

Hsiao Tong (LKKAUTO)

From: Sharon Tan <sharon.tan@directasia.com>
Sent: Tuesday, 25 September 2018 9:09 AM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: Claim: 74995/ST | TPD SLG2294B | LKK Ref: CC4/DAI18002194/R1ps3 | Accdt invlvg FM941U (OI) & SLG2294B (AIG) on 29/01/2018 along Xilin Ave
Attachments: LOD.PDF; LKKInspection.pdf; LKKAdjustment1.pdf; LKK Survey Photos.pdf; LKK Resurvey Photos.pdf

Hi Ms Hsiao Tong,

We refer to your e-mail below dated 24/9/18 and agree with your views. Kindly proceed accordingly.

We await your further advises in due course.

Thank you.

Regards

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

DirectAsia Insurance

Customer Service: +65 6665 5555
Office: 20 Anson Road, #08-01, S(079912)
www.directasia.com



***Our Service Centre at South Bridge Road will close with effect from 1 Aug 2018 and we are looking for a new home. Stay tuned for updates.*

From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Monday, 24 September, 2018 2:55 PM
To: Sharon Tan
Cc: Admin A
Subject: [EXT] RE: Claim: 74995/ST | TPD SLG2294B | LKK Ref: CC4/DAI18002194/R1ps3 | Accdt invlvg FM941U (OI) & SLG2294B (AIG) on 29/01/2018 along Xilin Ave

Without Prejudice

Hi Sharon,

We refer to the above matter.

We seek your approval to offer Third Party repairer, **WORLD AUTO PTE LTD** at **\$3,630.00(all-in)**. The breakdown is as follows: -

1. Cost of Repair (w/GST)	\$ 3,210.00
2. Loss of Use (7days x \$60.00)	\$ 420.00
TOTAL	<u>\$ 3,630.00</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: Sharon Tan <sharon.tan@directasia.com>

Sent: Wednesday, 19 September 2018 5:41 PM

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

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

Subject: Claim: 74995/ST | TPD SLG2294B | LKK Ref: CC4/DAI18002194/R1ps3 | Accdt invlvg FM941U (OI) & SLG2294B (AIG) on 29/01/2018 along Xilin Ave

Hi Ms Hsiao Tong,

We refer to the above matter.

We attached copy of LOD from World Auto Pte Ltd for your perusal.

Regards

Sharon Tan / Senior Claims Specialist

Direct: +65 6603 3619

DirectAsia Insurance

Customer Service: +65 6665 5555

Office: 20 Anson Road, #08-01, S(079912)

www.directasia.com



***Our Service Centre at South Bridge Road will close with effect from 1 Aug 2018 and we are looking for a new home. Stay tuned for updates.*

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

Sent: Tuesday, 21 August, 2018 2:51 PM

To: Sharon Tan

Cc: Admin A

Subject: [EXT] RE: Claim: 74995/ST | TPD SLG2294B | LKK Ref: CC4/DAI18002194/R1ps3 | Accdt invlvg FM941U (OI) & SLG2294B (AIG) on 29/01/2018 along Xilin Ave

Hi Sharon,

We are pending for LOD 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: Sharon Tan <sharon.tan@directasia.com>

Sent: Tuesday, 21 August 2018 1:25 PM

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

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

Subject: Claim: 74995/ST | TPD SLG2294B | LKK Ref: CC4/DAI18002194/R1ps3 | Accdt invlvg FM941U (OI) & SLG2294B (AIG) on 29/01/2018 along Xilin Ave

WITHOUT PREJUDICE

Hi Ms Shirley,

We refer to the above matter.

Kindly update us the development of this third party matter.

Regards

Sharon Tan / Senior Claims Specialist

Direct: +65 6603 3619

DirectAsia Insurance

Customer Service: +65 6665 5555

Office: 20 Anson Road, #08-01, S(079912)

www.directasia.com



***Our Service Centre at South Bridge Road will close with effect from 1 Aug 2018 and we are looking for a new home. Stay tuned for updates.*

From: Sharon Tan

Sent: Friday, 13 April, 2018 9:22 AM

To: ShirleyHiew@lkkauto.com

Cc: admin-a@lkkauto.com; chewht@lkkauto.com

Subject: Survey assignment: 74995/ ST /WP/World Auto Pte Ltd /OD: FM941U/TP: SLG2294B/ DOA: 29.01.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002194/R1ps3

WITHOUT PREJUDICE

Hi Ms Shirley,

We refer to the above matter.

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

Sent: Monday, March 19, 2018 10:49 AM

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

Cc: 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>; Juliana Wee <juliana.wee@directasia.com>

Subject: [EXT] FW: Survey assignment: 74995/ ST /WP/World Auto Pte Ltd /OD: FM941U/TP: SLG2294B/ DOA: 29.01.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002194/R1ps3

Your ref: TBA

LKK ref: CC4/DAI18002194/R1ps3

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,

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: Shirley Hiew (LKK Auto)

Sent: Wednesday, 7 February 2018 6:16 PM

To: motorclaims@directasia.com; claim@directasia.com

Cc: '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>; juliana.wee@directasia.com

Subject: RE: Survey assignment: 74995/ ST /WP/World Auto Pte Ltd /OD: FM941U/TP: SLG2294B/ DOA: 29.01.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002194/R1ps3

Your ref: TBA

LKK ref: CC4/DAI18002194/R1ps3

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case from M/s World Auto Pte Ltd – Kranji Loop.

