

INS. CASE OWNER:

CC 4/DA11 800 3243

K pas 92

LKK:
IDAC:

ASSIGNMENT

Surveyor:

DOI:

Date / Time:

Registered in Merimen:

Pre-assign / CCU / FTE

SJN 2095 X

75223/JT



Insured Vehicle No.:

Claim No.:

Name of Insured:

Policy No.:

Insured Tel No.:

HP:

Make / Model:

Excess Sec II :\$5

D.O.A.:

11-02-18

Place of Accident:

Is driver the owner? (YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Driver Tel No.:

(V/L: YES / NO)

Insured Liability: %

Final ? Yes / No

Eu 12120



INSRS:

WSP:

Tel:

Liability:

RMKS:

Alan's
United

INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

DATE / PIC

23/3
CH1

Eu 12120 - X ; SJN 2095 X - X

STAGE

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

23/3/18

✓ Liability clear.

23/3/18

Email to TP: DS.

23/4/18

File pass to type mandate

4/7/18

DV sent

4/7/18

File pass to Merimen to close

RECEIVED 2 APR 2018

RECEIVED 04 JUL 2018

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

(days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

(Agreed / Assessed) BOLA S/N No.:

If NO on 28, Ass. Lia:

Repair Cost:

S\$

1070.00

Loss of Rental (LOR):

S\$

300.00

(3 days)

x \$11W

Loss of Use (LOU):

S\$

-

(\$ x days)

Loss of Income (LOI):

S\$

-

(\$ x days)

LOR only ☐ LOU only ☐

LOR + LOU

LOR + LOI

[Tick only one]

GIA/LTA Search

S\$

2.00

Medical:

S\$

-

Disbursement:

S\$

-

(e.g. Tow/ Independent)

Legal Cost

S\$

-

Total:

S\$

1372.00

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

1372.00

Name 1:

Alan's United Auto Tel.

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

DAI

ASSIGNMENT

Date 21/02/18

Estimated Cost:

OD/TP/WS/TPRES/ODRES/EVA/INV/MV

To Inspection No

EU 1212D
Alan's United

at Workshop No

at

Insured

Policy No

Claim No

Sum Insured

Excess

Claims Record

11:30am

Make of Van

(Policy Condition)

Remarks: The veh had commenced its repair at the time of inspection.



Ball or Market Value

DAD Accident Report Consistent? Yes or No

DAD Rep Seen Consistent? Yes or No

Est Repairs 3 days Repair Yes or No

Est Cost 20.00 3 Val Yes or No

CA / REV / REP / 24 HRS 'wp'

Date Person Contacted

Vehicle IN / OUT

Date Time Action / Instruction

22/2 Rep pres to write

1/5 \$ 1000 (Rep \$ 2947.08 / 754.1)

Case Time File Pass



Prell. Report



Final Report

Case Time File Pass

Days Of Repair

Resurvey No. of Trip

Survey Fee

Inspection

Survey Fee

Inspection

Survey Fee

Inspection

Survey Fee

Inspection

Survey Fee

Add Fee:

Stretch

Stretch

Stretch

Stretch

Stretch

Stretch

Stretch

Stretch

**LKK Auto Consultants Pte Ltd**

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile

DIRECT ASIA INSURANCE (SINGAPORE) PL

Ref : CC4/DAI18003243/Kpa3

88 SOUTH BRIDGE ROAD
SINGAPORE 058716

Date : 20-02-2018



Code : DAI

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SJN 2095X	Veh. Inspected	EU 1212D
Policy No.		Coverage (\$)	0.00
Claim No.	75223/JT	Excess (\$)	0.00
Assign From		Assign Date	20/02/2018

2. Vehicle Particulars & Condition

Make & Model		c.c	0
Engine No.	HIDDEN	Year of Reg.	
Chassis No.		Colour	
Odometer	-	Steering	
Brakes		Modification	
General			

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre			mm
L/H Front Tyre			mm
R/H Rear Tyre			mm
L/H Rear Tyre			mm

4. Description of Damages

--

5. General Information

Accident Date	11/02/2018	Inspection Date	21/02/2018
Survey held at	ALAN'S UNITED AUTO PTE LTD BLK 7 SIN MING INDUSTRIAL ESTATE #01-76 SINGAPORE 575642		

5a. Remarks

A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.

ALAN'S UNITED AUTO PTE. LTD.

Block 7, Sin Ming Industrial Estate, #01-76, Singapore 575642.

Tel: 6453 8686 (3 Lines) Fax: 6459 6550

Company Reg. No.: 201113667N

GST Reg. No.: 201113667N

No. : 05728

Vehicle Insured : SJN2095X
Accident Date : 11-Feb-2018

Date : 20-Feb-2018

Our Ref : 218033 (DIRECTASIA) / CHAN

PAGE : 1

NG SIU BEE
12 HOUGANG STREET 92
#07-07
Singapore 538688

Not Authorized
11 Feb 81000h
Manny After Rain

ESTIMATED COST OF REPAIR FOR MAZDA 3 EU1212D

- 1 pc Rear bumper fascia
1 pc Rear bumper reinforcement
2 pcs Bumper reinforcement bracket @ S\$ 60.50
1 pc Rear license plate lamp
1 pc Rear end panel
1 pc End panel top garnish
4 pcs Rear bumper clip @ S\$ 3.50

717.90
~~403.40 X~~
~~121.00 X~~
~~234.60 X~~
~~346.90 X~~
~~179.80 X~~
14.00

2,017.60
Less 20% : 403.52

731.90
146.38
585.52

- 2 pcs Rear bumper side lower lip @ S\$144.00
1 pc Rear number plate
1 pc Rear bumper reverse sensor(set)

1,614.08
~~288.00 sn X~~
~~35.00 sn~~
~~300.00 sn X~~

To remove roof lining, front and rear seats, trim board and carpet

~~80.00 X~~

To apply undersealing

~~80.00 X~~

To putty and spray replaced parts

800.00 369

To remove, cut-out damaged parts, panel beating, welding, align, refix and to renew above parts

750.00 309

Total : S\$ 3,947.08

Singapore Dollars Three Thousand Nine Hundred and Forty Seven and Cents Eight Only

L/Sum
1000.00
@
3 Days

P 585.52
SN 35.00
L 660.00
1280.52
256.10
1024.42

Handled by Company
11 Feb

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer
Signature:
Date:

ALAN'S UNITED AUTO PTE. LTD.

Block 7, Sin Ming Industrial Estate, #01-76, Singapore 575642.

