

## Hsiao Tong (LKKAUTO)

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**From:** Charandeep Singh <charandeep.singh@directasia.com>  
**Sent:** Monday, 14 January 2019 10:49 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: [EXT] RE: PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018 \*\*\*LKK REF:CC4/DAI18003576/pb3

Dear Hsiao Tong,

Please proceed to offer S\$7,680.00 and settle the matter.

Regards

Charan Singh / Claims Specialist  
Direct: +65 6603 3617

### DirectAsia Insurance

Customer Service: +65 6665 5555  
20 Anson Road, #08-01  
Singapore 079912

[www.directasia.com](http://www.directasia.com)



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**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** Monday, 14 January, 2019 8:25 AM  
**To:** Charandeep Singh  
**Cc:** Admin A  
**Subject:** RE: [EXT] RE: PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018 \*\*\*LKK REF:CC4/DAI18003576/pb3

Dear Charan,

We refer to your below email.

The market value of third party vehicle was \$17,600.00(as at DOA). We are of the view that third party vehicle is economical to repair as the nett value is \$7,600.00.

Kindly let us have your instruction if we may proceed to settle the matter as follows or else advise further instruction.

1. Cost of Repair	\$ 7,200.00
2. Loss of Use (8days x \$60.00)	\$ 480.00
<b>TOTAL</b>	<b><u>\$ 7,680.00</u></b>

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:** Charandeep Singh <[charandeep.singh@directasia.com](mailto:charandeep.singh@directasia.com)>

**Sent:** Thursday, 10 January 2019 5:11 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: [EXT] RE: PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018 \*\*\*LKK REF:CC4/DAI18003576/pb3

Dear Hsiao Tong,

Please advise if it is a CTL and what is the market value?

You have yet to get back to me if the matter if its economical for repairs.

Regards

Charan Singh / Claims Specialist

Direct: +65 6603 3617

**DirectAsia Insurance**

Customer Service: +65 6665 5555

20 Anson Road, #08-01

Singapore 079912

[www.directasia.com](http://www.directasia.com)



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

**Sent:** Thursday, 10 January, 2019 3:04 PM

**To:** Charandeep Singh

**Cc:** Admin A

**Subject:** RE: [EXT] RE: PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018 \*\*\*LKK REF:CC4/DAI18003576/pb3

Dear Charan,

We refer to our below email.

Kindly let us have your mandate/ 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

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**From:** Hsiao Tong (LKKAuto)

**Sent:** Thursday, 13 December 2018 5:46 PM

**To:** 'Charandeep Singh' <[charandeep.singh@directasia.com](mailto:charandeep.singh@directasia.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: [EXT] RE: PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018 \*\*\*LKK REF:CC4/DAI18003576/pb3

Hi Charan,

Apologised for late response.

Kindly refer to the below: -

Market Value	: \$ 17,600.00 (est)
LTA Rebate	: \$ 10,000.00 (est)
Nett Value	: <b>\$ 7,600.00 (est)</b>

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:** Charandeep Singh <[charandeep.singh@directasia.com](mailto:charandeep.singh@directasia.com)>

**Sent:** Friday, 30 November 2018 5:21 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: [EXT] RE: PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018 \*\*\*LKK REF:CC4/DAI18003576/pb3

Dear Hsiao Tong,

Please reply to my enquiry dated 28 July 2018.

Regards

Charan Singh / Claims Specialist  
Direct: +65 6603 3617

**DirectAsia Insurance**

Customer Service: +65 6665 5555  
20 Anson Road, #08-01  
Singapore 079912

[www.directasia.com](http://www.directasia.com)



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**From:** Charandeep Singh

**Sent:** Saturday, 28 July, 2018 12:52 PM

**To:** 'Hsiao Tong (LKKAUTO)'

**Cc:** Admin A

**Subject:** RE: [EXT] RE: PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018 \*\*\*LKK REF:CC4/DAI18003576/pb3

Dear Hsiao Tong,

Third party vehicle is almost nearing the end of the COE.

What is the economical limit of the vehicle?

The damage photos doesn't justify your proposed cost of repairs of less than 9 year old vehicle.

Please advise if it is a CTL and what is the market value?

