

Shu Pei (LKKAUTO)

From: Charandeep Singh <charandeep.singh@directasia.com>
Sent: Tuesday, 24 April 2018 11:28 AM
To: Shu Pei (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

Dear Shupe, i,

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



CONFIDENTIALITY NOTICE

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From: Shu Pei (LKKAUTO) [<mailto:shupe@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: shupeilkkauto.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>; David Picking <david.picking@directasia.com>; Claim <claim@directasia.com>

Cc: Charandeep Singh <charandeep.singh@directasia.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <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: shupeilkkauto.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) <shupeilkkauto.com>; David Picking <david.picking@directasia.com>; Claim <claim@directasia.com>

Cc: Charandeep Singh <charandeep.singh@directasia.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <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:shupeil@lkkauto.com>]
Sent: Thursday, 15 March, 2018 9:12 AM
To: David Picking <david.picking@directasia.com>; Claim <claim@directasia.com>
Cc: Derrick Quok <derrick@directasia.com>; Charandeep Singh <charandeep.singh@directasia.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <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: shupeil@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>; Claim <claim@directasia.com>; assignments <assignments@lkkauto.com>
Cc: Derrick Quok <derrick@directasia.com>; Charandeep Singh <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 belowas marked in red.

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

DirectAsia Insurance
Customer Service: +65 6665 5555

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
Cc: Derrick Quok; Kenneth Lim; Aaron Wang; Charandeep Singh; 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 | 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
Cc: Derrick Quok <derrick@directasia.com>; Kenneth Lim <kenneth@directasia.com>; Aaron Wang <aaron.wang@directasia.com>; Charandeep Singh <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



From: Tracy [<mailto:tracy@carplus.com.sg>]
Sent: Friday, February 23, 2018 11:31 AM
To: Claim <claim@directasia.com>
Cc: christine@carplus.com.sg; Derrick Quok <derrick@directasia.com>; Kenneth Lim <kenneth@directasia.com>; Aaron Wang <aaron.wang@directasia.com>; Charandeep Singh <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>
Cc: christine@carplus.com.sg; Derrick Quok <derrick@directasia.com>; Kenneth Lim <kenneth@directasia.com>; Aaron Wang <aaron.wang@directasia.com>; Charandeep Singh <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



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

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

To: Claim <claim@directasia.com>

Cc: 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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