

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 1 April 2021 10:37 AM
To: 'Charandeep Singh'
Cc: Admin A
Subject: RE: [EXT] RE: Survey assignment: 75135/ CH /WP/Woon Meng Motor Pte Ltd /OD: SLQ9756L/TP: GBB1386X/ DOA: 07.02.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002769/ps3
Attachments: Email to 3rd party wksp.pdf

Dear Sirs/Mdm,

We refer to your below email.

Please be informed that there is no response from third party repairer up-to-date. Kindly refer to our email attached which is self-explanatory.

In view of non-development from the third-party, we will proceed to temporarily close this outstanding claim file and submit our survey report to your good-office.

Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Charandeep Singh <charandeep.singh@directasia.com>
Sent: Monday, 9 March 2020 10:40 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: Survey assignment: 75135/ CH /WP/Woon Meng Motor Pte Ltd /OD: SLQ9756L/TP: GBB1386X/ DOA: 07.02.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002769/ps3

Dear Hsiao Tong,

This claim is long pending.

Please ask the third party if they are withdrawing their claim.

Do not close file and chase third party for whether they are withdrawing their claim or do they wish to settle.

Regards

Charan Singh / Senior Claims Specialist

Direct: +65 6603 3617

DirectAsia Insurance

Customer Service: +65 6665 5555

20 Anson Road, #08-01

Singapore 079912

www.directasia.com



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

Sent: Sunday, 8 March, 2020 4:24 PM

To: Charandeep Singh

Cc: Admin A

Subject: RE: [EXT] RE: Survey assignment: 75135/ CH /WP/Woon Meng Motor Pte Ltd /OD: SLQ9756L/TP: GBB1386X/ DOA: 07.02.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002769/ps3

Hi Charan,

We refer to your below email.

We are still pending finalisation repair cost with third party repairer as the estimate provided by third party repairer is incomplete at the time of survey.

In view the case had been outstanding since Feb 2018, kindly advise if we may proceed to temporary close the file and submit PRI report to your good office.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | 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, 21 November 2019 12:34 PM
To: Charandeep Singh <charandeep.singh@directasia.com>
Cc: Shu Pei (LKKAUTO) <shupeil@lkkauto.com>
Subject: RE: [EXT] RE: Survey assignment: 75135/ CH /WP/Woon Meng Motor Pte Ltd /OD: SLQ9756L/TP: GBB1386X/ DOA: 07.02.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002769/ps3

Hi Charan,

We refer to your below email.

We are still pending finalisation repair cost with third party repairer as the estimate provided by third party repairer is incomplete at the time of survey.

In view the case had been outstanding since Feb 2018, kindly advise if we may proceed to temporary close the file and submit PRI report to your good office.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | 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: Charandeep Singh <charandeep.singh@directasia.com>
Sent: Wednesday, 20 November 2019 9:27 PM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Shu Pei (LKKAUTO) <shupeil@lkkauto.com>
Subject: RE: [EXT] RE: Survey assignment: 75135/ CH /WP/Woon Meng Motor Pte Ltd /OD: SLQ9756L/TP: GBB1386X/ DOA: 07.02.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002769/ps3

Dear Hsiao Tong,

I refer to my email dated 31 August 2019.

Please provide me an update on the third party property damage claim.

Regards

Charan Singh / Senior Claims Specialist

Direct: +65 6603 3617

DirectAsia Insurance

Customer Service: +65 6665 5555

20 Anson Road, #08-01

Singapore 079912

www.directasia.com



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From: Charandeep Singh
Sent: Saturday, 31 August, 2019 5:24 PM
To: 'Hsiao Tong (LKKAUTO)'
Cc: Shu Pei (LKKAUTO)
Subject: RE: [EXT] RE: Survey assignment: 75135/ CH /WP/Woon Meng Motor Pte Ltd /OD: SLQ9756L/TP: GBB1386X/ DOA: 07.02.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002769/ps3

Dear Hsiao Tong,

Please provide me an update on the third party property damage claim.