Regards

Charan Singh / Claims Specialist  
Direct: +65 6603 3617

**DirectAsia Insurance**

Customer Service: +65 6665 5555  
20 Anson Road, #08-01  
Singapore 079912

[www.directasia.com](http://www.directasia.com)



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

**Sent:** Saturday, 28 July, 2018 10:57 AM

**To:** Charandeep Singh

**Cc:** Admin A

**Subject:** RE: [EXT] RE: PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018 \*\*\*LKK REF:CC4/DAI18003576/pb3

Hi Sirs,

We refer to our mandate request dated 04/07/2018.

Kindly let us have your approval/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:** Wednesday, 4 July 2018 5:14 PM

**To:** 'Charandeep Singh' <[charandeep.singh@directasia.com](mailto:charandeep.singh@directasia.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: [EXT] RE: PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018 \*\*\*LKK REF:CC4/DAI18003576/pb3

Without Prejudice

Hi Charan,

We refer to the above matter.

We seek your approval to offer Third Party repairer, **CARPLUS AUTO PTE LTD** at **\$7,680.00(all-in)**. The breakdown is as follows: -

1. Cost of Repair	\$ 7,200.00
2. Loss of Use (8days x \$60.00)	\$ 480.00
<b>TOTAL</b>	<b><u>\$ 7,680.00</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

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

**Sent:** Tuesday, 8 May 2018 2:24 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: [EXT] RE: PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018 \*\*\*LKK REF:CC4/DAI18003576/pb3

Dear Hsiao Tong,

Please proceed to do a direct settlement with third party workshop.

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](http://www.directasia.com)



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

**Sent:** Friday, 27 April, 2018 12:12 PM

**To:** Charandeep Singh

**Cc:** Admin A

**Subject:** RE: [EXT] RE: PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018 \*\*\*LKK REF:CC4/DAI18003576/pb3

Hi Charan,

Further to your below email.

Kindly advise if we may proceed direct settlement for this matter.

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

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

**Sent:** Tuesday, 24 April 2018 11:28 AM

**To:** Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>

**Subject:** RE: [EXT] RE: PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018 \*\*\*LKK REF:CC4/DAI18003576/pb3

Dear Shupeil,

This is a chain collision accident.  
Liability against our insured.

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](http://www.directasia.com)



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**From:** Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

**Sent:** Tuesday, 24 April 2018 10:18 AM

**To:** Derrick Quok; David Picking; Claim; Motor Claims

**Cc:** Charandeep Singh; Admin A; Hsiao Tong (LKKAuto)

**Subject:** RE: [EXT] RE: PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018 \*\*\*LKK REF:CC4/DAI18003576/pb3

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

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

---

**From:** Shu Pei (LKKAuto)

**Sent:** Monday, 19 March 2018 10:48 AM

**To:** Derrick Quok <[derrick@directasia.com](mailto:derrick@directasia.com)>; David Picking <[david.picking@directasia.com](mailto:david.picking@directasia.com)>; Claim <[claim@directasia.com](mailto:claim@directasia.com)>

**Cc:** 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: [EXT] RE: PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018 \*\*\*LKK REF:CC4/DAI18003576/pb3

**WITHOUT PREJUDICE**

Dear Derrick,

We refer to your below email.

We just received estimate from third party repairer. Third party repairer would like to do direct settlement with Direct Asia Insurance.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Please advise if we may proceed Direct Settlement with third party repairer.

Thank you

\*\*\* Please note that estimated cost of repair is above \$10,000.00. \*\*\*

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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

---

**From:** Derrick Quok [<mailto:derrick@directasia.com>]

**Sent:** Thursday, 15 March 2018 10:04 PM

**To:** Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>; David Picking <[david.picking@directasia.com](mailto:david.picking@directasia.com)>; Claim <[claim@directasia.com](mailto:claim@directasia.com)>

**Cc:** Charandeep Singh <[charandeep.singh@directasia.com](mailto:charandeep.singh@directasia.com)>; Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: [EXT] RE: PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018 \*\*\*LKK REF:CC4/DAI18003576/pb3

Hi Shu Pei,



Can we know what is the reason of this delay?  
Is there any issue with this case?

Thanks.

