

Hsiao Tong (LKKAUTO)

From: Charandeep Singh <charandeep.singh@directasia.com>
Sent: Saturday, 28 July 2018 12:43 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: RE: [EXT] RE: Our ref 74369 _Direct Settlement - Accident Involving SKZ3584U (OI : DAI - TBA) AND SGX6885P (TP : LKK REF - CC6/DAI17024439/Ups3) on 23/12/2017

Dear Hsiao,

Please offer up to S\$6,500.00 all in.
We will not negotiate for settlement any higher.

Regards

Charan Singh / Claims Specialist
Direct: +65 6603 3617

DirectAsia Insurance

Customer Service: +65 6665 5555
20 Anson Road, #08-01
Singapore 079912

www.directasia.com



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From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Saturday, 28 July, 2018 11:02 AM
To: Charandeep Singh
Cc: Admin A
Subject: [EXT] RE: Our ref 74369 _Direct Settlement - Accident Involving SKZ3584U (OI : DAI - TBA) AND SGX6885P (TP : LKK REF - CC6/DAI17024439/Ups3) on 23/12/2017

2nd Reminder

Hi Charan,

Further to our below email.

Kindly let us have your further mandate/ instruction.

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: Saturday, 7 July 2018 12:03 PM

To: 'Charandeep Singh' <charandeep.singh@directasia.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Our ref 74369 _Direct Settlement - Accident Involving SKZ3584U (OI : DAI - TBA) AND SGX6885P (TP : LKK REF - CC6/DAI17024439/Ups3) on 23/12/2017

Hi Charan,

We refer to our below email.

Kindly let us have your further mandate/ instruction.

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, 11 June 2018 12:46 PM

To: 'Charandeep Singh' <charandeep.singh@directasia.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Our ref 74369 _Direct Settlement - Accident Involving SKZ3584U (OI : DAI - TBA) AND SGX6885P (TP : LKK REF - CC6/DAI17024439/Ups3) on 23/12/2017

Without Prejudice

Hi Charan,

Further to your below email.

Please be informed that third party rejected our offer and proposed global sum **\$7,000.00(all-in)**.

For your further instruction.

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

Sent: Tuesday, 5 June 2018 2:33 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: Our ref 74369 _Direct Settlement - Accident Involving SKZ3584U (OI : DAI - TBA) AND SGX6885P (TP : LKK REF - CC6/DAI17024439/Ups3) on 23/12/2017

Dear Hsiao Tong,

As mentioned to you earlier there does not appear to be major damages to third party vehicle that warrants a high repair cost.

At most our offer to the third party is as follows:

1. Cost of Repair (w/GST)	\$ 5,350.00
2. Loss of Rental (9 days x \$100.00)**	\$ 900.00
3. LTA/ GIA Search Fee	\$ 2.00
TOTAL	<u>\$ 6,252.00</u>

Please settle up to the stated amount.

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: Saturday, 2 June, 2018 12:16 PM

To: Charandeep Singh

Cc: Admin A

Subject: RE: [EXT] RE: Our ref 74369 _Direct Settlement - Accident Involving SKZ3584U (OI : DAI - TBA) AND SGX6885P (TP : LKK REF - CC6/DAI17024439/Ups3) on 23/12/2017

Hi Charan,

We have reviewed the matter.

According to surveyor, the rear portion of third party vehicle was badly damage due to direct impact from the rear. The initial estimate from third party amounting to \$13,423.34. After check on each and every parts, surveyor managed to adjust repair cost at Lump Sum \$5,800.00 representing a reduction of 58% on repair cost. Kindly refer to our survey photos for your perusal. The dismantling was not done in front of the surveyor during the first survey.

Kindly let us have your mandate/ instruction on this matter.

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

Sent: Monday, 9 April 2018 4:13 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] RE: Our ref 74369 _Direct Settlement - Accident Involving SKZ3584U (OI : DAI - TBA) AND SGX6885P (TP : LKK REF - CC6/DAI17024439/Ups3) on 23/12/2017

Dear Hsiao Tong,

Please reply to my email dated 5th March 2018.

As mentioned in my email there does not appear to be major damages to third party vehicle that warrants a high repair cost.

