

Hsiao Tong (LKKAUTO)

From: Charandeep Singh <charandeep.singh@directasia.com>
Sent: Tuesday, 3 July 2018 1:36 PM
To: Hsiao Tong (LKKAUTO)
Subject: RE: [EXT] RE: Our ref 74376 - Accident Involving SKM1916C (OI :DAI - TBA) AND SLA1710E (TP : LKK REF -CC6/DAI17024691/Apb3) on 23.12.2017

Dear Hsiao Tong

Please note that the matter was settled at Fidrec.
Please close your file and submit your bill.

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: Wednesday, 27 June, 2018 2:42 PM
To: Charandeep Singh
Subject: RE: [EXT] RE: Our ref 74376 - Accident Involving SKM1916C (OI :DAI - TBA) AND SLA1710E (TP : LKK REF -CC6/DAI17024691/Apb3) on 23.12.2017

Hi Charan,

Further to our below email.

Kindly let us have your 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: Wednesday, 23 May 2018 3:17 PM

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

Subject: RE: [EXT] RE: Our ref 74376 - Accident Involving SKM1916C (OI :DAI - TBA) AND SLA1710E (TP : LKK REF - CC6/DAI17024691/Apb3) on 23.12.2017

Hi Charan,

Attached is a copy of video (Front camera) from third party as requested.

Kindly let us have your 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: Monday, 7 May 2018 3:51 PM

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

Subject: RE: [EXT] RE: Our ref 74376 - Accident Involving SKM1916C (OI :DAI - TBA) AND SLA1710E (TP : LKK REF - CC6/DAI17024691/Apb3) on 23.12.2017

Dear Hsiao Tong,

Based on the video footage, it cannot be seen clearly on who is the party at fault and it appears as both parties are equally liable.

Could you request the third party to provide us the front video footage as well.

Regards

Charan Singh / Claims Specialist

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From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Monday, 7 May, 2018 3:44 PM
To: Charandeep Singh
Subject: RE: [EXT] RE: Our ref 74376 - Accident Involving SKM1916C (OI :DAI - TBA) AND SLA1710E (TP : LKK REF -CC6/DAI17024691/Apb3) on 23.12.2017

Hi Charan,

Attached video from third party.

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)

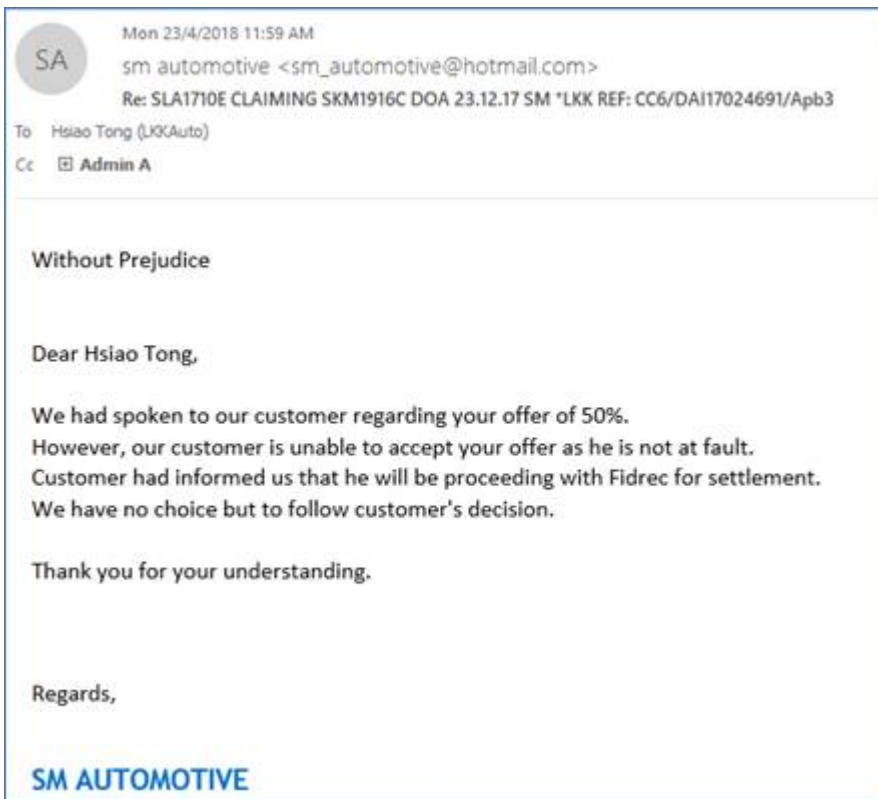
From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 24 April 2018 8:56 AM
To: 'Charandeep Singh' <charandeep.singh@directasia.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: Our ref 74376 - Accident Involving SKM1916C (OI :DAI - TBA) AND SLA1710E (TP : LKK REF - CC6/DAI17024691/Apb3) on 23.12.2017

Hi Charan,

We refer to your below email.