Best regards,  
Derrick Quok  
Direct Asia Insurance

---

**From:** Shu Pei (LKKAuto) [<mailto:shupe@lkkauto.com>]  
**Sent:** Thursday, 15 March, 2018 9:12 AM  
**To:** David Picking <[david.picking@directasia.com](mailto:david.picking@directasia.com)>; Claim <[claim@directasia.com](mailto:claim@directasia.com)>  
**Cc:** Derrick Quok <[derrick@directasia.com](mailto:derrick@directasia.com)>; Charandeep Singh <[charandeep.singh@directasia.com](mailto:charandeep.singh@directasia.com)>; Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** [EXT] RE: PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018 \*\*\*LKK REF:CC4/DAI18003576/pb3

Dear David,

We refer to the above matter.

Please be informed that estimated cost of repair and preliminary advice is not ready yet.

We will look into the matter and revert to you in due course.

Thank you

Best Regards,  
Shu Pei | Admin  
LKK Auto Consultants Pte Ltd  
Phone: 6366-0055 | email: [shupe@lkkauto.com](mailto:shupe@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** David Picking [<mailto:david.picking@directasia.com>]  
**Sent:** Wednesday, 14 March 2018 3:36 PM  
**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 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)>; Charandeep Singh <[charandeep.singh@directasia.com](mailto:charandeep.singh@directasia.com)>  
**Subject:** PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018

Can you please forward your preliminary report which is now overdue as per our instructions below as marked in red.

**David Picking** / Claims Manager Singapore  
Direct: +65 6603 3603 | Mobile: +65 8502 2011

**DirectAsia Insurance**  
Customer Service: +65 6665 5555  
Office: 20 Anson Road, #08-01, S (079912)

[www.directasia.com](http://www.directasia.com)



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---

**From:** Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Friday, 23 February 2018 5:02 PM

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

**Cc:** Derrick Quok; Kenneth Lim; Aaron Wang; Charandeep Singh; [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)

**Subject:** [EXT] RE: PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018

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](mailto: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:** Friday, 23 February 2018 2:21 PM

**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)>; Charandeep Singh <[charandeep.singh@directasia.com](mailto:charandeep.singh@directasia.com)>

**Subject:** PRI Assignment 75349/CH /WP/Carplus Auto Pte Ltd /OD : SLR9628T/TP : SJU718J/ DOA : 22.02.2018

Dear Sir,

Please arrange to survey **SJU718J** 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.

**Carplus Auto Pte Ltd**

160 Sin Ming Drive

#04-06 Sin Ming AutoCity

Tel: 6 451 6602

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)



---

**From:** Tracy [<mailto:tracy@carplus.com.sg>]

**Sent:** Friday, February 23, 2018 11:31 AM

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

**Cc:** [christine@carplus.com.sg](mailto:christine@carplus.com.sg); 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)>; Charandeep Singh <[charandeep.singh@directasia.com](mailto:charandeep.singh@directasia.com)>

**Subject:** RE: [EXT] Accident Letter For SJU718J & SLR9628T ON 22.02.18

To the claim department,

Kindly arrange the surveyor, Ma Chin Fook from LKK Auto Consultants Pte Ltd.

Appreciate your kind attention.

Thanks & Regards,

Tracy

---

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

**Sent:** Friday, 23 February, 2018 11:13 AM

**To:** Tracy <[tracy@carplus.com.sg](mailto:tracy@carplus.com.sg)>

**Cc:** [christine@carplus.com.sg](mailto:christine@carplus.com.sg); 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)>; Charandeep Singh <[charandeep.singh@directasia.com](mailto:charandeep.singh@directasia.com)>

**Subject:** RE: [EXT] Accident Letter For SJU718J & SLR9628T ON 22.02.18

### WITHOUT PREJUDICE

Your Ref: SJU718J

Our Ref: 75349/CH

**To:** Carplus Auto Pte Ltd

160 Sin Ming Drive

#04-06 Sin Ming AutoCity

Tel: 6 451 6602

Dear Sir,

We refer to your Notice of Accident dated 22 February 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.

