

Hsiao Tong (LKKAuto)

From: Sharon Tan <sharon.tan@directasia.com>
Sent: Friday, 12 July 2019 2:28 PM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: Claim: 75219/ST | TPD SLR5500D | Accident along PIE twds Changi before Toa Payoh involving SKG1458P (OI) > SLR5500D (NTUC) > SFL7980R (AIG) on 13/02/2018

WITHOUT PREJUDICE

Hi Ms Hsiao Tong,

We refer to the above matter.

Please assist to offer \$160 and 22 days.

Regards

Sharon Tan / Senior Claims Specialist
Direct: +65 6603 3619

DirectAsia Insurance

Office: 20 Anson Road, #08-01, S(079912)

www.directasia.com



From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Saturday, 6 July, 2019 11:39 AM
To: Sharon Tan <sharon.tan@directasia.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXT] RE: Claim: 75219/ST | TPD SLR5500D | Accident along PIE twds Changi before Toa Payoh involving SKG1458P (OI) > SLR5500D (NTUC) > SFL7980R (AIG) on 13/02/2018

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Third party rejected our offer at \$17,174.00(all-in) and proposed \$ 19,274.00(all-in). The breakdown of third party proposed as follows: -

1. Cost of Repair (w/GST)	\$ 14,766.00
2. Car Rental (25 days X \$180.00)	\$ 4,500.00
3. LTA Search Fee	\$ 8.00
Total :	\$. 19,274.00

Kindly let us have your further mandate.

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

Sent: Tuesday, 18 June 2019 2:45 PM

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

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

Subject: Claim: 75219/ST | TPD SLR5500D | Accident along PIE twds Changi before Toa Payoh involving SKG1458P (OI) > SLR5500D (NTUC) > SFL7980R (AIG) on 13/02/2018

WITHOUT PREJUDICE

Hi Ms Hsiao Tong,

We refer to your email dated 3/6/19.

We are agreeable with your recommendation. Please proceed to negotiate as such and keep us posted once there is a settlement.

Regards

Sharon Tan / Senior Claims Specialist

Direct: +65 6603 3619

DirectAsia Insurance

Office: 20 Anson Road, #08-01, S(079912)

www.directasia.com



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

Sent: Monday, 3 June, 2019 9:31 AM

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

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

Subject: [EXT] *Part 1/2 - RE: Claim: 75219/ST | TPD SLR5500D | Accident along PIE twds Changi before Toa Payoh involving SKG1458P (OI) > SLR5500D (NTUC) > SFL7980R (AIG) on 13/02/2018

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We seek your approval to offer Third Party repairer, **PRECISE AUTO SERVICE** at **\$17,174.00(all-in)**. The breakdown is as follows: -

1. Cost of Repair (w/GST)	\$14,766.00
2. Loss of Rental (16days x \$150.00)	\$ 2,400.00
3. LTA/GIA Search Fee	\$ 8.00
TOTAL	<u>\$17,174.00</u>

Enclosed herewith the supporting document for your perusal. **(Part 1/2)**

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: Hsiao Tong (LKKAuto)

Sent: Sunday, 10 March 2019 7:53 PM

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

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

Subject: Re: Claim: 75219/ST | TPD SLR5500D | Accident along PIE twds Changi before Toa Payoh involving SKG1458P (OI) > SLR5500D (NTUC) > SFL7980R (AIG) on 13/02/2018

Dear Sharon,

We are still pending for finalisation with third party repairer.

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)

-----Original Message-----

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

Sent: Thursday, 15 November 2018 11:21 AM

To: Shu Pei (LKKAuto) <shupe@lkkauto.com>

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

Subject: Claim: 75219/ST | TPD SLR5500D | Accident along PIE twds Changi before Toa Payoh involving SKG1458P (OI) > SLR5500D (NTUC) > SFL7980R (AIG) on 13/02/2018

Hi Ms Shu Pei,

We have not heard from you since our email dated 5/6/18.

Please update us on the developments of this third party settlement matter.

