

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Saturday, 7 April 2018 8:32 AM
To: 'Francis Ng'
Cc: Admin A; Zaini (LKK Auto)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18 *** LKK REF: CC4/EQI18001520/R1pb3
Attachments: LKKInspection.pdf; LKKAdjustment1.pdf; LKK Survey Photos.pdf; LKK Resurvey Photos 1.pdf; LKK Resurvey Photos 2.pdf; Rental Invoice.pdf; Insurance Search Fee.pdf; LOA.pdf

Your ref : **TBA**
Our ref : CC4/EQI18001520/R1pb3s2

Dear Sirs/Madam,

ACCIDENT INVOLVING SJM 6866S(OI) / SLB 5790S(TP)/ OTHERS ON 24/01/2018

We refer to the above matter.

The said chain collision involved 3 vehicles whereby our insured was the last vehicle.
In accordance to the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.
We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer Third Party repairer "**VOLKSWAGEN CENTRE SINGAPORE**" at **\$26,298.01(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 40,150.92	\$ 24,370.01
2. Loss of Rental (18days x \$120.00w/GST)	\$ 2,160.00	\$ 1,926.00 (18days x \$100.00)(w/GST)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 42,312.92	<u>\$26,298.01</u>

***12days recommendation for repair + 1PN(CNY) + 3Saturday + 2Sunday = 18days.

Enclosed here with all the relevant documents 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: Bazlin Ahmad [mailto:bazlin.ahmad@eqinsurance.com.sg]
Sent: Tuesday, 6 February 2018 2:13 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18 *** LKK REF: CC4/EQI18001520/R1pb3

Dear Hsiao Tong

Please proceed.

Thank You.

Regards,
Lynn Ahmad
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9881 | tel 65 6223 9433 ext 881 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Tuesday, February 6, 2018 10:28 AM
To: Bazlin Ahmad
Cc: Admin A; Zaini (LKK Auto); Rasul (LKKAuto)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18 *** LKK REF: CC4/EQI18001520/R1pb3

Hi Lynn,

We refer to your below email.

Third party insisted to claim for coating on his car. Attached is a copy of supplementary from third party workshop for your perusal.

Kindly advise if we may proceed to offer/ settle the coating at \$850.00.

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: Mei Kwan (LKKAuto)

Sent: Monday, 5 February 2018 10:44 AM

To: Bazlin Ahmad <bazlin.ahmad@eqinsurance.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18 *** LKK
REF: CC4/EQ118001520/R1pb3

Dear Lynn,

Thank you for your email.

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

By copy to Hsiao Tong,

FYI and necessary action please.

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 | fax: 67414108

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

From: Bazlin Ahmad [<mailto:bazlin.ahmad@eqinsurance.com.sg>]

Sent: Monday, 5 February, 2018 9:25 AM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>

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

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18

Dear Catherine

We refer to the above assignment, have your surveyor survey SLB5790S?

SLB5790S owner called in to inform us that his car is coated with Ceramic 9H Coating and he claimed that your surveyor need receipt in order to approve the claim.

Kindly advise us further on this.

Thank You.

Regards,

Lynn Ahmad
Executive | Claims



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www.eqinsurance.com.sg



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From: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Thursday, January 25, 2018 9:55 AM

To: Bazlin Ahmad

Cc: Admin A; 'assignments'

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18

Dear Bazlin Ahmad,

Thank you for the assignment.

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

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)

From: Bazlin Ahmad [<mailto:bazlin.ahmad@eqinsurance.com.sg>]

Sent: Thursday, 25 January 2018 8:32 AM

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

Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18

Dear LKK

We refer to the above new assignment, please find attached both vehicles GIA report for easy reference.

Thank You.