Yours faithfully,

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:** Tracy [<mailto:tracy@carplus.com.sg>]

**Sent:** Friday, February 23, 2018 9:51 AM

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

**Cc:** [christine@carplus.com.sg](mailto:christine@carplus.com.sg)

**Subject:** [EXT] Accident Letter For SJU718J & SLR9628T ON 22.02.18

To the person in charge,

Kindly see the attached file.

Appreciate your kind attention.

Thanks & Regards,

Tracy Tan

Carplus Auto Pte Ltd

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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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Our Ref: CP/220218/SJU718J/03

05<sup>th</sup> March 2018

**DIRECT ASIA INSURANCE**  
**(SINGAPORE) PTE LTD**  
88 South Bridge Road  
Singapore 058716

**ATTN: CLAIM DEPARTMENT**

**WITHOUT PREJUDICE**

**ACCIDENT INVOLVING SJU718J & SLR9628T & SJU1222R ON 22/02/2018 AT  
NICOLL HIGHWAY TOWARDS CITY**

We refer to the abovementioned accident which was solely caused by the negligence of your insured.

We are assisting the owner of vehicle **SJU718J** in claiming from your company the damages sustained by her as a result of the said accident.

We would like to append our losses as follows:

1. Lump Sum Repair Cost	\$ 7,200.00
2. Loss of Use (\$80 x 8 days)	\$ 640.00
Total amount claiming	<u>\$ 7,840.00</u>

Enclosed herewith are copies of Singapore Accident Statement, Letter of Authorisation, Final Repair Bill, Insurance Certificate and Discharge Form for your attention.

Please do not hesitate to contact the undersigned should you have any queries and look forward to your prompt settlement.

Thank you

Yours faithfully

  
Tracy Tan  
Encs

## LETTER OF AUTHORISATION

RE: ACCIDENT INVOLVING VEHICLE NOS SJU718J & SLR9628T & SJU1222R  
ALONG NICOLL HIGHWAY TOWARDS CITY  
ON 22/02/2018

1. I/We, hereby appoint CARPLUS AUTO PIE LTD to be my agent and I/We authorize my said agent to give you all instructions pertaining to the conduct of my claim including instructions to commence legal proceedings in court in my name against the third party driver/or his employers, if applicable.
2. My said agent also has my authority to declare on my behalf whether to accept any offer of settlement from the third party and /or his insurers.
3. I understand and accept that until I revoke my said agent's authority in writing to you, I am bound by all instructions given by my said agent to you
4. Upon settlement of the third party claim and in case the settlement monies was sent to me/us by the third party's insurer, I/We undertake to pay you and my/our Solicitor the cost of repair settled and related expenses and disbursement incurred.
5. My vehicle is repaired on my own will without any inducement, threat or promise.
6. In the event you are unable to recover the costs of repair, whether in full or in part, I undertake to reimburse you the entire costs of repair or balance unclaimed sum, as the case may be.



Signature

(Company's stamp if applicable)

Name: SHARON GOH SHI HUI

NRIC No: S8519780J

Address: 7 ST. NICHOLAS VIGN  
SINGAPORE 167970.

## RELEASE VOUCHER

### (Direct Asia Express Third Party Claim)

"We/I, CARPLUS 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\$7,200.00 (Repair Costs), S\$480.00 (Loss of Rental/Use), S\$ - (Disbursement) for vehicle no. SJU 718J was damaged pursuant to the accident which occurred on 22/02/2018 (date) along NICOLL HIGHWAY (TOWARDS CITY) (location) involving vehicles no/s. SLR 9628T.

This is pursuant to the inspection conducted on 26/02/2018 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner GOH SHI HUI SHARON (WU SHIHUI) ("the third party claimant") of vehicle no. SJU 718J 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 SJU 718J (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 17 (day) of Jan (month) 2019 (year)



MCK

Signed by appointed surveyor



Signed by "the workshop" (with chop)

**CARPLUS****AUTO PTE LTD****FINAL REPAIR BILL**

DIRECT ASIA INSURANCE  
(SINGAPORE) PTE LTD  
88 South Bridge Road  
Singapore 058716

Attn: Claim Department

05.03.2018

OUR REF	CP/220218/SJU718J/03
VEHICLE NO	SJU718J
MODEL	HYUNDAI 130S

LUMP SUM REPAIR AT

\$7,200.00