

Hsiao Tong (LKKAUTO)

From: Sharon Tan <sharon.tan@directasia.com>
Sent: Sunday, 17 June 2018 3:51 PM
To: Hsiao Tong (LKKAUTO); Claim
Cc: Admin A
Subject: Survey assignment: 75128/ST/WP/LC AUTOMOTIVE/OD: SJZ8013E/TP:SKL3608J/ DOA: 07.02.2017 / Est:\$00:00 ****LKK REF:CC4/DAI18003578/Apb3 | Mercedes 1.8
Attachments: LKKInspection.pdf; LKKAdjustment1.pdf; LKK Survey Photos.pdf; LKK Resurvey Photos.pdf; LOA.PDF; LTA.PDF

WITHOUT PREJUDICE

Hi Ms Hsiao Tong,

We refer to your email dated 2/6/18.

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

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



From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Saturday, 2 June, 2018 12:51 PM
To: Sharon Tan; Claim
Cc: Admin A
Subject: [EXT] RE: Survey assignment: 75128/ST/WP/LC AUTOMOTIVE/OD: SJZ8013E/TP:SKL3608J/ DOA: 07.02.2017 / Est:\$00:00 ****LKK REF:CC4/DAI18003578/Apb3

Without Prejudice

Hi Sharon,

We refer to the above matter.

We seek your approval to offer Third Party repairer, **LC AUTOMOTIVE** at **\$5,107.45(all-in)**. The breakdown is as follows: -

1. Cost of Repair	\$ 4,500.00
2. Loss of Use(6days x \$100.00)	\$ 600.00
3. LTA/ GIA Search Fee	\$ 7.45
TOTAL	<u>\$ 5,107.45</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: Hsiao Tong (LKKAuto)

Sent: Friday, 13 April 2018 7:38 AM

To: 'Sharon Tan' <sharon.tan@directasia.com>; Claim <claim@directasia.com>

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

Subject: RE: Survey assignment: 75128/ST/WP/LC AUTOMOTIVE/OD: SJZ8013E/TP:SKL3608J/ DOA: 07.02.2017 /
Est:\$00:00 ****LKK REF:CC4/DAI18003578/Apb3

Dear Sirs/Madam,

We refer to the above matter.

Enclosed for your perusal is: -

- Estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Thank you.

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 [<mailto:sharon.tan@directasia.com>]

Sent: Monday, 2 April 2018 11:34 AM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Claim <claim@directasia.com>

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

Subject: Survey assignment: 75128/ST/WP/LC AUTOMOTIVE/OD: SJZ8013E/TP:SKL3608J/ DOA: 07.02.2017 /
Est:\$00:00 ****LKK REF:CC4/DAI18003578/Apb3

Hi Ms Shu Pei,

We refer to the above matter.

Please update us on the development on this third party matter.

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



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

Sent: Tuesday, 27 February, 2018 7:19 PM

To: Claim

Cc: Derrick Quok; Kenneth Lim; Aaron Wang; Sharon Tan; Roger Yap; Admin A; Hsiao Tong (LKKAuto)

Subject: [EXT] RE: Survey assignment: 75128/ST/WP/LC AUTOMOTIVE/OD: SJZ8013E/TP:SKL3608J/ DOA: 07.02.2017 / Est:\$00:00 *****LKK REF:CC4/DAI18003578/Apb3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We had inspected the vehicle SKL 3608J at M/s LC AUTOMOTIVE and the repairer would like to do direct settlement with Direct Asia Insurance.

Please be informed that estimate is not ready yet.

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)

From: Admin-D (LKKAuto)

Sent: Friday, 23 February 2018 2:15 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>; 'Roger Yap' <roger.yap@directasia.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Survey assignment: 75128/ST/WP/LC AUTOMOTIVE/OD: SJZ8013E/TP:SKL3608J/ DOA: 07.02.2017 / 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 | 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 1:57 PM

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>; Roger Yap <roger.yap@directasia.com>

Subject: Survey assignment: 75128/ST/WP/LC AUTOMOTIVE/OD: SJZ8013E/TP:SKL3608J/ DOA: 07.02.2017 / Est:\$00:00

Dear Sir,

Please arrange to survey **SKL3608J** 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.

LC AUTOMOTIVE

HP: 92712214

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: Friday, February 23, 2018 10:41 AM

To: Claim <claim@directasia.com>

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

Subject: Claim: 75128/ST , Claimed Policy:MT/00020274/07 Comp V Plus, Policy Holder: Mr Norain Binte Anuar | Accident along Kembangan MRT station involving SJZ8013E (OI-75128/ST) & SKL3608J (DA-75127/SN) on 07/02/2018

Hi TF,

Please provide both parties report to LKK Auto Consultants PL.

ST

From: Sharon Tan
Sent: Friday, 23 February, 2018 10:28 AM
To: 'chan pick yuen'
Cc: 'Hsiao Tong (chewht@lkkauto.com)'; Claim
Subject: Claim: 75128/ST , Claimed Policy:MT/00020274/07 Comp V Plus, Policy Holder: Mr Norain Binte Anuar | Accident along Kembangan MRT station involving SJZ8013E (OI-75128/ST) & SKL3608J (DA-75127/SN) on 07/02/2018

WITHOUT PREJUDICE

Hi Ms Chris,

We refer to the above matter.

We are agreeable to a DIRECT SETTLEMENT in this matter.

Please quantify your client's claim with all documents to LKK Auto Consultants PL.

Hi Ms Hsiao Tong,

We refer to our tele-conversation moments ago.

As mentioned, LC Automotive and us are agreeable to appointed LKK Auto Consultants PL for SJE.

Please proceed to has engaged with workshop and we await your further advice.

Aside to TF,

Please note survey assignment.

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



From: chan pick yuen [mailto:chris_chanbebe@hotmail.com]
Sent: Friday, 23 February, 2018 10:04 AM
To: Claim
Cc: Sharon Tan; Roger Yap
Subject: [EXT] Re: SKL3608J GIA REPORT

Dear All ,

Please let us have your reply ASAP . Thanks

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From: chan pick yuen <chris_chanbebe@hotmail.com>
Sent: Thursday, February 22, 2018 5:49:32 PM

To: claim@directasia.com
Cc: Sharon Tan; roger.yap@directasia.com
Subject: Fw: SKL3608J GIA REPORT

Dear Sir /Mdm ,

Enclosed is our client's GIA report .

Your insured cut in & liability is 100% in our favour .

Please confirm liability & your insured agree to bear his liability 100% .

We will arrange your panel surveyor to survey our client's car : SKL3608J & do direct settlement once get your confirmation .

Please check & revert to us asap . Thanks

Regards,
Chris Chan Pick Yuen
Workshop Manager
LC AUTOMOTIVE
HP: 92712214

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