Regards

Sharon Tan / Senior Claims Specialist
Direct: +65 6603 3619

DirectAsia Insurance
Customer Service: +65 6665 5555
Office: 20 Anson Road, #08-01, S(079912) www.directasia.com -----Original Message-----
From: Sharon Tan
Sent: Tuesday, 5 June, 2018 5:34 PM
To: shupeil@lkkauto.com
Cc: Hsiao Tong
Subject: Claim: 75219/ST | TPD SLR5500D | Accident along PIE twds Changi before Toa Payoh involving SKG1458P (OI) > SLR5500D (NTUC) > SFL7980R (AIG) on 13/02/2018

WITHOUT PREJUDICE
SAVE AS TO COSTS

Hi Ms ShuPei,

We refer to the above matter.

We are agreeable to a DIRECT SETTLEMENT in this matter.

Kindly engaged with workshop and keep us updated.

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
-----Original Message-----
From: Motor Claims
Sent: Tuesday, 5 June, 2018 1:48 PM
To: Sharon Tan
Subject: FW: [EXT] RE: PRI Assignment 75219 /ST /WP/Precise Auto Service /OD : SKG1458P /TP : SLR5500D / DOA : 13.02.2018

Dear Sharon,

FYI. 75219/ST

Best Regards,

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

-----Original Message-----
From: Shu Pei (LKKAuto) [mailto:shupeil@lkkauto.com]
Sent: 5 June, 2018 12:10 PM

To: Motor Claims <motorclaims@directasia.com>; Claim <claim@directasia.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Aaron Wang <aaron.wang@directasia.com>; Derrick Quok <derrick@directasia.com>; Kenneth Lim <kenneth@directasia.com>; Charandeep Singh <charandeep.singh@directasia.com>
Subject: [EXT] RE: PRI Assignment 75219 /ST /WP/Precise Auto Service /OD : SKG1458P /TP : SLR5500D / DOA : 13.02.2018

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

Please kindly advice liability soonest.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Shu Pei (LKKAuto)

Sent: Wednesday, 4 April 2018 11:54 AM

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

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

Subject: RE: PRI Assignment 75219 /ST /WP/Precise Auto Service /OD : SKG1458P /TP : SLR5500D / DOA : 13.02.2018

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

Please kindly advice liability soonest.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Shirley Hiew (LKK Auto)

Sent: Monday, 19 March 2018 10:49 AM

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

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

Subject: FW: PRI Assignment 75219 /ST /WP/Precise Auto Service /OD : SKG1458P /TP : SLR5500D / DOA : 13.02.2018

Your ref: TBA

LKK ref: CC4/DAI18003530/Aps3

Dear Sir/Madam,

We refer to the above matter.

Please kindly advise liability soonest.

Meanwhile, kindly provide us the claim reference for our necessary action.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: ShirleyHiew@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

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

Sent: Friday, 2 March 2018 5:52 PM

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

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

Subject: PRI Assignment 75219 /ST /WP/Precise Auto Service /OD : SKG1458P /TP : SLR5500D / DOA : 13.02.2018

Dear Shirley,

Please note that DA claim reference is 75219/ST and not 74799.

Regards

Charan Singh / Claims Specialist

Direct: +65 6603 3617

DirectAsia Insurance

Customer Service: +65 6665 5555

Retail: 88 South Bridge Road, S(058716)

www.directasia.com

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-----Original Message-----

From: Shirley Hiew (LKK Auto) [mailto:ShirleyHiew@lkkauto.com]

Sent: Friday, 2 March, 2018 12:04 PM

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

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

Subject: [EXT] RE: PRI Assignment 74799 /ST /WP/Precise Auto Service /OD : SKG1458P /TP : SLR5500D / DOA : 13.02.2018

Your ref: TBA

LKK ref: CC4/DAI18003530/Aps3

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

We have inspected TP vehicle SJN 5654M at M/s Precise Auto Service - Kaki Bukit.

Enclosed for your perusal is:

- TP GIA report

Please kindly advice liability soonest.

Meanwhile, kindly provide us the claim reference for our necessary action.

Kindly take note that the case handler in-charge is Hsiao Tong and she can be contacted at DID: 6742 3197.

