

## Hsiao Tong (LKKAuto)

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**From:** Janet Tan <janet.tan@eqinsurance.com.sg>  
**Sent:** Monday, 28 January 2019 3:15 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: <Seek Mandate> DM17HO02570/JT-Accident in between SKX2993P & SGV717S on 15 Nov 2017 at 1145 hrs at Bukit Timah Road toward Balmoral Plaza.

Dear Hsiao Tong,

Please proceed to offer up to \$60,905.02.

Regards,

**Janet Tan**

Senior Executive | Claims



**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190

[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)



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

**Sent:** Friday, January 11, 2019 2:05 PM

**To:** Janet Tan <janet.tan@eqinsurance.com.sg>

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

**Subject:** RE: <Seek Mandate> DM17HO02570/JT-Accident in between SKX2993P & SGV717S on 15 Nov 2017 at 1145 hrs at Bukit Timah Road toward Balmoral Plaza.

Dear Janet,

We refer to the above matter.

Attached is a copy of supporting docs(waiting for parts) submitted by third party for your easy reference.

Parts were ordered on 9<sup>th</sup> March 2018.

Received all the parts on 28<sup>th</sup> March 2018.

We seek your approval to revise our offer as follows: -

1. Cost of Repair (w/GST)	\$ 54,905.02
2. Loss of Use (15days x \$200.00)	\$ 3,000.00
3. Loss of Use (15days x \$200.00)	\$ 3,000.00 (waiting parts)

Total	<b>\$ 60,905.02</b>
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Kindly let us have your further instruction.

Thank you.

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:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>

**Sent:** Friday, 11 January 2019 11:42 AM

**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: <Seek Mandate> DM17HO02570/JT-Accident in between SKX2993P & SGV717S on 15 Nov 2017 at 1145 hrs at Bukit Timah Road toward Balmoral Plaza.

Dear Hsiao Tong,

Please revise your proposal.

Regards,

**Janet Tan**

Senior Executive | Claims



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

**Sent:** Sunday, January 6, 2019 11:18 AM

**To:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>

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

**Subject:** RE: <Seek Mandate> DM17HO02570/JT-Accident in between SKX2993P & SGV717S on 15 Nov 2017 at 1145 hrs at Bukit Timah Road toward Balmoral Plaza.

Hi Janet,

Kindly refer to the attached email from third party which is self-explanatory. Third party would like to claim for 15days of LOU(waiting for parts).

According to third party, they ordered parts on 9<sup>th</sup> March 2018.

Received ;

1st batch in 23rd March 2018.

2nd batch in 28th March 2018.

Kindly let us have your further mandate/ instruction.

Thank you.

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:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>

**Sent:** Friday, 28 December 2018 4:45 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:** FW: <Seek Mandate> DM17HO02570/JT-Accident in between SKX2993P & SGV717S on 15 Nov 2017 at 1145 hrs at Bukit Timah Road toward Balmoral Plaza.

Dear Hsiao Tong

Please proceed to offer up to \$57,905.02.

Regards,

**Janet Tan**

Senior Executive | Claims



**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190

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**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Wednesday, December 19, 2018 3:57 PM  
**To:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** <Seek Mandate> DM17HO02570/JT-Accident in between SKX2993P & SGV717S on 15 Nov 2017 at 1145 hrs at Bukit Timah Road toward Balmoral Plaza.

Your ref : **DM17HO02570/JT**  
Our ref : CC4/EQ118004029/T1pa3s2

Dear Sirs/Madam,

**ACCIDENT INVOLVING SGV 717S(EQ-OI) AND SKX 2993P(TP) ON 15/11/2017**

We refer to the above matter.

This is a head-to-rear collision. Liability is not in our driver's favour.  
We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer Third Party repairer "**HONG SEH MOTORS PTE LTD**" at **\$57,905.02(all-in).**

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 61,748.74	\$ 54,905.02
2. Loss of Use (15days x \$280.00)	\$ 4,200.00	\$ 3,000.00(15days x \$200.00)
Total	\$ 65,948.74	<b><u>\$ 57,905.02</u></b>

\*\*10days recommendation for repair.

Enclosed here with all the relevant documents 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

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

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**From:** Sam Tan <[samtan@hongseh.com.sg](mailto:samtan@hongseh.com.sg)>  
**Sent:** Tuesday, 11 December, 2018 1:55 PM  
**To:** 'Janet Tan' <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: DM17HO02570/JT-Accident in between SKX2993P & SGV717S on 15 Nov 2017 at 1145 hrs at Bukit Timah Road toward Balmoral Plaza.

Hi Janet,

Nice speaking to you .

Please find attach from LKK the approved repair amount for your reference .

Thanks.

Sam Tan

Service Advisor



**Hong Seh Motors Pte Ltd**

10 Fourth Lok Yang Road Singapore 629707

Tel: +65 6266 1555 Fax: +65 6265 9595

DID: +65 6316 5916

HP: +65 96302180

Email: [samtan@hongseh.com.sg](mailto:samtan@hongseh.com.sg)

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**From:** Sam Tan

**Sent:** Monday, 10 December, 2018 6:38 PM

**To:** 'Janet Tan'; 'Admin A'

**Subject:** RE: DM17HO02570/JT-Accident in between SKX2993P & SGV717S on 15 Nov 2017 at 1145 hrs at Bukit Timah Road toward Balmoral Plaza.

