

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 2 January 2019 2:23 PM
To: Charandeep Singh (charandeep.singh@directasia.com)
Cc: Admin A
Subject: RE: [EXT] RE: PRI Assignment 74363 /CH/WP/AUTOWORX HOUSE /OD : SKE6760T /TP : EZ3883C / DOA : 25.12.2017
Attachments: [EXT] RE: LOD EZ3883C TP SKE6760T DIRECT; TP ESTIMATE_MARKED.pdf

Hi Charan,

We refer to your below email.

Since third party had submitted all the relevant documents to your good office, we will proceed to submit our survey report and invoice for your necessary action.

FYI, our recommended COR was L/sum \$3,500.00 with 6 repair days.

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: Charandeep Singh <charandeep.singh@directasia.com>
Sent: Friday, 28 December 2018 5:52 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: PRI Assignment 74363 /CH/WP/AUTOWORX HOUSE /OD : SKE6760T /TP : EZ3883C / DOA : 25.12.2017

Dear Hsiao Tong,

I have already received email from the third party repairer chasing for settlement.

What is it that you are finalising.

I want this to be settled by 31/12/2018.

Regards

Charan Singh / Claims Specialist

Direct: +65 6603 3617

DirectAsia Insurance

Customer Service: +65 6665 5555

20 Anson Road, #08-01

Singapore 079912



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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Friday, 30 November, 2018 5:26 PM
To: Charandeep Singh
Cc: Admin A
Subject: RE: [EXT] RE: PRI Assignment 74363 /CH/WP/AUTOWORX HOUSE /OD : SKE6760T /TP : EZ3883C / DOA : 25.12.2017

Without Prejudice

Hi Charan,

Apologised for late response.

We are preparing report and pending LOD from third party in order to seek mandate from your good office.

We will expedite the 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 <charandeep.singh@directasia.com>
Sent: Thursday, 29 November 2018 8:59 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: PRI Assignment 74363 /CH/WP/AUTOWORX HOUSE /OD : SKE6760T /TP : EZ3883C / DOA : 25.12.2017

Dear Hsiao Tong,

I have not receive any update.

Please advise if the third party had withdrawn their claim?

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: Charandeep Singh

Sent: Tuesday, 30 October, 2018 2:51 PM

To: 'Hsiao Tong (LKKAUTO)'

Cc: Admin A

Subject: RE: [EXT] RE: PRI Assignment 74363 /CH/WP/AUTOWORX HOUSE /OD : SKE6760T /TP : EZ3883C / DOA : 25.12.2017

Dear Hsiao Tong,

Its more than a month since my last email.
Has the repairer finalised repairs?

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: Monday, 3 September, 2018 7:35 AM

To: Charandeep Singh

Cc: Admin A

Subject: RE: [EXT] RE: PRI Assignment 74363 /CH/WP/AUTOWORX HOUSE /OD : SKE6760T /TP : EZ3883C / DOA : 25.12.2017

Hi Charan,

We refer to your below email.

We are pending finalisation with third party repairer.

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 <charandeep.singh@directasia.com>

Sent: Sunday, 2 September 2018 9:50 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: [EXT] RE: PRI Assignment 74363 /CH/WP/AUTOWORX HOUSE /OD : SKE6760T /TP : EZ3883C / DOA : 25.12.2017

Dear Hsiao Tong,

Please provide an update on this matter

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: Charandeep Singh

Sent: Wednesday, May 23, 2018 4:49 PM

To: 'Mei Kwan (LKKAuto)'; Hsiao Tong (LKKAuto)

Cc: Derrick Quok; Admin A

Subject: RE: [EXT] RE: PRI Assignment 74363 /CH/WP/AUTOWORX HOUSE /OD : SKE6760T /TP : EZ3883C / DOA : 25.12.2017

Without Prejudice

Dear Sir/ Madam,

Please note that this is a chain collision accident and Bola 28 is applicable.

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: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Monday, 26 March, 2018 11:24 AM

To: Claim; Motor Claims; Charandeep Singh

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

Subject: [EXT] RE: PRI Assignment 74363 /CH/WP/AUTOWORX HOUSE /OD : SKE6760T /TP : EZ3883C / DOA : 25.12.2017

Your ref: 74363/CH

LKK ref: CC4/DAI17024464/Kpa3

Dear Sir / Madam,

We refer to the above matter.

Please kindly advise liability soonest.