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair

We have not authorized repairs

Please kindly advise 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.

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: Admin-D (LKKAuto)

Sent: Friday, 2 February 2018 4:11 PM

To: 'Claim' <claim@directasia.com>; assignments <assignments@lkkauto.com>

Cc: 'Derrick Quok' <derrick@directasia.com>; 'Kenneth Lim' <kenneth@directasia.com>; 'Aaron Wang' <aaron.wang@directasia.com>; 'Sharon Tan' <sharon.tan@directasia.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Survey assignment: 74995/ ST /WP/World Auto Pte Ltd /OD: FM941U/TP: SLG2294B/ DOA: 29.01.2018 / Est:\$00.00

Dear Sir/Mdm,

Thank you for the assignment.

BEST REGARDS,

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: Claim [<mailto:claim@directasia.com>]

Sent: Friday, 2 February 2018 3:25 PM

To: assignments@lkkauto.com

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

<aaron.wang@directasia.com>; Sharon Tan <sharon.tan@directasia.com>

Subject: Survey assignment: 74995/ ST /WP/World Auto Pte Ltd /OD: FM941U/TP: SLG2294B/ DOA: 29.01.2018 / Est:\$00.00

Dear Sir,

Please arrange to survey **SLG2294B** on a without prejudice basis.

Please conduct direct Third Party survey at the workshop below and update us immediately if the repair cost is above \$10K.

World Auto Pte Ltd

No.1, Kranji Loop, Singapore 739535

Please ensure your surveyor follows the NIMA protocol with vehicle being dismantled in front of your surveyor.

If the vehicle is not dismantled in front of your surveyor, then your surveyor should not sign any confirmation as NIMA protocol is not being followed.

Please let us have a copy of your surveyor's preliminary report of the damages and repair cost within **3 days** from the date of inspection.

Best regards,

Claims Department

DirectAsia Insurance

Customer Service: +65 6665 5555

Retail: 88 South Bridge Road, S(058716)

www.directasia.com



From: Derrick Quok

Sent: Friday, February 02, 2018 2:56 PM

To: Claim <claim@directasia.com>; Juliana Wee <juliana.wee@directasia.com>

Cc: Kenneth Lim <kenneth@directasia.com>; Aaron Wang <aaron.wang@directasia.com>; Sharon Tan <sharon.tan@directasia.com>

Subject: Re: Re[2]: [EXT] Request for Third Party Motor Claim Survey

Hi claims,

Please outsource based on normal procedure.

Kenneth is on MC and my schedule is full for today and Monday morning.

Thank you.

Best regards,

Derrick Quok

Direct Asia Insurance

On 2 Feb 2018, at 1:36 PM, Claim <claim@directasia.com> wrote:

Dear All,

Kindly advise if you will process this TP survey directly or outsource as the workshop have not choose .

Best regards,
Claims Department

DirectAsia Insurance

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

[<image007.jpg>](#)  [<image009.jpg>](#) [<image010.jpg>](#)  

From: Daniel [<mailto:daniel@worldauto.com.sg>]
Sent: Friday, February 02, 2018 11:50 AM
To: Claim <claim@directasia.com>
Cc: Sharon Tan <sharon.tan@directasia.com>; Aaron Wang <aaron.wang@directasia.com>; Kenneth Lim <kenneth@directasia.com>; Derrick Quok <derrick@directasia.com>
Subject: Re[2]: [EXT] Request for Third Party Motor Claim Survey

Dear Sir/Mdm,
We are agreeable to your list.

Thanks and Rgds,
Daniel
World Auto Pte Ltd
Tel: 63621776

-----Original Message-----

From: Claim <claim@directasia.com>
To: Daniel <daniel@worldauto.com.sg>
Cc: "Derrick Quok" <derrick@directasia.com>, "Kenneth Lim" <kenneth@directasia.com>, "Aaron Wang" <aaron.wang@directasia.com>, "Sharon Tan" <sharon.tan@directasia.com>
Date: 02/02/2018 11:45
Subject: RE: [EXT] Request for Third Party Motor Claim Survey

WITHOUT PREJUDICE

Your Ref: SLG2294B
Our Ref: 74995/ST

To: **World Auto Pte Ltd**
No.1, Kranji Loop, Singapore 739535

Dear Sir,

We refer to your Notice of Accident dated 29 January 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.

Yours faithfully,

Best regards,
Claims Department

DirectAsia Insurance

Customer Service: +65 6665 5555

Retail: 88 South Bridge Road, S(058716)

www.directasia.com



[<image002.jpg>](#)



From: Daniel [<mailto:daniel@worldauto.com.sg>]

Sent: Friday, February 02, 2018 9:56 AM

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

Subject: [EXT] Request for Third Party Motor Claim Survey

Good morning,

We would like to request for a Third Party Motor Claim Survey, details as follow;

Our Vehicle: SLG2294B

Your Insured: FM941U

DOA:29/01/2018

Our vehicle is currently in the workshop, address as follow;

World Auto Pte Ltd
No.1, Kranji Loop, Singapore 739535

Kindly arrange the soonest.

Thanks and Rgds,
Daniel
World Auto Pte Ltd
Tel: 63621776

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.
