

## Hsiao Tong (LKKAUTO)

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**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](http://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
<b>Total</b>		<b>\$1,372.00</b>

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](http://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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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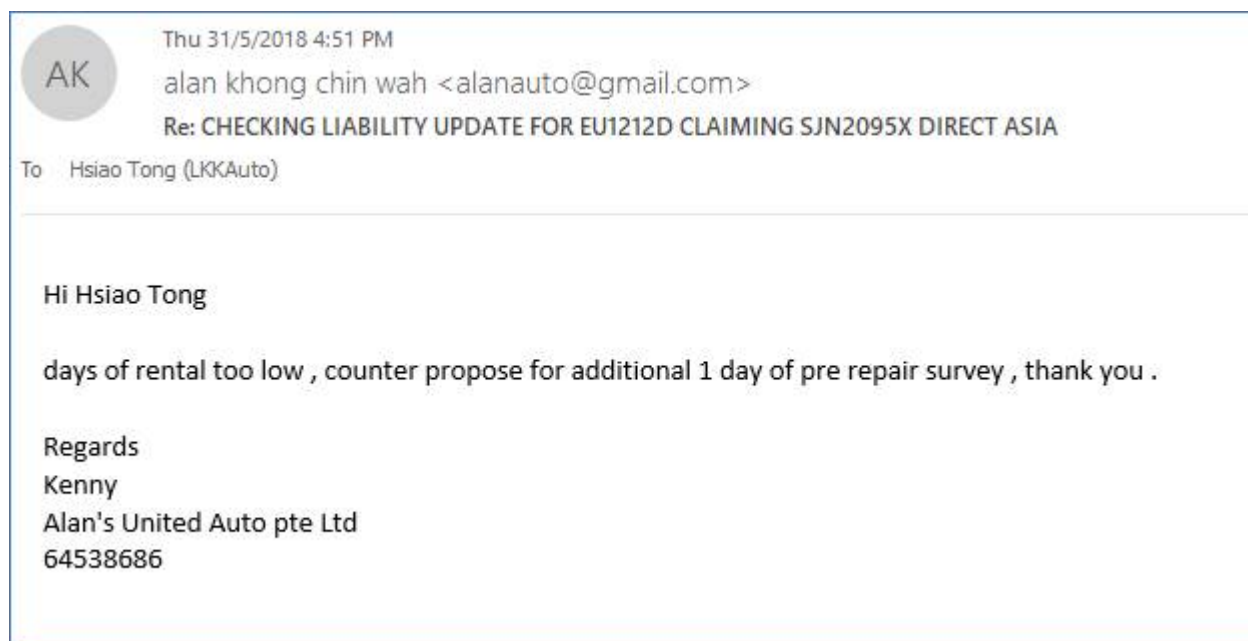
**From:** Hsiao Tong (LKKAuto)  
**Sent:** Saturday, 2 June 2018 2:14 PM  
**To:** 'Sreekanth Nair' <sreekanth.nair@directasia.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Motor Claims <motorclaims@directasia.com>  
**Subject:** RE: [EXT] RE: PRI Assignment 75223/JT /WP/Alan's United Auto Pte Ltd /OD : 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.



Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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

**Sent:** Tuesday, 29 May 2018 3:14 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Motor Claims <[motorclaims@directasia.com](mailto: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
<b>Total</b>		<b>\$1,272.00</b>

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](http://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](mailto:claim@directasia.com)>; Motor Claims <[motorclaims@directasia.com](mailto:motorclaims@directasia.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto: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
<b>TOTAL</b>	<b><u>\$ 1,372.00</u></b>

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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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

**Sent:** Monday, 19 March 2018 2:46 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto: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](http://www.directasia.com)



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**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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** Hsiao Tong (LKKAuto)

**Sent:** Monday, 5 March 2018 12:49 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto: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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** Mei Kwan (LKKAuto)

**Sent:** Friday, 2 March 2018 3:05 PM

**To:** 'Claim' <[claim@directasia.com](mailto:claim@directasia.com)>

**Cc:** 'Derrick Quok' <[derrick@directasia.com](mailto:derrick@directasia.com)>; 'Kenneth Lim' <[kenneth@directasia.com](mailto:kenneth@directasia.com)>; 'Aaron Wang'

<[aaron.wang@directasia.com](mailto:aaron.wang@directasia.com)>; 'Sharon Tan' <[sharon.tan@directasia.com](mailto:sharon.tan@directasia.com)>; 'Joleen Tan'

<[joleen.tan@directasia.com](mailto:joleen.tan@directasia.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto: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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Mei Kwan (LKKAuto)

**Sent:** Monday, 26 February, 2018 11:03 AM

**To:** 'Claim' <[claim@directasia.com](mailto:claim@directasia.com)>

**Cc:** 'Derrick Quok' <[derrick@directasia.com](mailto:derrick@directasia.com)>; 'Kenneth Lim' <[kenneth@directasia.com](mailto:kenneth@directasia.com)>; 'Aaron Wang'

<[aaron.wang@directasia.com](mailto:aaron.wang@directasia.com)>; 'Sharon Tan' <[sharon.tan@directasia.com](mailto:sharon.tan@directasia.com)>; 'Joleen Tan'

<[joleen.tan@directasia.com](mailto:joleen.tan@directasia.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto: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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

**From:** Admin-D (LKKAuto)

**Sent:** Tuesday, 20 February, 2018 4:49 PM

**To:** 'Claim' <[claim@directasia.com](mailto:claim@directasia.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** 'Derrick Quok' <[derrick@directasia.com](mailto:derrick@directasia.com)>; 'Kenneth Lim' <[kenneth@directasia.com](mailto:kenneth@directasia.com)>; 'Aaron Wang' <[aaron.wang@directasia.com](mailto:aaron.wang@directasia.com)>; 'Sharon Tan' <[sharon.tan@directasia.com](mailto:sharon.tan@directasia.com)>; 'Joleen Tan' <[joleen.tan@directasia.com](mailto:joleen.tan@directasia.com)>; Admin A <[admin-a@lkkauto.com](mailto: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](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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

**Sent:** Tuesday, 20 February 2018 10:50 AM

**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

**Cc:** Derrick Quok <[derrick@directasia.com](mailto:derrick@directasia.com)>; Kenneth Lim <[kenneth@directasia.com](mailto:kenneth@directasia.com)>; Aaron Wang <[aaron.wang@directasia.com](mailto:aaron.wang@directasia.com)>; Sharon Tan <[sharon.tan@directasia.com](mailto:sharon.tan@directasia.com)>; Joleen Tan <[joleen.tan@directasia.com](mailto: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](http://www.directasia.com)



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**From:** Sharon Tan

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

**To:** Claim <[claim@directasia.com](mailto:claim@directasia.com)>

**Cc:** Joleen Tan <[joleen.tan@directasia.com](mailto: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

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**From:** [kennychan@alanutd.com](mailto: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

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

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

**To:** Alan Car Workshop <[kennychan@alanutd.com](mailto: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](mailto:sharon.tan@directasia.com)>

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

**To:** "sherina.unisa@gmail.com" <[sherina.unisa@gmail.com](mailto: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](http://www.directasia.com)



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