

## Mei Kwan (LKKAuto)

---

**From:** Mei Kwan (LKKAuto)  
**Sent:** Tuesday, 6 February, 2018 8:12 AM  
**To:** Joleen Tan; Motor Claims; Claim; Hsiao Tong (LKKAuto)  
**Cc:** Aaron Wang; Derrick Quok; Kenneth Lim; Admin A; assignments  
**Subject:** RE: [EXT] RE: PRI Assignment 74588 /JT/WP/PRECISE AUTO SERVICE /OD : SJP6506R /TP : SJG3903U / DOA : 05.0.2018 \*\*\* LKK REF: CC4/DAI18000392/pa3

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** HMK

Dear Joleen,

We refer to your below email and the contents were duly noted.

By copy to Hsiao Tong.

Kindly assist.

*To check availability of the case handler, you may contact the undersigned.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** Joleen Tan [mailto:joleen.tan@directasia.com]  
**Sent:** Tuesday, 6 February, 2018 8:10 AM  
**To:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 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>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Subject:** RE: [EXT] RE: PRI Assignment 74588 /JT/WP/PRECISE AUTO SERVICE /OD : SJP6506R /TP : SJG3903U / DOA : 05.0.2018 \*\*\* LKK REF: CC4/DAI18000392/pa3

**Your ref: 74588/JT**  
**LKK ref: CC4/DAI18000392/pa3**

Dear Mei Kwan

Our insured has reported that there is no collision with your client.

Please provide us with a copy of the video footage in order for us to assess and advise liability.

Thank you.

**Joleen Tan** / Claims Specialist

Direct: +65 6603 3640

**DirectAsia Insurance**

Customer Service: +65 6665 5555

Retail: 88 South Bridge Road, S(058716)

[www.directasia.com](http://www.directasia.com)



---

**From:** Joleen Tan

**Sent:** Monday, 29 January, 2018 3:05 PM

**To:** 'Mei Kwan (LKKAUTO)'; Motor Claims; Claim

**Cc:** Aaron Wang; Derrick Quok; Kenneth Lim; 'Admin A'; 'assignments'; 'Hsiao Tong (LKKAUTO)'

**Subject:** RE: [EXT] RE: PRI Assignment 74588 /JT/WP/PRECISE AUTO SERVICE /OD : SJP6506R /TP : SJG3903U /  
DOA : 05.0.2018 \*\*\* LKK REF: CC4/DAI18000392/pa3

**Your ref:** 74588/JT

**LKK ref:** CC4/DAI18000392/pa3

Dear Mei Kwan

Kindly ignore my request for your client's GIA Report.

We will advise liability in due course.

Thank you.

Regards

Joleen Tan

---

**From:** Joleen Tan

**Sent:** Monday, 29 January, 2018 3:04 PM

**To:** 'Mei Kwan (LKKAUTO)'; Motor Claims; Claim

**Cc:** Aaron Wang; Derrick Quok; Kenneth Lim; Admin A; assignments; Hsiao Tong (LKKAUTO)

**Subject:** RE: [EXT] RE: PRI Assignment 74588 /JT/WP/PRECISE AUTO SERVICE /OD : SJP6506R /TP : SJG3903U /  
DOA : 05.0.2018 \*\*\* LKK REF: CC4/DAI18000392/pa3

**Your ref:** 74588/JT

**LKK ref:** CC4/DAI18000392/pa3

Dear Mei Kwan

We refer to your email dated 19 January 2018.

Liability is unclear as our insured has yet to file his GIA report for this mentioned accident.

Kindly furnish us a full set of your client's GIA report.

We will advise liability once OI report.

Thank you.

Regards  
Joleen Tan

---

**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Friday, 19 January, 2018 1:38 PM  
**To:** Motor Claims; Claim  
**Cc:** Aaron Wang; Derrick Quok; Kenneth Lim; Joleen Tan; Admin A; assignments; Hsiao Tong (LKKAuto)  
**Subject:** [EXT] RE: PRI Assignment 74588 /JT/WP/PRECISE AUTO SERVICE /OD : SJP6506R /TP : SJG3903U / DOA : 05.0.2018 \*\*\* LKK REF: CC4/DAI18000392/pa3

**Your ref: 74588/JT**  
**LKK ref: CC4/DAI18000392/pa3**

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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** Mei Kwan (LKKAuto)  
**Sent:** Tuesday, 16 January, 2018 2:01 PM  
**To:** 'Motor Claims' <[motorclaims@directasia.com](mailto:motorclaims@directasia.com)>  
**Cc:** 'Aaron Wang' <[aaron.wang@directasia.com](mailto:aaron.wang@directasia.com)>; 'Derrick Quok' <[derrick@directasia.com](mailto:derrick@directasia.com)>; 'Kenneth Lim' <[kenneth@directasia.com](mailto:kenneth@directasia.com)>; 'Joleen Tan' <[joleen.tan@directasia.com](mailto:joleen.tan@directasia.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: PRI Assignment 74588 /JT/WP/PRECISE AUTO SERVICE /OD : SJP6506R /TP : SJG3903U / DOA : 05.0.2018 \*\*\* LKK REF: CC4/DAI18000392/pa3  
**Importance:** High