Hi Janet,

Any news for the claim ?

Best regards.

Sam Tan

Service Advisor



**Hong Seh Motors Pte Ltd**

10 Fourth Lok Yang Road Singapore 629707

Tel: +65 6266 1555 Fax: +65 6265 9595

DID: +65 6316 5916

HP: +65 96302180

Email: [samtan@hongseh.com.sg](mailto:samtan@hongseh.com.sg)

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**From:** Sam Tan

**Sent:** Thursday, 6 December, 2018 2:11 PM

**To:** 'Janet Tan'; 'Admin A'

**Subject:** RE: DM17HO02570/JT-Accident in between SKX2993P & SGV717S on 15 Nov 2017 at 1145 hrs at Bukit Timah Road toward Balmoral Plaza.

Hi Janet ,

Any news for the LOU claim ?

Best regards.  
Sam Tan  
Service Advisor



**Hong Seh Motors Pte Ltd**

10 Fourth Lok Yang Road Singapore 629707  
Tel: +65 6266 1555 Fax: +65 6265 9595  
DID: +65 6316 5916  
HP: +65 96302180  
Email: [samtan@hongseh.com.sg](mailto:samtan@hongseh.com.sg)

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**From:** Sam Tan  
**Sent:** Friday, 30 November, 2018 9:35 AM  
**To:** 'Janet Tan'; Admin A  
**Subject:** RE: DM17HO02570/JT-Accident in between SKX2993P & SGV717S on 15 Nov 2017 at 1145 hrs at Bukit Timah Road toward Balmoral Plaza.

Hi Janet,

Attach LOD for your approval .  
My client are claiming for the another 5 days for the prior time waiting for the parts see attach indent and receiving date.

Indent in 9 March 2018.  
Received ;  
1<sup>st</sup> batch in 23<sup>rd</sup> March 2018.  
2<sup>nd</sup> batch in 28<sup>th</sup> March 2018.

Best regards.  
Sam Tan  
Service Advisor



**Hong Seh Motors Pte Ltd**

10 Fourth Lok Yang Road Singapore 629707  
Tel: +65 6266 1555 Fax: +65 6265 9595  
DID: +65 6316 5916  
HP: +65 96302180  
Email: [samtan@hongseh.com.sg](mailto:samtan@hongseh.com.sg)

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**From:** Janet Tan [<mailto:janet.tan@eqinsurance.com.sg>]  
**Sent:** Wednesday, 28 February, 2018 4:24 PM

**To:** Admin A

**Cc:** Sam Tan

**Subject:** DM17HO02570/JT-Accident in between SKX2993P & SGV717S on 15 Nov 2017 at 1145 hrs at Bukit Timah Road toward Balmoral Plaza.

***Without Prejudice***

***Save As To Costs***

Dear all,

Please arrange to attend to the PRS.

Liability is cleared. Proceed to direct settle, if possible.

Regards,

**Janet Tan**

Senior Executive | Claims



**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190

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**From:** Evon Thoo

**Sent:** Monday, February 26, 2018 4:02 PM

**To:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>

**Cc:** Bazlin Ahmad <[bazlin.ahmad@eqinsurance.com.sg](mailto:bazlin.ahmad@eqinsurance.com.sg)>; Rose Koh <[rose.koh@eqinsurance.com.sg](mailto:rose.koh@eqinsurance.com.sg)>

**Subject:** FW: Accident in between SKX2993P & SGV717S on 15 Nov 2017 at 1145 hrs at Bukit Timah Road toward Balmoral Plaza.

Dear Janet

FYNA

Regards,

**Evon Thoo**

Customer Service



**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110



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**From:** Sam Tan [<mailto:samtan@hongseh.com.sg>]

**Sent:** Monday, February 26, 2018 3:49 PM

**To:** Marketing

**Subject:** Accident in between SKX2993P & SGV717S on 15 Nov 2017 at 1145 hrs at Bukit Timah Road toward Balmoral Plaza.

Dear Sir / Mdm,

Accident in between SKX2993P & SGV717S on 15 Nov 2017 at 1145 hrs at Bukit Timah Road toward Balmoral Plaza.

I have been instructed by the owner of SKX2993P to liaise with EQ Insurance Company Ltd with the above matter.

Attached is the accident report by the owner of SKX2993P insure under Liberty Insurance Pte Ltd and the repair estimate.

The prima facie evidence suggests that SGV717S had caused the accident. You may wish to look into the matter and confirm if EQ Insurance Company Ltd is open to a direct settlement for this claim.

I would appreciate you could reply ASAP.

Best regards.

Sam Tan

Service Advisor



**Hong Seh Motors Pte Ltd**

10 Fourth Lok Yang Road Singapore 629707

Tel: +65 6266 1555 Fax: +65 6265 9595

DID: +65 6316 5916

HP: +65 96302180

Email: [samtan@hongseh.com.sg](mailto:samtan@hongseh.com.sg)