

Mei Kwan (LKKAUTO)

From: Roger Yap <roger.yap@directasia.com>
Sent: Friday, 20 April, 2018 9:38 AM
To: Mei Kwan (LKKAUTO); Claim
Cc: Derrick Quok; Kenneth Lim; Aaron Wang; Admin A; Hsiao Tong (LKKAUTO)
Subject: RE: [EXT] RE: Survey Assignment 75055/Ry /WP/Hoe Heng RICAS Private Limited /OD : SLE6322M/TP : SBT5H/ DOA : 04.02.2018/ Est:3,697.92
Attachments: SLE6322M.WMV

Follow Up Flag: Follow up
Flag Status: Completed

Categories: HMK

Without Prejudice

Dear Mei Kwan,

With reference to the accident footage kindly proceed to deny the claim.

Best Regards,

Roger Yap / Personal Claims Specialist
Direct: +65 6603 3624

DirectAsia Insurance

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



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From: Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]
Sent: Monday, 26 March, 2018 11:08 AM
To: Claim <claim@directasia.com>
Cc: Derrick Quok <derrick@directasia.com>; Kenneth Lim <kenneth@directasia.com>; Aaron Wang <aaron.wang@directasia.com>; Roger Yap <roger.yap@directasia.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: [EXT] RE: Survey Assignment 75055/Ry /WP/Hoe Heng RICAS Private Limited /OD : SLE6322M/TP : SBT5H/ DOA : 04.02.2018/ Est:3,697.92

Your ref: 75055/Ry
LKK ref: CC4/DAI18004631/T1pa3

Dear Sir / Madam,

We refer to the above matter.

Kindly assist to advise liability soonest.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mei Kwan (LKKAuto)

Sent: Wednesday, 14 March, 2018 1:52 PM

To: 'Claim' <claim@directasia.com>

Cc: 'Derrick Quok' <derrick@directasia.com>; 'Kenneth Lim' <kenneth@directasia.com>; 'Aaron Wang' <aaron.wang@directasia.com>; 'Roger Yap' <roger.yap@directasia.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Survey Assignment 75055/Ry /WP/Hoe Heng RICAS Private Limited /OD : SLE6322M/TP : SBT5H/ DOA : 04.02.2018/ Est:3,697.92

Your ref: 75055/Ry

LKK ref: CC4/DAI18004631/T1pa3

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- Estimated cost of repair

Kindly assist to advise liability soonest.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mei Kwan (LKKAuto)

Sent: Tuesday, 13 March, 2018 2:34 PM

To: 'Claim' <claim@directasia.com>

Cc: 'Derrick Quok' <derrick@directasia.com>; 'Kenneth Lim' <kenneth@directasia.com>; 'Aaron Wang' <aaron.wang@directasia.com>; 'Roger Yap' <roger.yap@directasia.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Survey Assignment 75055/Ry /WP/Hoe Heng RICAS Private Limited /OD : SLE6322M/TP : SBT5H/ DOA : 04.02.2018/ Est:3,697.92

Your ref: 75055/Ry

LKK ref: CC4/DAI18004631/T1pa3

Dear Sir / Madam,

We refer to the above matter.

Kindly assist to advise liability soonest.

Please 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,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Admin-D (LKKAuto)

Sent: Friday, 9 March, 2018 1:48 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>; 'Roger Yap' <roger.yap@directasia.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Survey Assignment 75055/Ry /WP/Hoe Heng RICAS Private Limited /OD : SLE6322M/TP : SBT5H/ DOA : 04.02.2018/ Est:3,697.92

Dear Sir / madam,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer arrange survey on 12.03.2018.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | 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, 9 March, 2018 11:20 AM

To: assignments@lkkauto.com

Cc: Derrick Quok <derrick@directasia.com>; Kenneth Lim <kenneth@directasia.com>; Aaron Wang <aaron.wang@directasia.com>; Roger Yap <roger.yap@directasia.com>

Subject: Survey Assignment 75055/Ry /WP/Hoe Heng RICAS Private Limited /OD : SLE6322M/TP : SBT5H/ DOA : 04.02.2018/ Est:3,697.92

Dear Sir,

Please arrange to survey **SBT5H** 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.