Tel: 6453 8686 (3 Lines) Fax: 6459 6550

Company Reg. No.: 201113667N

GST Reg. No.: 201113667N

No. : 05728

Vehicle Insured : SJN2095X
Accident Date : 11-Feb-2018

Date : 20-Feb-2018

Our Ref : 218033 (DIRECTASIA) / CHAN

PAGE : 1

NG SIU BEE
12 HOUGANG STREET 92
#07-07
Singapore 538688

Not Authored
11 Feb 87
Murray After Rain

ESTIMATED COST OF REPAIR FOR MAZDA 3 EU1212D

1 pc	Rear bumper fascia		<i>Bu</i>	717.90	✓
1 pc	Rear bumper reinforcement		<i>n</i>	403.40	X
2 pcs	Bumper reinforcement bracket	@ S\$ 60.50	<i>n</i>	121.00	✓
1 pc	Rear license plate lamp			234.60	✓
1 pc	Rear end panel		<i>n</i>	346.90	X
1 pc	End panel top garnish		<i>n</i>	179.80	X
4 pcs	Rear bumper clip	@ S\$ 3.50	<i>n</i>	14.00	✓
				2,017.60	
Less 20% :				403.52	
				1,614.08	
2 pcs	Rear bumper side lower lip	@ S\$144.00	<i>n</i>	288.00	sn X
1 pc	Rear number plate		<i>n</i>	35.00	sn ✓
1 pc	Rear bumper reverse sensor(set			300.00	sn ✓
To remove roof lining, front and rear seats, trim board and carpet				80.00	X
To apply undersealing				80.00	X
To putty and spray replaced parts				800.00	369
To remove, cut-out damaged parts, panel beating, welding, align, refix and to renew above parts				750.00	309
Total :				S\$ 3,947.08	

Singapore Dollars Three Thousand Nine Hundred and Forty Seven and Cents Eight Only

Link Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledges as Repairer

Signature:

Date:

Nivitha (LKK Auto)

From: Claim <claim@directasia.com>
Sent: Tuesday, 20 February 2018 10:50 AM
To: assignments@lkkauto.com
Cc: Derrick Quok; Kenneth Lim; Aaron Wang; Sharon Tan; Joleen Tan
Subject: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018
Attachments: EU1212D.PDF; SJN2095X.PDF

12:02pm @ 20/2/18
vehicle not in
posn @ Kenny
arrange on 21/02/2018
11:30 am.

Dear Sir,

Please arrange to survey **EU1212D** on a without prejudice basis.

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

Alan's United Auto Pte Ltd

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: Sharon Tan
Sent: Tuesday, February 20, 2018 10:23 AM
To: Claim <claim@directasia.com>
Cc: Joleen Tan <joleen.tan@directasia.com>
Subject: Claim: 75223/JT , Claimed Policy: MT/00450916 , Policy Holder: Gary Alexander Tan | Accdt invlvg SJN2095X (DA 75223/JT) > EU1212D (also DA-75249/ST) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Hi Claims,

Third Party workshop (Alan's United Auto Pte Ltd) select LKK Auto Consultant Pte Ltd for PRS.

Please proceed accordingly.

ST

From: kennychan@alanutd.com [<mailto:kennychan@alanutd.com>]

Sent: Tuesday, 20 February, 2018 10:11 AM

To: 'Sherina Ng'

Cc: Sharon Tan

Subject: [EXT] RE: Claim: 75249/ST , Claimed Policy: MT/00069299/05 Comp V Plus, Policy Holder: Siu Bee Ms Ng | Accdt invlg SJN2095X (also DA 75223/JT) > EU1212D (DA) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Dear Sherina / Sharon

Morning , we will let LKK Auto Consultant Pte Ltd to handle and ask them to get direct settle with Direct Asia insurance .

Regards

Kenny

Alan's United Auto Pte Ltd

64538686

From: Sherina Ng [<mailto:sherina.unisa@gmail.com>]

Sent: Monday, February 19, 2018 12:21 PM

To: Alan Car Workshop <kennychan@alanutd.com>

Subject: Fwd: Claim: 75249/ST , Claimed Policy: MT/00069299/05 Comp V Plus, Policy Holder: Siu Bee Ms Ng | Accdt invlg SJN2095X (also DA 75223/JT) > EU1212D (DA) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Dear Kenny,

Please advise.

Best Regards,

Sherina Ng

Hp No: 94509966

from my iPhone

Begin forwarded message:

From: Sharon Tan <sharon.tan@directasia.com>

Date: 19 February 2018 at 11:50:46 AM SGT

To: "sherina.unisa@gmail.com" <sherina.unisa@gmail.com>

Subject: Claim: 75249/ST , Claimed Policy: MT/00069299/05 Comp V Plus, Policy Holder: Siu Bee Ms Ng | Accdt invlg SJN2095X (also DA 75223/JT) > EU1212D (DA) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Hi Ms Ng,

We refer to the above matter.

We have received your accident report and noted that you are filing a claim against the third party, please follow up with the workshop for your claim.

Kindly also update us on the workshop /solicitor details who is representing you for record purposes.

It was my pleasure serving you. Please note that we will be sending you a survey and appreciate you let us know about your experience

If you are pleased with our service, we would appreciate if you can rate us a 9 or 10.

If you require further clarifications, please call us at 6532 1818.

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



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Mei Kwan (LKKAUTO)

From: Joleen Tan <joleen.tan@directasia.com>
Sent: Monday, 19 March, 2018 2:46 PM
To: Hsiao Tong (LKKAUTO); Claim
Cc: Admin A
Subject: RE: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Follow Up Flag: Follow up
Flag Status: Completed

Categories: HMK

Your ref: 75223/JT
LKK ref : CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Hsiao Tong

We refer to your email dated 9 March 2018.

Liability is clear.

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: Friday, 9 March, 2018 10:50 AM
To: Claim; Joleen Tan
Cc: Admin A
Subject: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Your ref: 75223/JT
LKK ref : CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly advise if we may proceed direct settlement as third party repairer is chasing.

LKK ref: CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly assist to 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: Monday, 26 February, 2018 11:03 AM

To: 'Claim' <claim@directasia.com>

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

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

<joleen.tan@directasia.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Your ref: 75223/JT

LKK ref: CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

This is a third party direct settlement case.

Enclosed revert of vehicle: EU 1212D

Date of survey: 21.02.2018

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimate (marked)
- TP GIA report
- Photographs of TP vehicle in its damaged condition

Kindly assist to advise liability soonest.

Please 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,

DirectAsia Insurance

Customer Service: +65 6665 5555

Retail: 88 South Bridge Road, S(058716)

www.directasia.com

From: Sharon Tan**Sent:** Tuesday, February 20, 2018 10:23 AM**To:** Claim <claim@directasia.com>**Cc:** Joleen Tan <joleen.tan@directasia.com>**Subject:** Claim: 75223/JT , Claimed Policy: MT/00450916 , Policy Holder: Gary Alexander Tan | Accdt invlvg SJN2095X (DA 75223/JT) > EU1212D (also DA-75249/ST) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Hi Claims,

Third Party workshop (Alan's United Auto Pte Ltd) select LKK Auto Consultant Pte Ltd for PRS.

Please proceed accordingly.