Regards,

Lynn Ahmad



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From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]

Sent: Wednesday, January 24, 2018 6:15 PM

To: Bazlin Ahmad

Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18

Hi,

Please assign to LKK.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

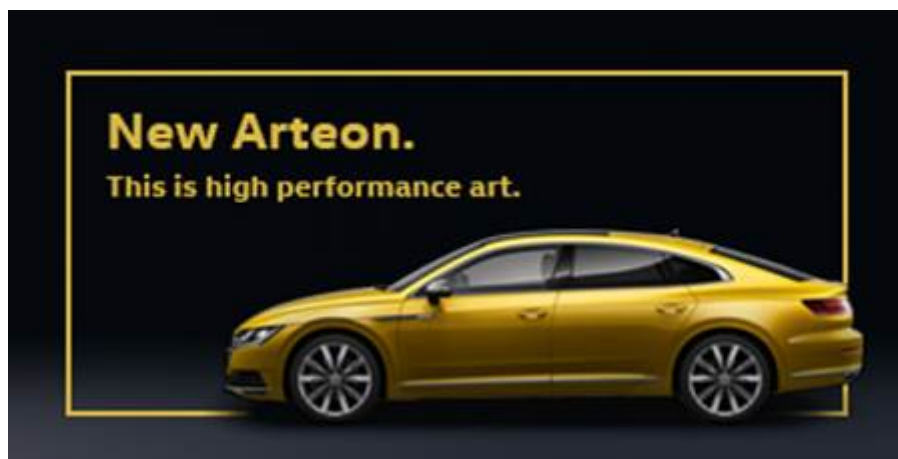
Direct line: +65 6305 7176

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

charmaine.kong@vw.com.sg

<http://www.vw.com.sg>



From: Bazlin Ahmad [<mailto:bazlin.ahmad@eqinsurance.com.sg>]

Sent: Wednesday, 24 January, 2018 5:42 PM

To: Kong, Charmaine (VWG Singapore)

Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18

Without Prejudice

Dear Sir,

We refer to your Notice of Accident of even date.

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Below is a list of motor surveyors in our panel. Please revert within **2 working days** if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

<p>1) AJAX Inspection Services Pte Ltd</p> <p>Tel: 6255 0808</p> <p>Fax: 6849 9155</p> <p>Contact person : Joey/Joseh</p>	<p>2) Automobile Inspection Services Pte Ltd</p> <p>Tel: 6286 0155</p> <p>Fax: 6284 1539</p> <p>Contact Person: Sophia</p>
<p>3) LBS Automotive Appraisal Pte Ltd</p> <p>L.B.S. Auto Consultants Pte Ltd</p> <p>Tel: 6281 6690 / 62832866</p> <p>Fax: 6281 8748</p> <p>Contact Person: Amy/ Grace</p>	<p>4) Priority Services</p> <p>Tel: 62934822</p> <p>Fax: 62963283</p> <p>Contact Person: Sharon Kho</p>
<p>5) RT Appraisal Pte Ltd</p> <p>Tel: 67486076</p> <p>Fax: 67480361</p> <p>Contact Person: Ricky Teng</p>	<p>6) LKK Auto Consultants Pte Ltd</p> <p>Tel: 6256-3561</p> <p>Fax: 6741-4108</p>

<p>7) Kelvin Automotive Appraising Services</p> <p>Tel: 81825263</p> <p>Fax: 67461148</p> <p>Contact Person: Kelvin</p>	<p>8) Automotive Appraiser & Surveying Services</p> <p>Tel: 96623655</p> <p>Fax: 67655662</p> <p>Contact Person: Mr Chee</p>
<p>9) JP Knights Pte Ltd</p> <p>Tel: 63450068</p> <p>Fax: 63445328</p> <p>Contact Person: Edna Lee</p>	

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days.

Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

Thank You.

Regards,

Lynn Ahmad
Executive | Claims



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From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]

Sent: Wednesday, January 24, 2018 5:21 PM

To: Bazlin Ahmad

Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)

Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18

Dear Bazlin,

Understand that this is your case...Please kindly revert on liability and survey arrangements.

Please note our fax machine is down and unable to send via fax.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>

