

Hsiao Tong (LKKAUTO)

From: Sharon Tan <sharon.tan@directasia.com>
Sent: Tuesday, 6 February 2018 11:44 AM
To: Hsiao Tong (LKKAUTO)
Subject: Claim: 74477/ST | TPD SGQ5000U | LKK Ref: CC6/DAI17024721/Aps3 | Accdt invlvg SKP6405L (DA) & SGQ5000U (AXA) on 26/12/2017 along Tampines Ave 3 & Tampines Ave 8

WITHOUT PREJUDICE

Dear Ms Hsiao Tong,

Thank you for the accident video footage.

We are agreeable to a DIRECT SETTLEMENT in this matter.

Kindly engaged with workshop and keep us updated.

Regards

Sharon Tan / Personal Claims Specialist
Direct: +65 6603 3619

DirectAsia Insurance

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



From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Tuesday, 6 February, 2018 11:12 AM
To: Sharon Tan
Subject: [EXT] RE: Claim: 74477/ST | TPD SGQ5000U | LKK Ref: CC6/DAI17024721/Aps3 | Accdt invlvg SKP6405L (DA) & SGQ5000U (AXA) on 26/12/2017 along Tampines Ave 3 & Tampines Ave 8

Hi Sharon,

Attached here is a copy of video footage (Front & Rear) from third party for your perusal.

Kindly advise liability.

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: Sharon Tan [<mailto:sharon.tan@directasia.com>]

Sent: Monday, 5 February 2018 3:02 PM

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

Subject: Claim: 74477/ST | TPD SGQ5000U | LKK Ref: CC6/DAI17024721/Aps3 | Accdt invlvg SKP6405L (DA) & SGQ5000U (AXA) on 26/12/2017 along Tampines Ave 3 & Tampines Ave 8

WITHOUT PREJUDICE

Hi Ms Hsiao Tong,

We refer to our tele-conversation moments ago.

Liability unclear.

Please furnish video footage captured in SGQ5000U on the link below and keep us updated.

Kindly engaged with workshop and keep us updated.

As requested, we attached copy of both parties report

<https://damscloud.loginto.me/owncloud/public.php?service=files&t=da8b53487b2944cd1bf8935a81a89396>

Kindly key in the 5 numeric claim number for the password and note that the link will expires 15/2/2018.

Regards

Sharon Tan / Personal Claims Specialist

Direct: +65 6603 3619

DirectAsia Insurance

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Retail: 88 South Bridge Road, S(058716)

www.directasia.com



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

Sent: Saturday, 20 January, 2018 1:13 PM

To: Sharon Tan

Subject: [EXT] RE: Claim: 74477/ST | TPD SGQ5000U | LKK Ref: CC6/DAI17024721/Aps3 | Accdt invlvg SKP6405L (DA) & SGQ5000U (AXA) on 26/12/2017 along Tampines Ave 3 & Tampines Ave 8

Hi Sharon,

Attached here is a copy of third party estimate and our survey photos for your easy reference.

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: Sharon Tan [<mailto:sharon.tan@directasia.com>]

Sent: Thursday, 18 January 2018 9:51 AM

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

Subject: Claim: 74477/ST | TPD SGQ5000U | LKK Ref: CC6/DAI17024721/Aps3 | Accdt invlvg SKP6405L (DA) & SGQ5000U (AXA) on 26/12/2017 along Tampines Ave 3 & Tampines Ave 8

Hi Ms Hsiao Tong,

We refer to our tele-conversation yesterday.

As there is policy issue, please let us know the estimate from Best Solution Autocare Pte Ltd so that we have keep our PH informed of same.

If it does not exceed \$5,350, PH might wish to take over conduct of the matter and settle on private settlement basis.