ST

From: kennychan@alanutd.com [<mailto:kennychan@alanutd.com>]**Sent:** Tuesday, 20 February, 2018 10:11 AM**To:** 'Sherina Ng'**Cc:** Sharon Tan**Subject:** [EXT] RE: Claim: 75249/ST , Claimed Policy: MT/00069299/05 Comp V Plus, Policy Holder: Siu Bee Ms Ng | Accdt invlvg SJN2095X (also DA 75223/JT) > EU1212D (DA) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Dear Sherina / Sharon

Morning , we will let LKK Auto Consultant Pte Ltd to handle and ask them to get direct settle with Direct Asia insurance .

Regards

Kenny

Alan's United Auto Pte Ltd

64538686

From: Sherina Ng [<mailto:sherina.unisa@gmail.com>]**Sent:** Monday, February 19, 2018 12:21 PM**To:** Alan Car Workshop <kennychan@alanutd.com>**Subject:** Fwd: Claim: 75249/ST , Claimed Policy: MT/00069299/05 Comp V Plus, Policy Holder: Siu Bee Ms Ng | Accdt invlvg SJN2095X (also DA 75223/JT) > EU1212D (DA) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Dear Kenny,

Please advise.

Best Regards,

Sherina Ng

Hp No: 94509966

from my iPhone

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Friday, 23 March 2018 12:39 PM
To: 'alan khong chin wah'
Subject: RE: CHECKING LIABILITY UPDATE FOR EU1212D CLAIMING SJN2095X DIRECT ASIA

Without Prejudice

Dear Sirs,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: alan khong chin wah [mailto:alanauto@gmail.com]
Sent: Thursday, 22 March 2018 4:38 PM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: CHECKING LIABILITY UPDATE FOR EU1212D CLAIMING SJN2095X DIRECT ASIA

Hi Hsiao Tong

Please check the above mention vehicle EU1212D ,claiming SJN2095X liability update , thank you .

Regards

Kenny

Alan's United Auto pte Ltd

64538686

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 18 May 2018 7:40 AM
To: Claim; Motor Claims (motorclaims@directasia.com)
Cc: Admin A
Subject: RE: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018
Attachments: LKKInspection.pdf; LKKAdjustment1.pdf; LKK Survey Photos.pdf; LKK Resurvey Photos.pdf; LOA.pdf; RENTAL RECEIPT.pdf; Insurance Search Fee.pdf

Without Prejudice

Hi Sirs/Mdm,

We refer to the above matter.

We seek your approval to offer Third Party repairer, **ALAN'S UNITED AUTO PTE LTD** at **\$1,372.00(all-in)**. The breakdown is as follows: -

1. Cost of Repair (w/GST)	\$ 1,070.00
2. Loss of Rental (3days x \$100.00)	\$ 300.00
3. LTA/ GIA search fee	\$ 2.00
TOTAL	<u>\$ 1,372.00</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: Joleen Tan [mailto:joleen.tan@directasia.com]

Sent: Monday, 19 March 2018 2:46 PM

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

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

Subject: RE: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Your ref: 75223/JT

LKK ref : CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Hsiao Tong

Hsiao Tong (LKKAUTO)

From: Sreekanth Nair <sreekanth.nair@directasia.com>
Sent: Tuesday, 29 May 2018 3:14 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A; Motor Claims
Subject: FW: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

WITHOUT PREJUDICE

Dear Hsiao Tong,

We refer to your e-mail below.

Please proceed to offer the following to the third party:

No.	Description	Amount
1.	Cost of repairs (inclusive of GST)	\$1,070.00
2.	Rental charges (\$100.00 X 2 days)	\$200.00
3.	LTA search fees	\$2.00
Total		\$1,272.00

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: 18 May, 2018 7:40 AM
To: Claim <claim@directasia.com>; Motor Claims <motorclaims@directasia.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Without Prejudice

Hi Sirs/Mdm,

We refer to the above matter.

We seek your approval to offer Third Party repairer, **ALAN'S UNITED AUTO PTE LTD** at **\$1,372.00(all-in)**. The breakdown is as follows: -

1. Cost of Repair (w/GST)	\$ 1,070.00
2. Loss of Rental (3days x \$100.00)	\$ 300.00
3. LTA/ GIA search fee	\$ 2.00
TOTAL	\$ 1,372.00

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: Joleen Tan [<mailto:joleen.tan@directasia.com>]

Sent: Monday, 19 March 2018 2:46 PM

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

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

Subject: RE: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/
DOA : 11.02.2018

Your ref: 75223/JT

LKK ref : CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Hsiao Tong

We refer to your email dated 9 March 2018.

Liability is clear.

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: Friday, 9 March, 2018 10:50 AM

To: Claim; Joleen Tan

Cc: Admin A

Subject: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Your ref: 75223/JT

LKK ref : CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly advise if we may proceed direct settlement as third party repairer is chasing.

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, 5 March 2018 12:49 PM

To: Claim (claim@directasia.com) <claim@directasia.com>; Joleen Tan <joleen.tan@directasia.com>

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

Subject: RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Your ref: 75223/JT

LKK ref : CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly advise if we may proceed direct settlement as third party repairer is chasing.

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: Friday, 2 March 2018 3:05 PM

To: 'Claim' <claim@directasia.com>

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

Subject: RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Your ref: 75223/JT

LKK ref: CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly assist to 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: Monday, 26 February, 2018 11:03 AM

To: 'Claim' <claim@directasia.com>

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

Subject: RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Your ref: 75223/JT

LKK ref: CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

This is a third party direct settlement case.

Enclosed revert of vehicle: EU 1212D

Date of survey: 21.02.2018

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimate (marked)
- TP GIA report
- Photographs of TP vehicle in its damaged condition

Kindly assist to advise liability soonest.

Please 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,

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: Tuesday, 20 February, 2018 4:49 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>; 'Joleen Tan' <joleen.tan@directasia.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed vehicle not in workshop, repairer arrange on 21/02/2018.

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: Tuesday, 20 February 2018 10:50 AM

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>; Joleen Tan <joleen.tan@directasia.com>
Subject: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Dear Sir,

Please arrange to survey **EU1212D** on a without prejudice basis.

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

Alan's United Auto Pte Ltd

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: Sharon Tan
Sent: Tuesday, February 20, 2018 10:23 AM
To: Claim <claim@directasia.com>
Cc: Joleen Tan <joleen.tan@directasia.com>
Subject: Claim: 75223/JT , Claimed Policy: MT/00450916 , Policy Holder: Gary Alexander Tan | Accdt invlvg SJN2095X (DA 75223/JT) > EU1212D (also DA-75249/ST) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Hi Claims,

Third Party workshop (Alan's United Auto Pte Ltd) select LKK Auto Consultant Pte Ltd for PRS.

Please proceed accordingly.

ST

From: kennychan@alanutd.com [<mailto:kennychan@alanutd.com>]

Sent: Tuesday, 20 February, 2018 10:11 AM

To: 'Sherina Ng'

Cc: Sharon Tan

Subject: [EXT] RE: Claim: 75249/ST , Claimed Policy: MT/00069299/05 Comp V Plus, Policy Holder: Siu Bee Ms Ng | Accdt invlvg SJN2095X (also DA 75223/JT) > EU1212D (DA) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Dear Sherina / Sharon

Morning , we will let LKK Auto Consultant Pte Ltd to handle and ask them to get direct settle with Direct Asia Insurance .