Regards

Charan Singh / Senior Claims Specialist
Direct: +65 6603 3617

DirectAsia Insurance

Customer Service: +65 6665 5555
20 Anson Road, #08-01
Singapore 079912

www.directasia.com



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From: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]
Sent: Saturday, 8 June, 2019 10:46 AM
To: Charandeep Singh
Cc: Aaron Wang; Shu Pei (LKKAUTO)
Subject: RE: [EXT] RE: Survey assignment: 75135/ CH /WP/Woon Meng Motor Pte Ltd /OD: SLQ9756L/TP: GBB1386X/ DOA: 07.02.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002769/ps3

Hi Charan,

Apologised for late response.

We are still pending finalisation repair cost with third party repairer as the estimate provided by third party repairer is incomplete at the time of survey.

We have informed third party repairer to 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: Charandeep Singh <charandeep.singh@directasia.com>

Sent: Friday, 31 May 2019 7:08 PM

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

Cc: Aaron Wang <aaron.wang@directasia.com>; Shu Pei (LKKAuto) <shupe@lkkauto.com>

Subject: RE: [EXT] RE: Survey assignment: 75135/ CH /WP/Woon Meng Motor Pte Ltd /OD: SLQ9756L/TP: GBB1386X/ DOA: 07.02.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002769/ps3

3rd Reminder

Dear Hsiao Tong,

You have yet to respond to my email dated 2nd September 2018, 8th January 2019 and 14 February 2019. Please provide me an update on the third party property damage claim.

Regards

Charan Singh / Claims Specialist

Direct: +65 6603 3617

DirectAsia Insurance

Customer Service: +65 6665 5555

20 Anson Road, #08-01

Singapore 079912

www.directasia.com



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From: Charandeep Singh

Sent: Thursday, 14 February, 2019 6:00 PM

To: 'Hsiao Tong (LKKAuto)'

Cc: Aaron Wang; 'Shu Pei (LKKAuto)'

Subject: RE: [EXT] RE: Survey assignment: 75135/ CH /WP/Woon Meng Motor Pte Ltd /OD: SLQ9756L/TP: GBB1386X/ DOA: 07.02.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002769/ps3

2nd Reminder

Dear Hsiao Tong,

You have yet to respond to my email dated 2nd September 2018 and 8th January 2019.
Please provide me an update on the third party property damage claim.

Regards

Charan Singh / Claims Specialist
Direct: +65 6603 3617

DirectAsia Insurance

Customer Service: +65 6665 5555
20 Anson Road, #08-01
Singapore 079912

www.directasia.com



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From: Charandeep Singh

Sent: Tuesday, 8 January, 2019 6:55 PM

To: 'Hsiao Tong (LKKAUTO)'

Cc: Aaron Wang; 'Shu Pei (LKKAUTO)'

Subject: RE: [EXT] RE: Survey assignment: 75135/ CH /WP/Woon Meng Motor Pte Ltd /OD: SLQ9756L/TP: GBB1386X/ DOA: 07.02.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002769/ps3

Dear Hsiao Tong,

You have yet to respond to my email dated 2nd September 2018.
Please provide me an update on the third party property damage claim.

Regards

Charan Singh / Claims Specialist
Direct: +65 6603 3617

DirectAsia Insurance

Customer Service: +65 6665 5555
20 Anson Road, #08-01
Singapore 079912

www.directasia.com



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From: Charandeep Singh
Sent: Sunday, 2 September, 2018 8:15 PM
To: 'Hsiao Tong (LKKAUTO)'
Cc: Aaron Wang; 'Shu Pei (LKKAUTO)'
Subject: RE: [EXT] RE: Survey assignment: 75135/ CH /WP/Woon Meng Motor Pte Ltd /OD: SLQ9756L/TP: GBB1386X/ DOA: 07.02.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002769/ps3

Dear Hsiao Tong,

Can I have an update on this file.

Regards

Charan Singh / Claims Specialist
Direct: +65 6603 3617

DirectAsia Insurance

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



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From: Charandeep Singh
Sent: Tuesday, June 05, 2018 5:30 PM
To: 'Shu Pei (LKKAUTO)'; Motor Claims; Claim; Hsiao Tong (LKKAUTO)
Cc: Aaron Wang; Derrick Quok
Subject: RE: [EXT] RE: Survey assignment: 75135/ CH /WP/Woon Meng Motor Pte Ltd /OD: SLQ9756L/TP: GBB1386X/ DOA: 07.02.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002769/ps3

Dear Shu Pei,

Liability against our insured.

