

## Hsiao Tong (LKKAUTO)

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**From:** Mei Kwan (LKKAUTO)  
**Sent:** Monday, 7 December 2020 9:20 AM  
**To:** 'Motor Claims'  
**Cc:** Hsiao Tong (LKKAUTO); Admin A  
**Subject:** RE: Survey assignment: 75343 / CH /WP/Modern Automotive Pte Ltd /OD: FBG1427K/TP: SGY481E / DOA: 21.02.2018 / Est:\$00.00 \*\*\* LKK REF: CC4/DAI18003381/Apa3

Dear Sir / Madam,

We refer to the above matter.

In view of non-development for this case, we will proceed to temporarily close this outstanding claim file and submit our report to your good office.

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)

***Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted***

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**From:** Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>  
**Sent:** Tuesday, 26 May, 2020 10:45 AM  
**To:** 'Motor Claims' <motorclaims@directasia.com>  
**Cc:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: Survey assignment: 75343 / CH /WP/Modern Automotive Pte Ltd /OD: FBG1427K/TP: SGY481E / DOA: 21.02.2018 / Est:\$00.00

**Your ref: 75343**

**LKK ref: CC4/DAI18003381/Apa3**

Dear Sir / Madam,

We refer to the above matter.

Kindly assist to advise liability soonest.

***Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.***

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) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Monday, 20 April, 2020 1:10 PM

**To:** 'Motor Claims' <[motorclaims@directasia.com](mailto:motorclaims@directasia.com)>

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

**Subject:** RE: Survey assignment: 75343 / CH /WP/Modern Automotive Pte Ltd /OD: FBG1427K/TP: SGY481E / DOA: 21.02.2018 / Est:\$00.00

**Your ref:** 75343/CH

**LKK ref:** CC4/DAI18003381/Apa3

Dear Sir / Madam,

We refer to the above matter.

Kindly assist to advise liability soonest.

**"Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted."**

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:** Thursday, 9 May 2019 12:05 PM

**To:** 'Motor Claims'

**Cc:** 'Aaron Wang'; 'Derrick Quok'; 'Kenneth Lim'; 'Charandeep Singh'; Admin A; Hsiao Tong (LKKAuto)

**Subject:** RE: Survey assignment: 75343 / CH /WP/Modern Automotive Pte Ltd /OD: FBG1427K/TP: SGY481E / DOA: 21.02.2018 / Est:\$00.00

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

**Your ref:** 75343/CH

**LKK ref:** CC4/DAI18003381/Apa3

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, 10 September, 2018 11:20 AM  
**To:** 'Motor Claims' <[motorclaims@directasia.com](mailto:motorclaims@directasia.com)>  
**Cc:** 'Aaron Wang' <[aaron.wang@directasia.com](mailto:aaron.wang@directasia.com)>; 'Derrick Quok' <[derrick@directasia.com](mailto:derrick@directasia.com)>; 'Kenneth Lim' <[kenneth@directasia.com](mailto:kenneth@directasia.com)>; 'Charandeep Singh' <[charandeep.singh@directasia.com](mailto:charandeep.singh@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: Survey assignment: 75343 / CH /WP/Modern Automotive Pte Ltd /OD: FBG1427K/TP: SGY481E / DOA: 21.02.2018 / Est:\$00.00

**Your ref: 75343/CH**  
**LKK ref: CC4/DAI18003381/Apa3**

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 March, 2018 11:02 AM  
**To:** 'Motor Claims' <[motorclaims@directasia.com](mailto:motorclaims@directasia.com)>  
**Cc:** 'Aaron Wang' <[aaron.wang@directasia.com](mailto:aaron.wang@directasia.com)>; 'Derrick Quok' <[derrick@directasia.com](mailto:derrick@directasia.com)>; 'Kenneth Lim' <[kenneth@directasia.com](mailto:kenneth@directasia.com)>; 'Charandeep Singh' <[charandeep.singh@directasia.com](mailto:charandeep.singh@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: Survey assignment: 75343 / CH /WP/Modern Automotive Pte Ltd /OD: FBG1427K/TP: SGY481E / DOA: 21.02.2018 / Est:\$00.00

**Your ref: 75343/CH**  
**LKK ref: CC4/DAI18003381/Apa3**

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:** Wednesday, 21 March, 2018 12:06 PM  
**To:** 'Motor Claims' <[motorclaims@directasia.com](mailto:motorclaims@directasia.com)>  
**Cc:** 'Aaron Wang' <[aaron.wang@directasia.com](mailto:aaron.wang@directasia.com)>; 'Derrick Quok' <[derrick@directasia.com](mailto:derrick@directasia.com)>; 'Kenneth Lim'

<[kenneth@directasia.com](mailto:kenneth@directasia.com)>; 'Charandeep Singh' <[charandeep.singh@directasia.com](mailto:charandeep.singh@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: Survey assignment: 75343 / CH /WP/Modern Automotive Pte Ltd /OD: FBG1427K/TP: SGY481E / DOA: 21.02.2018 / Est:\$00.00

**Your ref: 75343/CH**  
**LKK ref: CC4/DAI18003381/Apa3**

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SGY 481E

Date of survey: 22.02.2018

We have not authorized repairs.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

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

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 10:57 AM

**To:** 'Motor Claims' <[motorclaims@directasia.com](mailto:motorclaims@directasia.com)>

**Cc:** 'Aaron Wang' <[aaron.wang@directasia.com](mailto:aaron.wang@directasia.com)>; 'Derrick Quok' <[derrick@directasia.com](mailto:derrick@directasia.com)>; 'Kenneth Lim' <[kenneth@directasia.com](mailto:kenneth@directasia.com)>; 'Charandeep Singh' <[charandeep.singh@directasia.com](mailto:charandeep.singh@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: Survey assignment: 75343 / CH /WP/Modern Automotive Pte Ltd /OD: FBG1427K/TP: SGY481E / DOA: 21.02.2018 / Est:\$00.00

**Your ref: 75343/CH**  
**LKK ref: CC4/DAI18003381/Apa3**

Dear Sir / Madam,

We refer to the above matter.