We have maintained our offer at 50% as per instruction. However third party repairer rejected our offer as their client insisted that he is not at fault. Third party claimant will proceed with FIDREC for resolution. Kindly refer to the screenshot below for your perusal.

Kindly let us have your 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: Friday, 6 April 2018 4:45 PM

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

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

Subject: RE: [EXT] RE: Our ref 74376 - Accident Involving SKM1916C (OI :DAI - TBA) AND SLA1710E (TP : LKK REF - CC6/DAI17024691/Apb3) on 23.12.2017

Dear Hsiao Tong.

Third party has no basis to reject liability at 50/50.

Please inform third party that there was no lane making when making a turn as shown in the video, therefore Bola9(e) is applicable.

Please maintain offer.

Regards

Charan Singh / Claims Specialist

Direct: +65 6603 3617

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From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Wednesday, 4 April, 2018 1:51 PM

To: Charandeep Singh

Cc: Admin A

Subject: RE: [EXT] RE: Our ref 74376 - Accident Involving SKM1916C (OI :DAI - TBA) AND SLA1710E (TP : LKK REF -CC6/DAI17024691/Apb3) on 23.12.2017

Hi Charan,

We refer to the above matter.

Third party rejected our 50% offer and proposed for 100%.

Attached is a copy of video footage(rear) from third party for your easy reference.

Kindly let us have your 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: Charandeep Singh [<mailto:charandeep.singh@directasia.com>]

Sent: Monday, 26 March 2018 11:08 AM

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

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

Subject: RE: [EXT] RE: Our ref 74376 - Accident Involving SKM1916C (OI :DAI - TBA) AND SLA1710E (TP : LKK REF - CC6/DAI17024691/Apb3) on 23.12.2017

Dear Hsiao Tong,

I refer to your proposal of settlement, please proceed to offer S\$1.350.00.

Regards

Charan Singh / Claims Specialist
Direct: +65 6603 3617

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From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Saturday, 24 March, 2018 8:11 AM
To: Charandeep Singh
Cc: Admin A
Subject: [EXT] RE: Our ref 74376 - Accident Involving SKM1916C (OI :DAI - TBA) AND SLA1710E (TP : LKK REF - CC6/DAI17024691/Apb3) on 23.12.2017

Without Prejudice

Hi Charan,

We refer to the above matter.

We seek your approval to offer Third Party reparer, **SM Automotive** at **\$1,350.00(all-in)**. The breakdown is as follows: -

1. Cost of Repair	\$ 2,300.00
2. Loss of Use(4days x \$100.00)	<u>\$ 400.00</u>
	\$ 2,700.00
@50%	\$ 1,350.00
TOTAL	<u>\$ 1,350.00</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: Charandeep Singh [<mailto:charandeep.singh@directasia.com>]
Sent: Wednesday, 14 March 2018 6:59 PM
To: Shu Pei (LKKAuto) <shupe@lkkauto.com>

Subject: Our ref 74376 - Accident Involving SKM1916C (OI :DAI - TBA) AND SLA1710E (TP : LKK REF - CC6/DAI17024691/Apb3) on 23.12.2017

Dear Shu Pei,

Liability unclear, Bola 9(e) applicable 50/50 for both parties.

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: Shu Pei (LKKAuto) [<mailto:shupe@lkkauto.com>]

Sent: Monday, March 12, 2018 11:51 AM

To: Motor Claims <motorclaims@directasia.com>; Claim <claim@directasia.com>

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

Subject: [EXT] RE: Direct Settlement - Accident Involving SKM1916C (OI :DAI - TBA) AND SLA1710E (TP : LKK REF - CC6/DAI17024691/Apb3) on 23.12.2017

WITHOUT PREJUDICE REMINDER

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,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Shu Pei (LKKAuto)

Sent: Tuesday, 20 February 2018 7:18 PM

To: motorclaims@directasia.com; Claim <claim@directasia.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SKM1916C (OI :DAI - TBA) AND SLA1710E (TP : LKK REF - CC6/DAI17024691/Apb3) on 23.12.2017

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair

Please kindly advice liability soonest.

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

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Shu Pei (LKKAuto)

Sent: Friday, 29 December 2017 3:05 PM

To: motorclaims@directasia.com; Claim <claim@directasia.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving SKM1916C (OI :DAI - TBA) AND SLA1710E (TP : LKK REF - CC6/DAI17024691/Apb3) on 23.12.2017

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We had inspected the vehicle SLA 1710E at M/s SM Automotive and the repairer would like to do direct settlement with Direct Asia Insurance (S) Pte Ltd.

Enclosed for your perusal is:

- TP GIA report

Please be informed that estimated cost of repair and preliminary advice is not ready yet.

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.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeilkkauto.com | fax: 6741-4108

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

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