Regards

Charan Singh / Claims Specialist
Direct: +65 6603 3617

DirectAsia Insurance

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



CONFIDENTIALITY NOTICE

From: Shu Pei (LKKAUTO) [<mailto:shupeil@lkkauto.com>]

Sent: Tuesday, 5 June, 2018 12:11 PM

To: Motor Claims; Claim; Hsiao Tong (LKKAUTO)

Cc: Aaron Wang; Derrick Quok; Kenneth Lim; Charandeep Singh

Subject: [EXT] RE: Survey assignment: 75135/ CH /WP/Woon Meng Motor Pte Ltd /OD: SLQ9756L/TP: GBB1386X/ DOA: 07.02.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002769/ps3

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

Please kindly advice liability soonest.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAUTO)

Sent: Wednesday, 4 April 2018 11:52 AM

To: motorclaims@directasia.com; claim@directasia.com; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; 'Aaron Wang' <aaron.wang@directasia.com>; 'Derrick Quok' <derrick@directasia.com>; 'Kenneth Lim' <kenneth@directasia.com>; 'Charandeep Singh' <charandeep.singh@directasia.com>

Subject: RE: Survey assignment: 75135/ CH /WP/Woon Meng Motor Pte Ltd /OD: SLQ9756L/TP: GBB1386X/ DOA: 07.02.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002769/ps3

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

Please kindly advice liability soonest.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Shirley Hiew (LKK Auto)
Sent: Monday, 19 March 2018 10:49 AM
To: motorclaims@directasia.com; claim@directasia.com; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; 'Aaron Wang' <aaron.wang@directasia.com>; 'Derrick Quok' <derrick@directasia.com>; 'Kenneth Lim' <kenneth@directasia.com>; 'Charandeep Singh' <charandeep.singh@directasia.com>
Subject: FW: Survey assignment: 75135/ CH /WP/Woon Meng Motor Pte Ltd /OD: SLQ9756L/TP: GBB1386X/ DOA: 07.02.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002769/ps3

Your ref: TBA
LKK ref: CC4/DAI18002769/ps3

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: Friday, 23 February 2018 7:00 PM
To: motorclaims@directasia.com; claim@directasia.com; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; 'Aaron Wang' <aaron.wang@directasia.com>; 'Derrick Quok' <derrick@directasia.com>; 'Kenneth Lim' <kenneth@directasia.com>; 'Charandeep Singh' <charandeep.singh@directasia.com>
Subject: RE: Survey assignment: 75135/ CH /WP/Woon Meng Motor Pte Ltd /OD: SLQ9756L/TP: GBB1386X/ DOA: 07.02.2018 / Est:\$00.00 *** LKK REF - CC4/DAI18002769/ps3

Your ref: TBA
LKK ref: CC4/DAI18002769/ps3

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case from M/s Woon Meng Motor Pte Ltd – Bukit Batok.

Enclosed for your perusal is:

- TP GIA report

We have not authorized repairs

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.

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: woonmeng2 [<mailto:woonmeng@singnet.com.sg>]

Sent: Friday, 23 February 2018 2:48 PM

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

Subject: FW: Survey assignment: 75135/ CH /WP/Woon Meng Motor Pte Ltd /OD: SLQ9756L/TP: GBB1386X/ DOA: 07.02.2018 / Est:\$00.00

From: Charandeep Singh [<mailto:charandeep.singh@directasia.com>]

Sent: Friday, 23 February 2018 10:27 AM

To: 'woonmeng@singnet.com.sg' <woonmeng@singnet.com.sg>

Subject: Survey assignment: 75135/ CH /WP/Woon Meng Motor Pte Ltd /OD: SLQ9756L/TP: GBB1386X/ DOA: 07.02.2018 / Est:\$00.00

Dear Ms Heng Sew Sow,

Dear Ms Heng,

Thank you for taking my call this morning.

As spoken, you are fine with accepting LKK to conduct PIR for GBB1386X.

Therefore LKK is appointed to conduct PIR.

Regards

Charan Singh / Claims Specialist

Direct: +65 6603 3617

DirectAsia Insurance

Customer Service: +65 6665 5555

Retail: 88 South Bridge Road, S(058716)

www.directasia.com



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