Regards

Sharon Tan / Personal Claims Specialist

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Retail: 88 South Bridge Road, S(058716)

www.directasia.com



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

Sent: Wednesday, 17 January, 2018 10:08 AM

To: Sharon Tan; Motor Claims; Claim

Cc: Hsiao Tong (LKKAuto); 'admin (admin@lbs-auto.com)'

Subject: [EXT] RE: Claim: 74477/ST | TPD SGQ5000U | LKK Ref: CC6/DAI17024721/Aps3 | Accdt invlvg SKP6405L (DA) & SGQ5000U (AXA) on 26/12/2017 along Tampines Ave 3 & Tampines Ave 8

Dear Sharon,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Dear Hsiao Tong,

For your information and necessarily action please.

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: Sharon Tan [<mailto:sharon.tan@directasia.com>]

Sent: Wednesday, 17 January 2018 9:55 AM

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 (admin@lbs-auto.com)' <admin@lbs-auto.com>

Subject: Claim: 74477/ST | TPD SGQ5000U | LKK Ref: CC6/DAI17024721/Aps3 | Accdt invlvg SKP6405L (DA) & SGQ5000U (AXA) on 26/12/2017 along Tampines Ave 3 & Tampines Ave 8

Hi Ms Shirley,

We refer to our tele-conversation moments ago.

As the link we have provided earlier has expired, please upload the third party accident video on the new link below.

[Suspicious URL to be analyzed](#)

Kindly key in the 5 numeric claim number for the password and note that the link will expires 27/1/2018.

Regards

Sharon Tan / Personal Claims Specialist

Direct: +65 6603 3619

DirectAsia Insurance

Customer Service: +65 6665 5555

Retail: 88 South Bridge Road, S(058716)

www.directasia.com



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

Sent: Monday, 15 January, 2018 2:51 PM

To: Sharon Tan; Motor Claims; Claim

Cc: Aaron Wang; Derrick Quok; Kenneth Lim; Charandeep Singh; Admin A; Hsiao Tong (LKKAuto); 'admin (admin@lbs-auto.com)'

Subject: [EXT] RE: Claim: 74477/ST | TPD SGQ5000U | LKK Ref: CC6/DAI17024721/Aps3 | Accdt invlvg SKP6405L (DA) & SGQ5000U (AXA) on 26/12/2017 along Tampines Ave 3 & Tampines Ave 8

Dear Sir/Madam,

We refer to the above matter.

Any update for this case?

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: Sharon Tan [<mailto:sharon.tan@directasia.com>]

Sent: Monday, 8 January 2018 9:29 AM

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Cc: 'admin (admin@lbs-auto.com)' <admin@lbs-auto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Claim: 74477/ST | TPD SGQ5000U | LKK Ref: CC6/DAI17024721/Aps3 | Accdt invlvg SKP6405L (DA) & SGQ5000U (AXA) on 26/12/2017 along Tampines Ave 3 & Tampines Ave 8

Hi Ms Shirley,

We refer to your email dated 29/12/17.

Please be informed that our insured has not reported the accident.

We will update you once our insured lodge the report.

Meanwhile, we note that there was video footage captured in third party vehicle.

Please upload the video footage on our portal below

[Suspicious URL to be analyzed](#)

Kindly key in the 5 numeric claim number for the password and note that the link will expires 18/1/2018.

Regards

Sharon Tan / Personal Claims Specialist

Direct: +65 6603 3619

DirectAsia Insurance

Customer Service: +65 6665 5555

Retail: 88 South Bridge Road, S(058716)

www.directasia.com



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

Sent: Friday, December 29, 2017 5:09 PM

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

Subject: [EXT] RE: Direct Settlement - Accident Involving SKP6405L (OI : DAI - TBA) AND SGQ5000U (TP : LKK REF - CC6/DAI17024721/Aps3) on 28/12/2017

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case.

We had inspected TP vehicle SGQ 5000U at Best Solution Autocare Pte Ltd - Ubi.

Enclosed for your perusal is:

. TP's GIA report

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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