuto)
Subject: [EXT] RE: Survey assignment: 74373 / HC /WP/Pegasus Engineering & Trading Pte Ltd /OD: SJY5006B /TP: SLK4316M / DOA: 22.12.2017 / Est:\$6155.20

Your ref: TBA
LKK ref: CC4/DAI17024435/Ups3

Dear Sir/Madam,

We refer to the above matter.

Please kindly advice liability soonest.

Meanwhile, kindly provide us the claim reference for our necessary action.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: ShirleyHiew@lkkauto.com | fax: 6741-4108

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

From: Shirley Hiew (LKK Auto)
Sent: Friday, 29 December 2017 11:02 AM
To: motorclaims@directasia.com; claim@directasia.com
Cc: 'Derrick Quok' <derrick@directasia.com>; 'Kenneth Lim' <kenneth@directasia.com>; 'Aaron Wang' <aaron.wang@directasia.com>; 'Charandeep Singh' <charandeep.singh@directasia.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Survey assignment: 74373 / HC /WP/Pegasus Engineering & Trading Pte Ltd /OD: SJY5006B /TP: SLK4316M / DOA: 22.12.2017 / Est:\$6155.20

Your ref: TBA
LKK ref: CC4/DAI17024435/Ups3

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case.

We had inspected TP vehicle SLK 4316M at Pegasus Engineering & Trading Pte Ltd – Defu Lane.

Enclosed for your perusal is:

- TP's GIA report
- Estimated cost of repair
- Photographs of TP vehicle in its damaged condition

Please kindly advice liability soonest.

Meanwhile, kindly provide us the claim reference for our necessary action.

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.

"Wishes you a Merry Christmas & Happy New Year 2018"

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: ShirleyHiew@lkkauto.com | fax: 6741-4108

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

From: Admin-D (LKKAuto)

Sent: Wednesday, 27 December, 2017 12:22 PM

To: 'Claim' <claim@directasia.com>; assignments <assignments@lkkauto.com>

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

Subject: RE: Survey assignment: 74373 / HC /WP/Pegasus Engineering & Trading Pte Ltd /OD: SJY5006B /TP: SLK4316M / DOA: 22.12.2017 / Est:\$6155.20

Dear Sir/Mdm,

Thank you for the assignment.

"Wishes you a Merry Christmas & Happy New Year 2018"

Best Regards,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | 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: Wednesday, 27 December, 2017 10:16 AM

To: assignments@lkkauto.com

Cc: Aaron Wang; Derrick Quok; Kenneth Lim; Charandeep Singh

Subject: Survey assignment: 74373 / HC /WP/Pegasus Engineering & Trading Pte Ltd /OD: SJY5006B /TP: SLK4316M / DOA: 22.12.2017 / Est:\$6155.20

Dear Sir,

Please arrange to survey SLK4316M on the without prejudice basis.

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

Pegasus Engineering & Trading Pte Ltd

Thank you.

Regards,
Claims Department

From: Pegasus Engineering [<mailto:claims@pegasusengrg.com.sg>]

Sent: Wednesday, December 27, 2017 9:38 AM

To: Claim <claim@directasia.com>

Subject: Re: FW: [EXT] Third party survey SLK4316M Your insured SJY5006B on 22.12.2017

Without prejudice

Dear Executive,

We select LKK AUTO CONSULTANT - Marcus Chua to survey our client vehicle.

Thanks & Regards,

Alvin Low
-WL

Pegasus Engineering & Trading Pte Ltd
51 Defu Lane 10
Singapore 539216

Tel : 6858 1846
Fax : 6487 6070
Email : claims@pegasusengrg.com.sg

On Tue, Dec 26, 2017 at 6:35 PM, Claim <claim@directasia.com> wrote:

WITHOUT PREJUDICE

Your Ref: SLK4316M

Our Ref: 74373/CH

To: Pegasus Engineering & Trading Pte Ltd

51 Defu Lane 10

Singapore 539216

Tel: 6858 1846 Fax: 6487 6070

Dear Sir,

We refer to your Notice of Accident dated :22.12.2017

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 Fadhilah 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.

Best regards

Claims Department

From: Pegasus Engineering [mailto:claims@pegasusengrg.com.sg]

Sent: Saturday, December 23, 2017 5:28 PM

To: Claim <claim@directasia.com>

Subject: [EXT] Third party survey SLK4316M Your insured SJY5006B on 22.12.2017

Your Ref: SJY5006B

Our Ref:

SLK4316M

DOA: 21.12.2017

Without Prejudice

Dear All,

We refer to the above matter.

We enclose the following documents for your attention:-

- a. Copy of our client's SAS report and damaged photos;
- b. Copy of the estimated cost of repair.

Please arrange for a Pre-Repair Inspection under the NIMA Protocol and confirm in writing whether you are agreeable to direct settle with us at 100% liability for this case.

Vehicle in our premises.

We await for your favourable reply.

Thanks & Regards,

Alvin Low

-WL

Pegasus Engineering & Trading Pte Ltd
51 Defu Lane 10
Singapore 539216

Tel : 6858 1846
Fax : 6487 6070
Email : claims@pegasusengrg.com.sg

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