To check availability of the case handler , you may contact the undersigned.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: ShirleyHiew@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Admin-D (LKKAuto)

Sent: Friday, 23 February 2018 11:37 AM

To: 'Motor Claims' <motorclaims@directasia.com>; assignments <assignments@lkkauto.com>

Cc: 'Aaron Wang' <aaron.wang@directasia.com>; 'Derrick Quok' <derrick@directasia.com>; 'Kenneth Lim' <kenneth@directasia.com>; 'Sharon Tan' <sharon.tan@directasia.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: PRI Assignment 74799 /ST /WP/Precise Auto Service /OD : SKG1458P /TP : SLR5500D / DOA : 13.02.2018

Dear Sir/Mdm,

Thank you for the assignment.

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)

-----Original Message-----

From: Motor Claims [mailto:motorclaims@directasia.com]

Sent: Thursday, 22 February 2018 4:03 PM

To: assignments@lkkauto.com

Cc: Aaron Wang <aaron.wang@directasia.com>; Derrick Quok <derrick@directasia.com>; Kenneth Lim <kenneth@directasia.com>; Sharon Tan <sharon.tan@directasia.com>

Subject: PRI Assignment 74799 /ST /WP/Precise Auto Service /OD : SKG1458P /TP : SLR5500D / DOA : 13.02.2018

Dear Sir,

Please arrange to survey SLR5500D 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.

Precise Auto Service

1 Kaki Bukit Avenue 6. #02-36

Autobay @ Kaki Bukit

Singapore 417883

Tel: 6858 1846 Fax: 6487 6070

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

-----Original Message-----

From: Izhar [mailto:izhar@chiaarul.com]

Sent: Thursday, February 22, 2018 3:44 PM

To: Motor Claims <motorclaims@directasia.com>

Subject: [EXT] RE: FAX - PRI - SLR500D - DOA 13/2/2018

Our Reference : SLR 500D

Your Reference : 75219/ST

WITHOUT PREJUDICE

Dear Sir,

We refer to the above matter and your email dated 14 February 2018.

We are agreeable to your proposed surveyor Mr Marcus Chua from LKK Auto Consultants Ltd.

Kindly proceed accordingly.

Regards,

Mr Izhar

M/s Chia S Arul LLC

151 Chin Swee Road

#03-09 Manhattan House

Singapore 169876

Tel: (65) 6733 4647 Fax: (65) 6733 8183

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-----Original Message-----

From: Alywin [<mailto:alywin@chiaarul.com>]

Sent: Wednesday, February 14, 2018 10:00 AM

To: izhar@chiaarul.com

Subject: FW: FAX - PRI - SLR500D - DOA 13/2/2018

Importance: High

Please do not hesitate to contact me should you have any queries thereof.

Best regards,

Mr Alywin Yeo

M/s Chia S Arul LLC

151 Chin Swee Road

#03-09 Manhattan House

Singapore 169876

Tel: (65) 6733 4647 Fax: (65) 6733 8183

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-----Original Message-----

From: Motor Claims [<mailto:motorclaims@directasia.com>]

Sent: 14 February, 2018 9:50 AM

To: alywin@chiaarul.com

Cc: Aaron Wang; Derrick Quok; Kenneth Lim; Sharon Tan

Subject: FW: FAX - PRI - SLR500D - DOA 13/2/2018

Importance: High

WITHOUT PREJUDICE

Your Ref: SLR5500D

Our Ref: 75219/ST

To: Chia S Arul LLC
151 Chin Swee Road
#03-09 Manhattan House
Singapore 169876
Tel: (65) 6733 4647
Fax: (65) 6733 8183

Dear Sir,

We refer to your Notice of Accident dated 13.02.2018

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

-----Original Message-----

From: Gloria Kwok
Sent: Tuesday, February 13, 2018 5:49 PM
To: Motor Claims <motorclaims@directasia.com>
Subject: FAX - PRI - SLR500D - DOA 13/2/2018
Importance: High

Hi TF,

For urgent PRS.

Thank you.

Best Regards,
Gloria

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