**Your ref: 74588/JT**  
**LKK ref: CC4/DAI18000392/pa3**

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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** Mei Kwan (LKKAuto)  
**Sent:** Friday, 12 January, 2018 11:55 AM  
**To:** 'Motor Claims' <[motorclaims@directasia.com](mailto:motorclaims@directasia.com)>  
**Cc:** 'Aaron Wang' <[aaron.wang@directasia.com](mailto:aaron.wang@directasia.com)>; 'Derrick Quok' <[derrick@directasia.com](mailto:derrick@directasia.com)>; 'Kenneth Lim' <[kenneth@directasia.com](mailto:kenneth@directasia.com)>; 'Joleen Tan' <[joleen.tan@directasia.com](mailto:joleen.tan@directasia.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: PRI Assignment 74588 /JT/WP/PRECISE AUTO SERVICE /OD : SJP6506R /TP : SJG3903U / DOA : 05.0.2018 \*\*\* LKK REF: CC4/DAI18000392/pa3  
**Importance:** High

**Your ref: 74588/JT**  
**LKK ref: CC4/DAI18000392/pa3**

Dear Sir / Madam,

We refer to the above matter.

Please be informed that the repairer, M/s Precise Auto Service - Kaki Bukit would like to do direct settlement with Direct Asia Insurance (S) Pte Ltd.

Enclosed for your perusal is:  
- TP GIA report

Please note that the estimated cost of repair is not ready yet.

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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** Admin-D (LKKAuto)  
**Sent:** Monday, 8 January, 2018 11:38 AM  
**To:** 'Motor Claims' <[motorclaims@directasia.com](mailto:motorclaims@directasia.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** 'Aaron Wang' <[aaron.wang@directasia.com](mailto:aaron.wang@directasia.com)>; 'Derrick Quok' <[derrick@directasia.com](mailto:derrick@directasia.com)>; 'Kenneth Lim' <[kenneth@directasia.com](mailto:kenneth@directasia.com)>; 'Joleen Tan' <[joleen.tan@directasia.com](mailto:joleen.tan@directasia.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: PRI Assignment 74588 /JT/WP/PRECISE AUTO SERVICE /OD : SJP6506R /TP : SJG3903U / DOA : 05.0.2018

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed vehicle not in workshop, repairer will arrange.

G.Nivitha | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

---

**From:** Motor Claims [<mailto:motorclaims@directasia.com>]

**Sent:** Monday, 8 January 2018 11:19 AM

**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

**Cc:** Aaron Wang <[aaron.wang@directasia.com](mailto:aaron.wang@directasia.com)>; Derrick Quok <[derrick@directasia.com](mailto:derrick@directasia.com)>; Kenneth Lim <[kenneth@directasia.com](mailto:kenneth@directasia.com)>; Joleen Tan <[joleen.tan@directasia.com](mailto:joleen.tan@directasia.com)>

**Subject:** PRI Assignment 74588 /JT/WP/PRECISE AUTO SERVICE /OD : SJP6506R /TP : SJG3903U / DOA : 05.0.2018

Dear Sir,

Please arrange to survey SJG3903U 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.

PRECISE AUTO SERVICE

NO 1 KAKI BUKIT AVE 6 #02-34/36 Singapore 417883

Tel: 6745 7367

Thank you.

Regards,

Claims Department

**From:** Precise Auto Service [<mailto:support@preciseauto.sg>]

**Sent:** Monday, January 08, 2018 10:51 AM

**To:** Motor Claims <[motorclaims@directasia.com](mailto:motorclaims@directasia.com)>

**Subject:** [EXT] Re: FW: FAX - PRS - SJG3903U - DOA 5/1/2018

Dear Ms. Gloria,

We refer to your email dated 05-01-2018. Please be informed that we would like to select **LKK AUTO - Mr. Marcus Chua as our SJE.**

Thank You.

Best Regards

Arine

On 5 January 2018 at 17:27, Motor Claims <[motorclaims@directasia.com](mailto:motorclaims@directasia.com)> wrote:

WITHOUT PREJUDICE

Your Ref: SJG3903U

Our Ref: 74588/JT

To: PRECISE AUTO SERVICE

NO 1 KAKI BUKIT AVE 6  
#02-34/36  
Singapore 417883  
Tel : 6745 7367  
Fax : 6841 3390

Dear Sir,

We refer to your Notice of Accident dated :05.01.2018

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: Gloria Kwok  
Sent: Friday, January 05, 2018 4:59 PM  
To: Motor Claims <[motorclaims@directasia.com](mailto:motorclaims@directasia.com)>  
Subject: FAX - PRS - SJG3903U - DOA 5/1/2018

Hi TF,

For urgent PRS.

Thank you.

Best Regards,  
Gloria

---

**IMPORTANT NOTICE:**

This message is intended only for the attention of the addressee and may contain legally privileged and/or confidential information. Its unauthorised use, disclosure, storage or copying is not permitted. If you are not the intended recipient, please permanently delete the original, destroy all copies and inform the sender.

---

--

**T** : 6745 7367 | **F** : 6841 3390

**E** : [support@preciseauto.sg](mailto:support@preciseauto.sg)

**W**: [www.preciseauto.sg](http://www.preciseauto.sg)

**A** : 1 Kaki Bukit Ave 6, #02-33/34/36 AutoBay @ Kaki Bukit, Singapore 417883

***Follow us on social media:***