Regards
Kenny
Alan's United Auto Pte Ltd
64538686

From: Sherina Ng [mailto:sherina.unisa@gmail.com]
Sent: Monday, February 19, 2018 12:21 PM
To: Alan Car Workshop <kennychan@alanutd.com>
Subject: Fwd: Claim: 75249/ST , Claimed Policy: MT/00069299/05 Comp V Plus, Policy Holder: Siu Bee Ms Ng | Accdt invlvg SJN2095X (also DA 75223/JT) > EU1212D (DA) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Dear Kenny,

Please advise:

Best Regards,
Sherina Ng
Hp No: 94509966

from my iPhone

Begin forwarded message:

From: Sharon Tan <sharon.tan@directasia.com>
Date: 19 February 2018 at 11:50:46 AM SGT
To: "sherina.unisa@gmail.com" <sherina.unisa@gmail.com>
Subject: Claim: 75249/ST , Claimed Policy: MT/00069299/05 Comp V Plus, Policy Holder: Siu Bee Ms Ng | Accdt invlvg SJN2095X (also DA 75223/JT) > EU1212D (DA) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Hi Ms Ng,

We refer to the above matter.

We have received your accident report and noted that you are filing a claim against the third party, please follow up with the workshop for your claim.

Kindly also update us on the workshop /solicitor details who is representing you for record purposes.

It was my pleasure serving you. Please note that we will be sending you a survey and appreciate you let us know about your experience

If you are pleased with our service, we would appreciate if you can rate us a 9 or 10.

If you require further clarifications, please call us at 6532 1818.

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



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Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 31 May 2018 4:21 PM
To: 'alan khong chin wah'
Subject: RE: CHECKING LIABILITY UPDATE FOR EU1212D CLAIMING SJN2095X DIRECT ASIA

Without Prejudice

Hi,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 1,070.00
2. Loss of Rental (2days x \$100.00)	\$ 200.00
3. LTA/ GIA search fee	\$ 2.00
TOTAL	<u>\$ 1,272.00</u>

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: Friday, 23 March 2018 12:39 PM
To: 'alan khong chin wah' <alanauto@gmail.com>
Subject: RE: CHECKING LIABILITY UPDATE FOR EU1212D CLAIMING SJN2095X DIRECT ASIA

Without Prejudice

Dear Sirs,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Hsiao Tong (LKKAUTO)

From: alan khong chin wah <alanauto@gmail.com>
Sent: Thursday, 31 May 2018 4:51 PM
To: Hsiao Tong (LKKAUTO)
Subject: Re: CHECKING LIABILITY UPDATE FOR EU1212D CLAIMING SJN2095X DIRECT ASIA

Hi Hsiao Tong

days of rental too low , counter propose for additional 1 day of pre repair survey , thank you .

Regards
Kenny
Alan's United Auto pte Ltd
64538686

On Thu, May 31, 2018 at 4:20 PM, Hsiao Tong (LKKAUTO) <chewht@lkkauto.com> wrote:

Without Prejudice

Hi,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 1,070.00
2. Loss of Rental (2days x \$100.00)	\$ 200.00
3. LTA/ GIA search fee	\$ 2.00
TOTAL	<u>\$ 1,272.00</u>

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Hsiao Tong (LKKAUTO)

From: Sreekanth Nair <sreekanth.nair@directasia.com>
Sent: Friday, 29 June 2018 4:23 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A; Motor Claims
Subject: RE: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

WITHOUT PREJUDICE

Dear Hsiao Tong,

We refer to our e-mail dated 28 June 2018. Kindly note that there is an inadvertent typo error in respect to computation of rental charges. Please offer third party rental charges at \$300.00 (\$100.00 X 3 days).

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: Thursday, 28 June, 2018 5:06 PM
To: 'Hsiao Tong (LKKAUTO)'
Cc: Admin A; Motor Claims
Subject: RE: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

WITHOUT PREJUDICE

Dear Hsiao Tong,

We refer to your e-mail below.

Please proceed to offer the following to the third party:

No.	Description	Amount
1.	Cost of repairs (inclusive of GST)	\$1,070.00
2.	Rental charges (\$300.00 X 2 days)	\$300.00
3.	LTA search fees	\$2.00
Total		\$1,372.00

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: Monday, 25 June, 2018 8:52 AM

To: Sreekanth Nair

Cc: Admin A; Motor Claims

Subject: RE: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/
DOA : 11.02.2018

Hi Sree,

We refer to our email dated 02/06/2018.

Kindly let us have your further 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: Saturday, 2 June 2018 2:14 PM

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 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/
DOA : 11.02.2018

Hi Mr Sree,

We refer to your below email.

For Loss of rental, third party rejected our offer and proposed 3days x \$100.00 due to PRS.

For your further instruction.

AK

Thu 31/5/2018 4:51 PM

alan khong chin wah <alanauto@gmail.com>

Re: CHECKING LIABILITY UPDATE FOR EU1212D CLAIMING SJN2095X DIRECT ASIA

To: Hsiao Tong (LKKAuto)

Hi Hsiao Tong

days of rental too low , counter propose for additional 1 day of pre repair survey , thank you .

Regards
Kenny
Alan's United Auto pte Ltd
64538686

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 3:14 PM

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

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

Subject: FW: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/
DOA : 11.02.2018

WITHOUT PREJUDICE

Dear Hsiao Tong,

We refer to your e-mail below.

Please proceed to offer the following to the third party:

No.	Description	Amount
1.	Cost of repairs (inclusive of GST)	\$1,070.00
2.	Rental charges (\$100.00 X 2 days)	\$200.00
3.	LTA search fees	\$2.00
Total		\$1,272.00

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: 18 May, 2018 7:40 AM
To: Claim <claim@directasia.com>; Motor Claims <motorclaims@directasia.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/
DOA : 11.02.2018

Without Prejudice

Hi Sirs/Mdm,

We refer to the above matter.

We seek your approval to offer Third Party repairer, **ALAN'S UNITED AUTO PTE LTD** at **\$1,372.00(all-in)**. The breakdown is as follows: -

1. Cost of Repair (w/GST)	\$ 1,070.00
2. Loss of Rental (3days x \$100.00)	\$ 300.00
3. LTA/ GIA search fee	\$ 2.00
TOTAL	<u>\$ 1,372.00</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: Joleen Tan [<mailto:joleen.tan@directasia.com>]

Sent: Monday, 19 March 2018 2:46 PM

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

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

Subject: RE: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/
DOA : 11.02.2018

Your ref: 75223/JT

LKK ref : CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Hsiao Tong

We refer to your email dated 9 March 2018.

Liability is clear.