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: Mei Kwan (LKKAuto)

Sent: Tuesday, 6 February, 2018 10:44 AM

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

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

Subject: RE: PRI Assignment 74363 /CH/WP/AUTOWORX HOUSE /OD : SKE6760T /TP : EZ3883C / DOA : 25.12.2017

Your ref: 74363/CH

LKK ref: CC4/DAI17024464/Kpa3

Dear Sir / Madam,

We refer to the above matter.

Please kindly advise liability soonest.

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: Mei Kwan (LKKAuto)

Sent: Friday, 19 January, 2018 1:39 PM

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

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

Subject: RE: PRI Assignment 74363 /CH/WP/AUTOWORX HOUSE /OD : SKE6760T /TP : EZ3883C / DOA : 25.12.2017

Your ref: 74363/CH

LKK ref: CC4/DAI17024464/Kpa3

Dear Sir / Madam,

We refer to the above matter.

Please kindly advise liability soonest.

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: Mei Kwan (LKKAuto)

Sent: Monday, 8 January, 2018 10:06 AM

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

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

Subject: RE: PRI Assignment 74363 /CH/WP/AUTOWORX HOUSE /OD : SKE6760T /TP : EZ3883C / DOA : 25.12.2017

Your ref: 74363/CH

LKK ref: CC4/DAI17024464/Kpa3

Dear Sir / Madam,

We refer to the above matter.

We had inspected the vehicle EZ 3883C at M/s Autoworx House - Sin Ming and the repairer would like to do direct settlement with Direct Asia Insurance (S) Pte Ltd.

Enclosed for your perusal is:

- TP GIA report
- 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.

"Wishing you a Happy New Year 2018"

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)

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

From: Admin-D (LKKAuto)

Sent: Wednesday, 27 December, 2017 10:22 AM

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: PRI Assignment 74363 /CH/WP/AUTOWORX HOUSE /OD : SKE6760T /TP : EZ3883C / DOA : 25.12.2017

Dear all,

Thank you for the assignment.

"Wishes you a Happy New Year 2018"

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)

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

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

Sent: Wednesday, 27 December, 2017 10:05 AM

To: 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>

Subject: PRI Assignment 74363 /CH/WP/AUTOWORX HOUSE /OD : SKE6760T /TP :

EZ3883C / DOA : 25.12.2017

Dear Sir,

Please arrange to survey EZ3883C 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.

AUTOWORX HOUSE
176 Sin Ming Drive, #02-01 Sin Ming Autocare Singapore 575721
Tel: 64528211 Fax: 64517420

Thank you.

Regards,
Claims Department

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

From: admin@supreme.sg [mailto:admin@supreme.sg]
Sent: Wednesday, December 27, 2017 9:30 AM
To: Claim <claim@directasia.com>; c35@singnet.com.sg
Cc: Aaron Wang <aaron.wang@directasia.com>; Derrick Quok <derrick@directasia.com>; Kenneth Lim <kenneth@directasia.com>; Charandeep Singh <charandeep.singh@directasia.com>
Subject: RE: [EXT] reply to admin@supreme.sg

Hi Sir/ Madam,

We select LKK AUTO CONSULTANT - Kenneth Kong.

Thank you.

Best regards,
Amanda Bee
Supreme Auto Service Pte Ltd
No.176 Sin Ming Drive
#02-01 Singapore 575721
Tel: 64528211
Fax: 64517423

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

From: Claim [mailto:claim@directasia.com]
Sent: Tuesday, 26 December 2017 5:44 PM
To: c35@singnet.com.sg; admin@supreme.sg
Cc: Aaron Wang <aaron.wang@directasia.com>; Derrick Quok <derrick@directasia.com>; Kenneth Lim <kenneth@directasia.com>; Charandeep Singh <charandeep.singh@directasia.com>
Subject: FW: [EXT] reply to admin@supreme.sg

WITHOUT PREJUDICE

Your Ref: EZ3883C
Our Ref: 74363/CH

To: AUTOWORX HOUSE
176 Sin Ming Drive, #02-01 Sin Ming Autocare
Singapore 575721
Tel: 64528211
Fax: 64517420

Dear Sir,

We refer to your Notice of Accident dated :25.12.2017

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

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

From: c35@singnet.com.sg [mailto:c35@singnet.com.sg]
Sent: Tuesday, December 26, 2017 11:32 AM
To: Claim <claim@directasia.com>
Subject: [EXT] reply to admin@supreme.sg

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