No direct settlement for this case.

Please advise if parts were dismantled in front of the surveyor during survey?

Regards

Charan Singh / Claims Specialist

Direct: +65 6603 3617

DirectAsia Insurance

Customer Service: +65 6665 5555

Retail: 88 South Bridge Road, S(058716)



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From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Monday, 9 April, 2018 8:44 AM
To: Charandeep Singh
Cc: Admin A
Subject: [EXT] RE: Our ref 74369 _Direct Settlement - Accident Involving SKZ3584U (OI : DAI - TBA) AND SGX6885P (TP : LKK REF - CC6/DAI17024439/Ups3) on 23/12/2017

Hi Charan,

We refer to our email dated 07/02/2018, 05/03/2018 & 17/03/2018.

Kindly let us have your approval/instruction 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: Hsiao Tong (LKKAuto)
Sent: Saturday, 17 March 2018 8:21 AM
To: Charandeep Singh (charandeep.singh@directasia.com) <charandeep.singh@directasia.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Our ref 74369 _Direct Settlement - Accident Involving SKZ3584U (OI : DAI - TBA) AND SGX6885P (TP : LKK REF - CC6/DAI17024439/Ups3) on 23/12/2017

Hi Charan,

We refer to our email dated 07/02/2018 & 05/03/2018.

Kindly let us have your approval/instruction 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: Hsiao Tong (LKKAuto)

Sent: Monday, 5 March 2018 9:50 AM

To: Charandeep Singh (charandeep.singh@directasia.com) <charandeep.singh@directasia.com>; Claim (claim@directasia.com) <claim@directasia.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Our ref 74369 _Direct Settlement - Accident Involving SKZ3584U (OI : DAI - TBA) AND SGX6885P (TP : LKK REF - CC6/DAI17024439/Ups3) on 23/12/2017

Hi Charan,

We refer to our email dated 07/02/2018.

Kindly let us have your approval/instruction 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: Hsiao Tong (LKKAuto)

Sent: Wednesday, 7 February 2018 9:18 AM

To: 'Charandeep Singh' <charandeep.singh@directasia.com>; Motor Claims <motorclaims@directasia.com>; Claim <claim@directasia.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Our ref 74369 _Direct Settlement - Accident Involving SKZ3584U (OI : DAI - TBA) AND SGX6885P (TP : LKK REF - CC6/DAI17024439/Ups3) on 23/12/2017

Without Prejudice

Hi Charan,

We refer to the above matter.

We seek your approval to offer Third Party repairer, **Fastech Auto Pte Ltd** at **\$7,308.00(all-in)**. The breakdown is as follows: -

1. Cost of Repair (w/GST)	\$ 6,206.00
2. Loss of Rental (11days x \$100.00)**	\$ 1,100.00
3. LTA/ GIA Search Fee	\$ 2.00
TOTAL	<u>\$ 7,308.00</u>

Recommended 07 repair days + 2Sunday + 2PH = **11days

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

Sent: Monday, 15 January 2018 3:21 PM

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Motor Claims <motorclaims@directasia.com>; Claim <claim@directasia.com>

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

Subject: Our ref 74369 _Direct Settlement - Accident Involving SKZ3584U (OI : DAI - TBA) AND SGX6885P (TP : LKK REF - CC6/DAI17024439/Ups3) on 23/12/2017

Dear Sir/Madam,

OI rear ended third party vehicle . At fault case.

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 2:39 PM

To: Motor Claims; Claim

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

Subject: [EXT] RE: Direct Settlement - Accident Involving SKZ3584U (OI : DAI - TBA) AND SGX6885P (TP : LKK REF - CC6/DAI17024439/Ups3) on 23/12/2017

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 10:45 AM

To: motorclaims@directasia.com; claim@directasia.com

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

Subject: Direct Settlement - Accident Involving SKZ3584U (OI : DAI - TBA) AND SGX6885P (TP : LKK REF - CC6/DAI17024439/Ups3) on 23/12/2017

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case.

We had inspected TP vehicle SGX 6885P at Fastech Auto Pte Ltd – Kaki Bukit.

Enclosed for your perusal is:

- TP's GIA report
- 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)

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