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: Friday, 9 March, 2018 10:50 AM

To: Claim; Joleen Tan

Cc: Admin A

Subject: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA :
11.02.2018

Your ref: 75223/JT

LKK ref : CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly advise if we may proceed direct settlement as third party repairer is chasing.

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, 5 March 2018 12:49 PM

To: Claim (claim@directasia.com) <claim@directasia.com>; Joleen Tan <joleen.tan@directasia.com>

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

Subject: RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Your ref: 75223/JT

LKK ref : CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly advise if we may proceed direct settlement as third party repairer is chasing.

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: Friday, 2 March 2018 3:05 PM

To: 'Claim' <claim@directasia.com>

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

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

<joleen.tan@directasia.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Your ref: 75223/JT

LKK ref : CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly assist to 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: Monday, 26 February, 2018 11:03 AM

To: 'Claim' <claim@directasia.com>

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

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

<joleen.tan@directasia.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Your ref: 75223/JT

LKK ref : CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

This is a third party direct settlement case.

Enclosed revert of vehicle: EU 1212D

Date of survey: 21.02.2018

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimate (marked)
- TP GIA report
- Photographs of TP vehicle in its damaged condition

Kindly assist to advise liability soonest.

Please 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,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

From: Admin-D (LKKAuto)

Sent: Tuesday, 20 February, 2018 4:49 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>; 'Joleen Tan' <joleen.tan@directasia.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed vehicle not in workshop, repairer arrange on 21/02/2018.

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: Tuesday, 20 February 2018 10:50 AM

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>; Joleen Tan <joleen.tan@directasia.com>

Subject: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Dear Sir,

Please arrange to survey **EU1212D** on a without prejudice basis.

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

Alan's United Auto Pte Ltd

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: Sharon Tan

Sent: Tuesday, February 20, 2018 10:23 AM

To: Claim <claim@directasia.com>

Cc: Joleen Tan <joleen.tan@directasia.com>

Subject: Claim: 75223/JT , Claimed Policy: MT/00450916 , Policy Holder: Gary Alexander Tan | Accdt invlvg SJN2095X (DA 75223/JT) > EU1212D (also DA-75249/ST) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Hi Claims,

Third Party workshop (Alan's United Auto Pte Ltd) select LKK Auto Consultant Pte Ltd for PRS.

Please proceed accordingly.

ST

From: kennychan@alanutd.com [<mailto:kennychan@alanutd.com>]

Sent: Tuesday, 20 February, 2018 10:11 AM

To: 'Sherina Ng'

Cc: Sharon Tan

Subject: [EXT] RE: Claim: 75249/ST , Claimed Policy: MT/00069299/05 Comp V Plus, Policy Holder: Siu Bee Ms Ng | Accdt invlvg SJN2095X (also DA 75223/JT) > EU1212D (DA) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Dear Sherina / Sharon

Morning , we will let LKK Auto Consultant Pte Ltd to handle and ask them to get direct settle with Direct Asia insurance .

Regards

Kenny

Alan's United Auto Pte Ltd

64538686

From: Sherina Ng [<mailto:sherina.unisa@gmail.com>]

Sent: Monday, February 19, 2018 12:21 PM

To: Alan Car Workshop <kennychan@alanutd.com>

Subject: Fwd: Claim: 75249/ST , Claimed Policy: MT/00069299/05 Comp V Plus, Policy Holder: Siu Bee Ms Ng | Accdt invlvg SJN2095X (also DA 75223/JT) > EU1212D (DA) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Dear Kenny,

Please advise.

Best Regards,

Sherina Ng

Hp No: 94509966

from my iPhone

Begin forwarded message:

From: Sharon Tan <sharon.tan@directasia.com>

Date: 19 February 2018 at 11:50:46 AM SGT

To: "sherina.unisa@gmail.com" <sherina.unisa@gmail.com>

Subject: Claim: 75249/ST , Claimed Policy: MT/00069299/05 Comp V Plus, Policy Holder: Siu Bee Ms Ng | Accdt invlvg SJN2095X (also DA 75223/JT) > EU1212D (DA) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Hi Ms Ng,

We refer to the above matter.

We have received your accident report and noted that you are filing a claim against the third party, please follow up with the workshop for your claim.

Kindly also update us on the workshop /solicitor details who is representing you for record purposes.

It was my pleasure serving you. Please note that we will be sending you a survey and appreciate you let us know about your experience

If you are pleased with our service, we would appreciate if you can rate us a 9 or 10.

If you require further clarifications, please call us at 6532 1818.

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



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NG SIU BEE

c/o Blk 7 Sin Ming Industrial Estate

#01-76

Singapore 575642

Date: 18-4-2018

DIRECT ASIA INSURANCE (SINGAPORE) PTE LTD

MOTOR CLAIMS DEPT.

88 SOUTH BRIDGE ROAD

SINGAPORE 058716

Dear Sir / Madam

ACCIDENT INVOLVING MOTOR VEHICLES EU 1212 D AND SIN 2095 X
ALONG SLIP RD-AMBER GARDEN EXIT TANJUNH KATON RD ON 11-02-2018

I / We, the owner of Vehicle No. EU 1212 D which was involved in the above accident.

My / Our vehicle sustained damages as a result of the above said accident and I / we are now claiming against you for the followings:-

- | | | |
|---|---|-------------------|
| 1. Costs of repair | - | \$1070.00 |
| 2. Loss of Use /Rental fees 3 days | - | \$ 300.00 |
| 3. Police / GIA report / LTA fees | - | \$ 200.00 |
| 4. Surveyor report fees | - | |
| 5. Others | - | |
| Total: | | <u>\$ 1370.00</u> |

Please advise whether you are now prepare to settle my claims as outlined above.

I / We hereby authorise my / our repairers, M/s Alan's United Auto Pte. Ltd. and/or their representatives to negotiate/compromise settlement of my / our above claim on my / our behalf. If there is a settlement I / we further authorise you to pay whatever settlement sum to my / our repairers being the outstanding repair bill and incidentals due to them.

Your kind attention and prompt settlement is much appreciated.

Yours faithfully,



LETTER OF AUTHORITY

ACCIDENT INVOLVING EU 1212 D AND SJN 2095X
ALONG SLIP RD - AMBER GARDEN EXT TANJONG KATONH RD
ON 11-2-2018

BY THE LETTER OF AUTHORITY, I/We, NG SIU BEG
NRIC NO. S16994122 The owner of Vehicle No. EU 1212 D

Hereby irrevocably appoint Messrs **Alan's United Auto Pte. Ltd.** at Block 7, Sin Ming Industrial Estate, Sector C, #01-76, Singapore 575642, and/or their representative to process the Third Party claim on my/our behalf and to do all and/or any of the followings:-

1. To submit, negotiate/compromise and to resolve settlements of my/our above mentioned claim.
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favor of **Alan's United Auto Pte. Ltd.**
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever as they deem necessary for the purpose of settling my/our said claim.

I/ We hereby declare that all the processing and documents done by virtue of this letter of authority on my/our behalf by my/our repairers or any person authorized by them shall be as good valid and effectual to all intends and purposes whatsoever as if the same had been done or executed by me/us in person.

