

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/DA18003243/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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