Hoe Heng RICAS Private Limited

50 Gul Crescent Singapore 629543

Tel: 6352 5566

Fax: 6352 6565

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: Jeslyn Chew [<mailto:jeslyn.chew@hoeheng.com.sg>]
Sent: Friday, March 09, 2018 9:26 AM
To: Claim <claim@directasia.com>
Cc: noni@hoeheng.com.sg; syed.hurairah@hoeheng.com.sg
Subject: RE: [EXT] 3rd Party Claims SBT5H Against SLE6322M

Hi,

Please help to arrange surveyors for (LKK AUTO CONSULTANT) on Monday 12/03/2018 to our workshop & the address is (7 Pioneer Place Singapore 627824) the operation hours is 8.00am to 6.00pm avoid lunch time at 12.00pm to 1.00pm.

Thank you

Best Regards,

Jeslyn Chew
Officer
PDI Ops cum Insurance Claims
DID : +65 6715 5677
HP: +65 8717 5566



Hoe Heng RICAS Private Limited
INTEGRATED TRUCK SOLUTIONS
tel. 6352 5566 / fax. 6352 6565 / www.hoeheng.com.sg
50 Gul Crescent Singapore 629543

Biz Reg: 201626658W
GST Reg: 201626658W

Repair, Insurance Claims And Servicing

A subsidiary of Hoe Heng Group

From: Claim [<mailto:claim@directasia.com>]
Sent: Friday, February 23, 2018 4:07 PM
To: Jeslyn Chew <jeslyn.chew@hoeheng.com.sg>
Cc: noni@hoeheng.com.sg; syed.hurairah@hoeheng.com.sg; Derrick Quok <derrick@directasia.com>; Kenneth Lim <kenneth@directasia.com>; Aaron Wang <aaron.wang@directasia.com>; Roger Yap <roger.yap@directasia.com>
Subject: RE: [EXT] 3rd Party Claims SBT5H Against SLE6322M

WITHOUT PREJUDICE

Your Ref: SBT5H
Our Ref: 75055/RV

To: Hoe Heng RICAS Private Limited
50 Gul Crescent Singapore 629543
Tel: 6352 5566
Fax: 6352 6565

Dear Sir,

We refer to your Notice of Accident dated 04 February 2018.

We intend to conduct a TP 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 TP 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 TP 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: Jeslyn Chew [<mailto:jeslyn.chew@hoeheng.com.sg>]

Sent: Friday, February 23, 2018 3:55 PM

To: Claim <claim@directasia.com>

Cc: noni@hoeheng.com.sg; syed.hurairah@hoeheng.com.sg

Subject: [EXT] 3rd Party Claims SBT5H Against SLE6322M

Hi Sir/Mdm,

Please refer to the attachment & please arrange the surveyors at **7 Pioneer Place Singapore 627824**.

Best Regards,

Jeslyn Chew

Officer

PDI Ops cum Insurance Claims

DID : +65 6715 5677

HP: +65 8717 5566



Hoe Heng RICAS Private Limited

— INTEGRATED TRUCK SOLUTIONS —

tel. 6352 5566 / fax. 6352 6565 / www.hoeheng.com.sg

50 Gul Crescent Singapore 629543

Biz Reg: 201626658W

GST Reg: 201626658W

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Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 27 April 2018 12:29 PM
To: 'jeslyn.chew@hoeheng.com.sg'
Cc: Admin A
Subject: Your ref: SBT 5H *Our Ref: CC4/DAI18004631/T1pa3 [ACCIDENT INVOLVING SLE 6322M(DIRECT ASIA) & SBT 5H ON 04/02/2018]
Attachments: SLE6322M.WMV

Your ref: **SBT 5H** **WITHOUT PREJUDICE**
Our Ref: CC4/DAI18004631/T1pa3

Dear Sir/Madam,

ACCIDENT INVOLVING SLE 6322M(DIRECT ASIA) & SBT 5H ON 04/02/2018

We refer to the above matter.

Our insured driver has reiterated that the accident was caused due to the entire negligence of your client who encroached into our insured's lane and resulted the accident. Attached here with a copy of our insured accident video footage for your easy reference.

In view of this, we regret to inform your that we have our principal instruction to deny liability and unable to look into your client claim.

Thank you.

Note: This video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.

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)