I/ We further confirm that the acceptance by Messrs **Alan's United Auto Pte. Ltd.** of the settlement amount constitute the full discharge of my/our claim(s) in respect of the above accident.

Signed on the 13 (day) 02 (month) 2018 (year)



Acknowledged by Owner
(company stamp if applicable)

RELEASE VOUCHER

(Direct Asia Express Third Party Claim)

"We/I, ALAN'S UNITED AUTO PTE LTD ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of Direct Asia Insurance (Singapore) Pte Ltd LKK AUTO CONSULTANTS PTE LTD (name of surveyor) with respect to the amount claimed for S\$1,070.00 (Repair Costs), S\$300.00 (Loss of Rental/Use), S\$2.00 (Disbursement) for vehicle no. EU 1212D was damaged pursuant to the accident which occurred on 11/02/2018 (date) along SLIP ROAD - AMBER GARDEN EXIT TANJONG KATONG ROAD (location) involving vehicles no/s. SJN 2095X

This is pursuant to the inspection conducted on 21/02/2018 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner NG SIU BEE ("the third party claimant") of vehicle no. EU 1212D to make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify Direct Asia Insurance (Singapore) Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to EU 1212D (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

Dated this 04 (day) of July (month) 2018 (year)



Signed by appointed surveyor

RSC



Signed by "the workshop" (with chop)

ALAN'S UNITED AUTO PTE. LTD.

Block 7, Sin Ming Industrial Estate, #01-76, Singapore 575642.

Tel: 6453 8686 (3 Lines) Fax: 6459 6550

Company Reg. No.: 201113667N

GST Reg. No.: 201113667N

Vehicle Insured : SJN2095X

Accident Date : 11-Feb-2018

Our Ref : 218033 (DIRECTASIA) / CHAN

NG SIU BEE

12 HOUGANG STREET 92

#07-07

Singapore 538688

No. : 15519

Date : 13-Apr-2018

PAGE : 1

FINAL REPAIR COST FOR MAZDA 3 EU1212D

=====

To supply spare parts

To remove roof lining, front and
rear seats, trim board and carpet

To apply undersealing

To putty and spray replaced parts

To remove, cut-out damaged parts,
panel beating, welding, align,
refix and to renew above parts

	1,000.00
Add 7% GST :	70.00

Total :	S\$ 1,070.00
	=====

Singapore Dollars One Thousand and Seventy Only

CHIN HUI CAR RENTAL

REGN. NO.: 53090791K

BLK 7, SIN MING INDUSTRIAL ESTATE, SECTOR C, #01-76, SINGAPORE 575642. TEL: 6453 4680

CUSTOMER

NG SIU BEE
ALAN'S UNITED AUTO PTE LTD
BLK 7 SIN MING IND. ESTATE
SECTOR C, #01-76
SINGAPORE 575642.

ATTN: MR. ALAN KHONG

INVOICE NO : **180103**

DATE : 05.04.2018

TERM : CASH

RENTAL FEES FOR :-

s/n	rental veh no.	vha no.	yr reference	no. of day/s	unit pr \$	amount
1	SJS 8192H	8099	EU 1212D	3	100.00	\$ 300.00
		***	*****	***		

PLEASE LET US HAVE YOUR CHEQUE MADE IN FAVOR
OF **CHIN HUI CAR RENTAL**

TOTAL: **S 300.00**

YOUR EARLY REMITTANCE IS MUCH APPRECIATED.



CHIN HUI CAR RENTAL

CHIN HUI CAR RENTAL

BLK 7, SIN MING INDUSTRIAL ESTATE, SECTOR C, #01-76,
SINGAPORE 575642. TEL: 6453 4680
REGN. NO.: 53090791K

VEHICLE RENTAL AGREEMENT

NO: 8099

HIRER'S PARTICULAR		Vehicle No: SJS 8193H Mileage Out: 15867	
Hirer: NG SIU BEE	NRIC / Passport No: 20-09-1965 Date of Birth: 51699X122	Make & Model: TOYOTA ALTI5	Auto / Manual Group:
Address: 12 HOUGHONG ST. 92	OUT : Date 2-4-2018 OUT : Time 11.45 AM	Replace Veh No:	Mileage Out:
#07-07 SC 538680	OUT : Date	OUT : Time	
Driving Licence No: 9K509966 Pass Date: 27-11-1984			
Contact Number: 97353516			
DRIVERS PARTICULARS (If different from Hirer)		CHARGES	
Appointed Driver: HO HONG CHIN	NRIC / Passport No: S2554150B Date of Birth: 13.5.56	Daily 3 @ \$ 100/- per day	300.00
Address: 40 ALBERT	Driving Licence No: Pass Date:	Weekly @ \$ per week	
Contact Number: 97353516		Monthly @ \$ per month	
		Hours @ \$ per hour	
		Others @ \$	
		SUB-TOTAL \$ 300.00	
New Insurance Policy Terms & Conditions as at 08-12-2010		PETROL LEVEL	
1. NOT PERMITTED TO DRIVE - Not Covered		Out E 1/4 1/2 3/4 F	
Driver Age 22 years old and below		In E 1/4 1/2 3/4 F	
Driver above Age 70 years old		TOTAL CHARGES \$ 300.00	
Driver less than 2 years Driving Experience			
2. ADDITIONAL EXCESS - S\$3000.00		IMPORTANT! FOR SINGAPORE USE ONLY	
Driver Age 23 to 25 years old with 2 years driving experience		Excess Liability: S\$2500.00	
Driver Age 65 to 70 years old with 2 years driving experience		Malaysia Excess (With Prior Consent): NOT ALLOWED	
REMARKS		Hirer's Signature	
EU1212 D		Addition Driver's Signature	

I have read and agree to the terms and condition on both sides of this agreement. If I have presented a charge/credit card for payment, I agree that all amounts payable under this agreement and for parking and traffic infringements may be billed to that account and my signature above will be considered to have been made on the charge/credit card voucher. All information I have given CHIN HUI CAR RENTAL in connection with this agreement is true.

* IMPORTANT

- ALL PARKING AND TRAFFIC VIOLATIONS ARE THE RESPONSIBILITY OF THE HIRER, AND ADMINISTRATIVE CHARGE WILL BE LEVIED ON ANY TRAFFIC VIOLATIONS REDIRECTED.
- THE HIRER SHALL BE LIABLE FOR EXCESS CHARGES FOR ANY LATE RETURN AT THE RATE SHOWN PER HOUR OR PER DAY, INCLUSIVE OF CDW AND/OR PAI WHERE APPLICABLE.
- VEHICLE IS STRICTLY FOR SINGAPORE USE ONLY, AND MAY NOT BE DRIVEN OUT OF SINGAPORE WITHOUT PRIOR CONSENT OF THE COMPANY CHIN HUI CAR RENTAL.
- IN CASE OF ACCIDENT, THE HIRER SHALL REPORT TO RENTAL OFFICE IMMEDIATELY. IF THERE IS BODILY INJURIES, A POLICE REPORT MUST BE MADE WITHIN 24 HOURS.