Please be informed that the estimated cost of repair is not ready yet.

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

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

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

**Sent:** Thursday, 22 February, 2018 12:15 PM

**To:** 'Motor Claims' <[motorclaims@directasia.com](mailto:motorclaims@directasia.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

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

**Subject:** RE: Survey assignment: 75343 / CH /WP/Modern Automotive Pte Ltd /OD: FBG1427K/TP: SGY481E / DOA: 21.02.2018 / Est:\$00.00

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed vehicle not in workshop, repairer will arrange.

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:** Motor Claims [[mailto:motorclaims@directasia.com](mailto:mailto:motorclaims@directasia.com)]

**Sent:** Wednesday, 21 February 2018 4:06 PM

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

**Cc:** Aaron Wang <[aaron.wang@directasia.com](mailto:aaron.wang@directasia.com)>; Derrick Quok <[derrick@directasia.com](mailto:derrick@directasia.com)>; Kenneth Lim <[kenneth@directasia.com](mailto:kenneth@directasia.com)>; Charandeep Singh <[charandeep.singh@directasia.com](mailto:charandeep.singh@directasia.com)>

**Subject:** Survey assignment: 75343 / CH /WP/Modern Automotive Pte Ltd /OD: FBG1427K/TP: SGY481E / DOA: 21.02.2018 / Est:\$00.00

Dear Sir,

No OI report.

Please arrange to survey SGY481E on a without prejudice basis.

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

Modern Automotive 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:** Chin [<mailto:chin@modernautomotive.com.sg>]  
**Sent:** Wednesday, February 21, 2018 3:39 PM  
**To:** Motor Claims <[motorclaims@directasia.com](mailto:motorclaims@directasia.com)>  
**Subject:** RE: [EXT] Re: TP Claim SGY481E & FBG1427K

Dear Sir

We choose LKK Auto Consultant to survey our client vehicle.

By the way, kindly advise case officer for liability .

Thank you

Regards,  
Grace Chin  
Modern Automotive Pte Ltd  
Blk 3023-A, Ubi Road 1 #01-61  
Singapore 408717

Tel: 6748 4422  
Fax: 6747 6720

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**From:** Motor Claims [<mailto:motorclaims@directasia.com>]  
**Sent:** Wednesday, 21 February, 2018 3:22 PM  
**To:** [chin@modernautomotive.com.sg](mailto:chin@modernautomotive.com.sg)  
**Cc:** Aaron Wang <[aaron.wang@directasia.com](mailto:aaron.wang@directasia.com)>; Derrick Quok <[derrick@directasia.com](mailto:derrick@directasia.com)>; Kenneth Lim <[kenneth@directasia.com](mailto:kenneth@directasia.com)>; Charandeep Singh <[charandeep.singh@directasia.com](mailto:charandeep.singh@directasia.com)>  
**Subject:** FW: [EXT] Re: TP Claim SGY481E & FBG1427K

**WITHOUT PREJUDICE**

Your Ref: SGY481E

Our Ref: 75343/CH

To: Modern Automotive Pte Ltd  
Blk 3023-A, Ubi Road 1 #01-61  
Singapore 408717  
Tel: 6748 4422 Fax: 6747 6720

Dear Sir,

We refer to your Notice of Accident dated :21.02.2018

We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop.

We propose to use one of the motor surveyors named in the attached list to conduct the joint pre-repair survey as a single joint expert:

1. LKK AUTO CONSULTANT - Marcus Chua
2. LKK AUTO CONSULTANT - Kenneth Kong
3. LKK AUTO CONSULTANT - Ma Chin Fook
4. STA Inspection - Daniel Chan Yin Leong
5. STA Inspection - Low Sar Huei
6. STA Inspection - Hong Fook Choy
7. LBS Automotive Appraisal - Derek Oh Siong Wee
8. LBS Automotive Appraisal - Mohd Fadhilah Bin Osman
9. LBS Automotive Appraisal - Stan See Chew Seng
10. VICOM - Tommie Lim
11. VICOM - Fock Ping Yan
12. VICOM - Jason Lau
13. Direct Asia Insurance - Derrick Quok
14. Direct Asia Insurance – Kenneth Lim
15. Direct Asia Insurance – Aaron Wang

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert.

We will bear the cost of the pre-repair survey carried out by the single joint expert.

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:** Chin [<mailto:chin@modernautomotive.com.sg>]

**Sent:** Wednesday, February 21, 2018 3:11 PM

**To:** Motor Claims <[motorclaims@directasia.com](mailto:motorclaims@directasia.com)>

**Subject:** [EXT] Re: TP Claim SGY481E & FBG1427K

Dear Sir

We refer to the above matter.

Kindly arrange survey our client vehicle and advise liability as below:

Your Insured: FBG1427K

Our Insured: SGY481E

DOA: 21.02.2018

We enclosed herewith our client report for your perusal.

Thank you

Regards,  
Grace Chin  
Modern Automotive Pte Ltd  
Blk 3023-A, Ubi Road 1 #01-61  
Singapore 408717

Tel: 6748 4422

Fax: 6747 6720

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IMPORTANT NOTICE: This message is intended only for the attention of the addressee and may contain legally privileged and/or confidential information. Its unauthorised use, disclosure, storage or copying is not permitted. If you are not the intended recipient, please permanently delete the original, destroy all copies and inform the sender.

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