

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Saturday, 2 June 2018 1:06 PM
To: 'Sreekanth Nair'
Cc: Admin A; 'Motor Claims'
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
Attachments: LKKInspection.pdf; LKKAdjustment1.pdf; LKK Survey Photos.pdf; LKK Resurvey Photos.pdf; LTA.pdf; LOA.pdf

Without Prejudice

Hi Sree,

We refer to the above matter.

We seek your approval to offer Third Party repairer, **Precise Auto Service** at **\$930.50(all-in)**. The breakdown is as follows: -

1. Cost of Repair (w/GST)	\$ 802.50
2. Loss of Use(2days x \$60.00)	\$ 120.00
3. LTA/ GIA Search Fee	\$ 8.00
TOTAL	<u>\$ 930.50</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: Hsiao Tong (LKKAuto)
Sent: Wednesday, 30 May 2018 11:40 AM
To: 'Sreekanth Nair' <sreekanth.nair@directasia.com>
Cc: Admin A <admin-a@lkkauto.com>; Motor Claims <motorclaims@directasia.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

Without Prejudice

Hi Sree,

We are preparing survey report 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: Sreekanth Nair [<mailto:sreekanth.nair@directasia.com>]

Sent: Tuesday, 29 May 2018 11:47 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Motor Claims <motorclaims@directasia.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

Dear Hsiao Tong,

Please let me have an update on this matter.

Thank you.

Sreekanth Nair / Claims Specialist

Direct: +65 6603 3629

DirectAsia Insurance

Customer Service: +65 6665 5555

Retail: 88 South Bridge Road, S(058716)

www.directasia.com



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From: Sreekanth Nair

Sent: Friday, 11 May, 2018 4:51 PM

To: 'Hsiao Tong (LKKAuto)'

Cc: Admin A; Motor Claims

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

Dear Hsiao Tong,

On a without prejudice basis, we are prepared to direct-settle the claim with the third party, provided the following proposal is agreed:

1. Repair costs must be within the final adjusted amount recommended by our appointed surveyor.
2. Loss of use (if any) to follow NIMA scale. Quantum to be agreed.

Please forward repair bill and relevant documents to Direct Asia.

Thank you.

Sreekanth Nair / Claims Specialist
Direct: +65 6603 3629

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, 9 May, 2018 3:09 PM
To: Sreekanth Nair
Cc: Admin A; Motor Claims
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

Dear Sirs,

We refer to our below email.

Kindly advise if we may proceed direct settlement for 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: Hsiao Tong (LKKAuto)
Sent: Thursday, 26 April 2018 8:37 AM
To: 'Sreekanth Nair' <sreekanth.nair@directasia.com>; Motor Claims <motorclaims@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>

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

Dear Sirs/Madam,

We refer to the above matter.

Enclosed for your perusal is: -

- Estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

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: Sreekanth Nair [<mailto:sreekanth.nair@directasia.com>]

Sent: Thursday, 19 April 2018 10:12 AM

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

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

Importance: High

Dear Hsiao Tong,

I refer to your e-mail dated 5 April 2018.

Please let me know the estimated cost of repairs for the third party vehicle as soon as possible.

Thank you.

Sreekanth Nair / Claims Specialist

Direct: +65 6603 3629

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: Thursday, 5 April, 2018 3:34 PM
To: Sreekanth Nair; Joleen Tan; Motor Claims
Cc: Aaron Wang; Derrick Quok; Kenneth Lim; Admin A
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

Hi Mr Sree

We refer to your below email.

We are pending for repair estimate from third party repairer. Third party repairer informed us that they will send it to us soon.

We will get back to you once we receive the repair estimate.

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: Sreekanth Nair [<mailto:sreekanth.nair@directasia.com>]
Sent: Thursday, 5 April 2018 2:54 PM
To: Joleen Tan <joleen.tan@directasia.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Motor Claims <motorclaims@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>
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

Dear Hsiao Tong,

I called your office a couple of times today to speak to you regarding this matter . However, you were not at your desk.

Please let me know the estimated cost of repairs for the third party vehicle urgently.

Thank you.

Sreekanth Nair / Claims Specialist

Direct: +65 6603 3629

DirectAsia Insurance

Customer Service: +65 6665 5555

Retail: 88 South Bridge Road, S(058716)

www.directasia.com

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From: Joleen Tan**Sent:** Wednesday, 4 April, 2018 10:44 AM**To:** 'Hsiao Tong (LKKAUTO)'; Motor Claims**Cc:** Aaron Wang; Derrick Quok; Kenneth Lim; Admin A**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 Hsiao Tong

Thank you for the video footage.

I have passed on the case to Mr Sree who is taking over this claim.

He will revert with the liability soon.

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

From: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]**Sent:** Monday, 5 March, 2018 9:35 AM**To:** Joleen Tan; Motor Claims; Claim**Cc:** Aaron Wang; Derrick Quok; Kenneth Lim; Admin A**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

Hi Joleen,

We refer to our email dated 12/02/2018.

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: Monday, 12 February 2018 8:49 AM

To: 'Joleen Tan' <joleen.tan@directasia.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>

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

Hi Joleen,

As requested, kindly refer to the link below for third party video footage :-

[Suspicious URL to be analyzed](#)

[Suspicious URL to be analyzed](#)

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: 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



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

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

Cc: 'Aaron Wang' <aaron.wang@directasia.com>; 'Derrick Quok' <derrick@directasia.com>; 'Kenneth Lim' <kenneth@directasia.com>; 'Joleen Tan' <joleen.tan@directasia.com>; Admin A <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 | 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

Cc: Aaron Wang <aaron.wang@directasia.com>; Derrick Quok <derrick@directasia.com>; Kenneth Lim <kenneth@directasia.com>; Joleen Tan <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>

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> 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>

Subject: FAX - PRS - SJG3903U - DOA 5/1/2018

Hi TF,

For urgent PRS.

Thank you.

Best Regards,
Gloria

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

E : support@preciseauto.sg

W: www.preciseauto.sg

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

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