RETURN OF VEHICLE. THE HIRER / DRIVER IS REQUIRED TO SIGN IN THE COLUMN 'SIGNATURE OF HIRER / DRIVER' FAILING WHICH THE DAY AND TIME INSERTED BELOW SHALL BE DEEMED TO BE THE DAY AND TIME THE VEHICLE IS RETURNED TO CHIN HUI CAR RENTAL AND THE SAME SHALL BE ACCEPTED AS CONCLUSIVE EVIDENCE OF THE SAME AND SHALL NOT BE CHALLENGED OR QUESTIONED ON ANY ACCOUNT WHATSOEVER.

DATE IN	TIME IN	MILEAGE	CHECKED BY	SIGNATURE OF HIRER / DRIVER
05/4/18	11.45 AM	15867	[Signature]	[Signature]

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-18-024870

Date of Request: 14/02/2018

Your Ref No: Online Purchase

Alan's United Auto Pte Ltd
Blk 7 Sin Ming Industrial Estate
#01-76
Singapore 575642

Dear Sir/Madam,

Enquiry Date 14/02/2018
Enquiry By Chan Yew Siah
TP Vehicle No. SJN2095X
Accident Date 11/02/2018

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SJN2095X	Direct Asia Insurance (Singapore) Pte Ltd	09/02/2018-08/02/2019	65322888

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

This is a computer generated document and requires no signature.

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-18-024870

Date of Request: 14/02/2018

Your Ref No: Online Purchase

Alan's United Auto Pte Ltd
Blk 7 Sin Ming Industrial Estate
#01-76
Singapore 575642

Dear Sir/Madam,

Enquiry Date 14/02/2018
Enquiry By Chan Yew Siah
TP Vehicle No. SJN2095X
Accident Date 11/02/2018

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ [X] GIRO ☐ [] Cash ☐ [] Cheque

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 4 July 2018 3:57 PM
To: 'Sreekanth Nair'
Cc: Admin A; Motor Claims
Subject: RE: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Without Prejudice

Hi,

We refer to the above matter.

Case has been settled at **\$1,372.00(all-in)** with Third Party repairer.

We will proceed to close file and submit all the relevant documents to your good office(via email) soonest.

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: Friday, 29 June 2018 4:23 PM

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 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

WITHOUT PREJUDICE

Dear Hsiao Tong,

We refer to our e-mail dated 28 June 2018. Kindly note that there is an inadvertent typo error in respect to computation of rental charges. Please offer third party rental charges at \$300.00 (\$100.00 X 3 days).

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: Thursday, 28 June, 2018 5:06 PM
To: 'Hsiao Tong (LKKAuto)'
Cc: Admin A; Motor Claims
Subject: RE: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/DOA : 11.02.2018

WITHOUT PREJUDICE

Dear Hsiao Tong,

We refer to your e-mail below.

Please proceed to offer the following to the third party:

No.	Description	Amount
1.	Cost of repairs (inclusive of GST)	\$1,070.00
2.	Rental charges (\$300.00 X 2 days)	\$300.00
3.	LTA search fees	\$2.00
Total		\$1,372.00

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: Monday, 25 June, 2018 8:52 AM
To: Sreekanth Nair
Cc: Admin A; Motor Claims
Subject: RE: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/DOA : 11.02.2018

Hi Sree,

We refer to our email dated 02/06/2018.

Kindly let us have your further 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: Saturday, 2 June 2018 2:14 PM

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 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/
DOA : 11.02.2018

Hi Mr Sree,

We refer to your below email.

For Loss of rental, third party rejected our offer and proposed 3days x \$100.00 due to PRS.

For your further instruction.

AK

Thu 31/5/2018 4:51 PM

alan khong chin wah <alanauto@gmail.com>

Re: CHECKING LIABILITY UPDATE FOR EU1212D CLAIMING SJN2095X DIRECT ASIA

To Hsiao Tong (LKKAuto)

Hi Hsiao Tong

days of rental too low , counter propose for additional 1 day of pre repair survey , thank you .

Regards

Kenny

Alan's United Auto pte Ltd

64538686

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 3:14 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Motor Claims <motorclaims@directasia.com>
Subject: FW: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/
DOA : 11.02.2018

WITHOUT PREJUDICE

Dear Hsiao Tong,

We refer to your e-mail below.

Please proceed to offer the following to the third party:

No.	Description	Amount
1.	Cost of repairs (inclusive of GST)	\$1,070.00
2.	Rental charges (\$100.00 X 2 days)	\$200.00
3.	LTA search fees	\$2.00
Total		\$1,272.00

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: 18 May, 2018 7:40 AM

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

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

Subject: RE: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/
DOA : 11.02.2018

Without Prejudice

Hi Sirs/Mdm,

We refer to the above matter.

We seek your approval to offer Third Party repairer, **ALAN'S UNITED AUTO PTE LTD** at **\$1,372.00(all-in)**. The breakdown is as follows: -

1. Cost of Repair (w/GST)	\$ 1,070.00
2. Loss of Rental (3days x \$100.00)	\$ 300.00
3. LTA/ GIA search fee	\$ 2.00
TOTAL	<u>\$ 1,372.00</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: Joleen Tan [<mailto:joleen.tan@directasia.com>]

Sent: Monday, 19 March 2018 2:46 PM

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

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

Subject: RE: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/
DOA : 11.02.2018

Your ref: 75223/JT

LKK ref : CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Hsiao Tong

We refer to your email dated 9 March 2018.

Liability is clear.

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: Friday, 9 March, 2018 10:50 AM

To: Claim; Joleen Tan

Cc: Admin A

Subject: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Your ref: 75223/JT

LKK ref : CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly advise if we may proceed direct settlement as third party repairer is chasing.

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, 5 March 2018 12:49 PM

To: Claim (claim@directasia.com) <claim@directasia.com>; Joleen Tan <joleen.tan@directasia.com>

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

Subject: RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Your ref: 75223/JT

LKK ref : CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly advise if we may proceed direct settlement as third party repairer is chasing.

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: Friday, 2 March 2018 3:05 PM

To: 'Claim' <claim@directasia.com>

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

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

<joleen.tan@directasia.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Your ref: 75223/JT

LKK ref: CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly assist to 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: Monday, 26 February, 2018 11:03 AM

To: 'Claim' <claim@directasia.com>

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

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

<joleen.tan@directasia.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Your ref: 75223/JT

LKK ref: CC4/DAI18003243/Kpa3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

This is a third party direct settlement case.

Enclosed revert of vehicle: EU 1212D

Date of survey: 21.02.2018

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimate (marked)
- TP GIA report
- Photographs of TP vehicle in its damaged condition

Kindly assist to advise liability soonest.

Please 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,

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: Tuesday, 20 February, 2018 4:49 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>; 'Joleen Tan' <joleen.tan@directasia.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed vehicle not in workshop, repairer arrange on 21/02/2018.

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: Tuesday, 20 February 2018 10:50 AM
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>; Joleen Tan <joleen.tan@directasia.com>
Subject: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : SJN2095X/TP : EU1212D/ DOA : 11.02.2018

Dear Sir,

Please arrange to survey **EU1212D** on a without prejudice basis.

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

Alan's United Auto Pte Ltd

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: Sharon Tan
Sent: Tuesday, February 20, 2018 10:23 AM
To: Claim <claim@directasia.com>
Cc: Joleen Tan <joleen.tan@directasia.com>
Subject: Claim: 75223/JT , Claimed Policy: MT/00450916 , Policy Holder: Gary Alexander Tan | Accdt invlvg SJN2095X (DA 75223/JT) > EU1212D (also DA-75249/ST) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Hi Claims,

Third Party workshop (Alan's United Auto Pte Ltd) select LKK Auto Consultant Pte Ltd for PRS.

Please proceed accordingly.

ST

From: kennychan@alanutd.com [<mailto:kennychan@alanutd.com>]
Sent: Tuesday, 20 February, 2018 10:11 AM
To: 'Sherina Ng'
Cc: Sharon Tan
Subject: [EXT] RE: Claim: 75249/ST , Claimed Policy: MT/00069299/05 Comp V Plus, Policy Holder: Siu Bee Ms Ng | Accdt invlvg SJN2095X (also DA 75223/JT) > EU1212D (DA) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Dear Sherina / Sharon

Morning , we will let LKK Auto Consultant Pte Ltd to handle and ask them to get direct settle with Direct Asia insurance .

Regards
Kenny
Alan's United Auto Pte Ltd
64538686

From: Sherina Ng [mailto:sherina.unisa@gmail.com]
Sent: Monday, February 19, 2018 12:21 PM
To: Alan Car Workshop <kennychan@alanutd.com>
Subject: Fwd: Claim: 75249/ST , Claimed Policy: MT/00069299/05 Comp V Plus, Policy Holder: Siu Bee Ms Ng | Accdt invlvg SJN2095X (also DA 75223/JT) > EU1212D (DA) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Dear Kenny,

Please advise.

Best Regards,
Sherina Ng
Hp No: 94509966

from my iPhone

Begin forwarded message:

From: Sharon Tan <sharon.tan@directasia.com>
Date: 19 February 2018 at 11:50:46 AM SGT
To: "sherina.unisa@gmail.com" <sherina.unisa@gmail.com>
Subject: Claim: 75249/ST , Claimed Policy: MT/00069299/05 Comp V Plus, Policy Holder: Siu Bee Ms Ng | Accdt invlvg SJN2095X (also DA 75223/JT) > EU1212D (DA) on 11/02/2018 along Amber Garden exit Tanjong Katong Rd

Hi Ms Ng,

We refer to the above matter.

We have received your accident report and noted that you are filing a claim against the third party, please follow up with the workshop for your claim.

Kindly also update us on the workshop /solicitor details who is representing you for record purposes.

It was my pleasure serving you. Please note that we will be sending you a survey and appreciate you let us know about your experience

If you are pleased with our service, we would appreciate if you can rate us a 9 or 10.

If you require further clarifications, please call us at 6532 1818.

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



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LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile				
DIRECT ASIA INSURANCE (SINGAPORE) PL		Ref : CC4/DAI18003243/Kpa3q2		
88 SOUTH BRIDGE ROAD SINGAPORE 058716		Date : 05-07-2018		
		Code : DAI		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SJN 2095X	Veh. Inspected	EU 1212D	
Policy No.		Coverage (\$)	0.00	
Claim No.	75223/JT	Excess (\$)	0.00	
Assign From	JOLEEN TAN	Assign Date	20/02/2018	
2. Vehicle Particulars & Condition				
Make & Model	MAZDA 3	c.c	1598	
Engine No.	HIDDEN	Year of Reg.	2006	
Chassis No.	JM6BK106100185583	Colour	METALLIC WHITE	
Odometer	171405	Steering	IN ORDER	
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM	
General	GOOD			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	205/55 R16	YOKOHAMA	7 mm	
L/H Front Tyre	205/55 R16	YOKOHAMA	7 mm	
R/H Rear Tyre	205/55 R16	YOKOHAMA	7 mm	
L/H Rear Tyre	205/55 R16	YOKOHAMA	7 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	11/02/2018	Inspection Date	21/02/2018	
Survey held at	ALAN'S UNITED AUTO PTE LTD BLK 7 SIN MING INDUSTRIAL ESTATE #01-76 SINGAPORE 575642			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
5b. Estimate Days of Repair				
ESTIMATED NORMAL PERIOD FOR REPAIR:		3 Working Days		



LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Page No.:1 of 2

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. EU 1212D

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	REAR BUMPER FASCIA	BUCKLED	717.90	717.90
1	REAR BUMPER REINFORCEMENT	TO REPAIR SEE LABOUR	403.40	-
2	BUMPER REINFORCEMENT BRACKET @\$60.50	TO REPAIR SEE LABOUR	121.00	-
1	REAR LICENSE PLATE LAMP	SERVICEABLE	234.60	-
1	REAR END PANEL	TO REPAIR SEE LABOUR	346.90	-
1	END PANEL TOP GARNISH	SERVICEABLE	179.80	-
4	REAR BUMPER CLIP @\$3.50	NECESSARY	14.00	14.00
	LESS 20% DISCOUNT		-403.52	-146.38
			1,614.08	585.52
SPECIAL NETT ITEMS				
2	REAR BUMPER SIDE LOWER LIP @\$144.00 (SN)	SERVICEABLE	288.00	-
1	REAR NUMBER PLATE (SN)	NECESSARY	35.00	35.00
1	SET REAR NUMBER REVERSE SENSOR (SN)	SERVICEABLE	300.00	-
			623.00	35.00
LABOUR				
	TO REMOVE ROOF LINING ,FRONT AND REAR SEATS ,TRIM BOARD AND CARPET .	NOT NECESSARY	80.00	-
	TO APPLY UNDERSEALING .	NOT NECESSARY	80.00	-
	TO PUTTY AND SPRAY REPLACED PARTS.		800.00	360.00
	TO REMOVE ,CUT -OUT DAMAGED PARTS ,PANEL BEATING ,WELDING ,ALIGN ,REFIX AND TO RENEW ABOVE PARTS.INCLUSIVE OF THE REPAIR OF REAR BUMPER REINFORCEMENT ,BUMPER REINFORCEMENT BRACKET AND REAR END PANEL.		750.00	300.00
			-	-
			-	-
			-	-
			1,710.00	660.00
GRAND TOTAL			3,947.08	1,280.52

Report Ref No. CC4/DAI18003243/Kpa3q2



RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)			1,000.00
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Report Ref No. CC4/DAI18003243/Kpa3q2

KONG SENG CHEONG

Licensed Appraiser

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