

Surveyor:

ADPHAN

DOI:

ASSIGNMENT

29/3/18

Date / Time:

29/3/18

Registered in Merimen:

Pre-assign / CCU / FTE

SLL 2095TH



Insured Vehicle No.:

Claim No.:

76017

Name of Insured:

Policy No.:

Insured Tel No.:

HP:

Make / Model:

Excess Sec II :SS

D.O.A.:

28/03/18

Place of Accident:

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Driver Tel No.:

(V/L: YES / NO)

Insured Liability: %

Final ? Yes / No

Sku 6424m



INSRS:

WSP:

Tel:

Liability:

RMKS:

Sm Auto



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

URGENT

Date / Time

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

(

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

(

(Agreed / Assessed) BOLA S/N No.:

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

5500.00

Loss of Rental (LOR):

S\$

600.00

(

6 days)

x

S\$

Loss of Use (LOU):

S\$

-

(\$

x days)

Loss of Income (LOI):

S\$

-

(\$

x days)

LOR only

LOU only

LOR + LOU

LOR + LOI

[Tick only one]

GIA/LTA Search

S\$

7.45

Medical:

S\$

-

Disbursement:

S\$

-

(e.g. Tow/ Independent)

Legal Cost

S\$

-

Total:

S\$

6107.45

Global Sum S\$:

6100.00

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

6100.00

Name 1:

SM Automotive

Payee 2: (Strike if N/A.)

S\$

-

Name 2:

Payee 3: (Strike if N/A.)

S\$

-

Name 3:

ASS. REC. BY: Adrian Ling

REF:

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

OD / TP / WS / TP RES / OD RES / EVA / INV / MV

To Inspect Vehicle No: _____

at Workshop m/s _____

of _____

Insured: _____

Policy No. _____

Claims No. _____

Sum Insured: _____ Excess: _____

(Client's Record)

Make of Veh: _____

(Policy Condition)

Remark: The veh had commenced its
repair at the time of inspection.

N/S	O/S

Bal. or Market Value: _____

IDAC Accident Rpt: _____ Consistent? : Yes or No

GIA / PR Seen: _____ Consistent? : Yes or No

Est. Repairs: 05 days Res.: Yes or NoLum Sum: 21. % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: _____ Person Contacted: _____

Veh No: SK46421M Yr Regn: 2009 / SeptType: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Volkswagen Jetta. c.c. 1390Colour: Green. A/C: Insured / Std / NI / NASp. Reading: 167857 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: WVWZZZ1KZ9U02H92Gen. Cond: Good / Fair / Poor / BurntSteering: In order / Jammed / Leaked / Burnt orBrake: In order / Jammed / Leaked / Burnt orModi: Nil / S/Rim / STD A/Rim orTyre Size: F: 215/55R16R: 215/55R16BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front

Rear

R/Bal. 06 mm R/Bal. 06 mmL/Bal. 06 mm L/Bal. 06 mmD.O.A. _____ D.O.L. 29/03/18Survey held at SM.Des. of Damages: Frnt / Rear / O/S / N/S / U/C / Rooftop orFront o/s.

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time	Action / Instruction
	TP Direct Asia.
	US \$ 55W Cled \$ 1786410 / 7671
	MV: 23K.
	RV: 13.3K
	Nett: 9.7K.

Date/Time, File Pass to?

☐ : Preli. Report

1)

☐ : Final Report

Date/Time, File Return to?

2)

Days Of Repair: _____

Resurvey No. of Trip: _____

Report Format : _____

Lump Sum / I.B.I.: (\$ _____)

Add Fee: ☐ : Site Insp (\$ _____)☐ : Interview (\$ _____)☐ : Tech. Invs (\$ _____)☐ : Weekend (\$ _____)

Survey Fee: _____

Transportation: _____

S + RS \$ _____

Photos _____

Others _____

TOTAL

SM AUTOMOTIVE

Block C, 1 Kaki Bukit Avenue 6 #01-43 Singapore 417883

Email: SM_AUTOMOTIVE@HOTMAIL.COM

Tel: (65) 6747 9241 Fax: (65) 6741 7276

RCB No.: 53231488C

YEO KHENG MUI

29/03/2018

Blk 1 Kaki Bukit Ave 6

01-43

Singapore 417883

TP Direct Asia

Xiao Tong

WVWZZZ1KZ9U021192

Accident date: 28/03/2018

Estimated repair cost for vehicle no: SKU6421M VOLKSWAGEN JETTA 1.4 A '09

CHASSIS: WVWZZZ1KZ9U021192

S/N	QTY	Items	U/PRICE	AMOUNT
1	2	Front Head Lamp <i>RH cracked</i>	\$676.05	\$1,352.10 <i>676.05</i>
2	2	Front Head Lamp Sticker (Special Nett) <i>New</i>	\$120.00	\$240.00 <i>30</i>
3	2	Front Head Lamp Lower Bracket <i>RH cracked</i>	\$29.35	\$58.70 <i>29.35</i>
4	1	Front Bumper <i>Deformed</i>		\$1,155.85 <i>✓</i>
5	10	Front Bumper Clip <i>mm</i>	\$6.50	\$65.00 <i>30</i>
6	2	Front Bumper Side Retainer <i>RH New</i>	\$32.55	\$65.10 <i>32.55</i>
7	1	Front R/H Bumper Side Cover <i>cut</i>		\$83.45 <i>✓</i>
8	1	Front R/H Bumper Fog Lamp <i>cracked</i>		\$195.95 <i>✓</i>
9	1	Front R/H Bumper Fog Lamp Chrome <i>Not New</i>		\$394.05 <i>X</i>
10	1	Front R/H Bumper Fog Lamp Cover <i>cracked</i>		\$128.50 <i>✓</i>
11	1	Front R/H Bumper Fog Lamp Top Cover <i>fit</i>		\$69.05 <i>✓</i>
12	1	Front Bumper Number Plate <i>cracked</i>		\$50.00 <i>✓</i>
13	1	Front Bumper Number Plate Garnish <i>Deformed</i>		\$44.15 <i>✓</i>
14	1	Front Bumper Centre Cover <i>Not New</i>		\$243.15 <i>X</i>
15	1	Front Bumper Lower Cover <i>cracked</i>		\$191.75 <i>✓</i>
16	1	Front Bumper Lower Spoiler <i>cut</i>		\$345.45 <i>✓</i>
17	1	Front Bumper Inner Sponge <i>cracked</i>		\$69.85 <i>✓</i>
18	1	Front Bumper Reinforcement <i>Best</i>		\$618.55 <i>✓</i>
19	1	Front Grille <i>cracked</i>		\$596.30 <i>✓</i>
20	1	Front Grille Emblem Logo <i>New</i>		\$86.25 <i>✓</i>
21	1	Front R/H Fender <i>Repair</i>		\$578.95 <i>X</i>
22	1	Front R/H Fender Cowling <i>Not New</i>		\$259.55 <i>X</i>
23	1	Front Support Panel Assy <i>cracked</i>		\$1,156.60 <i>✓</i>
24	1	Front Wiper Tank <i>Deformed</i>		\$137.25 <i>✓</i>
25	1	Front Wiper Tank Motor <i>Not New</i>		\$138.15 <i>X</i>
26	1	Front Radiator		\$545.65 <i>X</i>
27	1	Front Radiator Fan Motor Assy		\$816.95 <i>X</i>
28	1	Front Air-Con Condenser		\$631.35 <i>X</i>

29	1	Front R/H Rim		\$1,168.35	✓
30	1	Front R/H Tyre		\$350.00	+
31	1	Front R/H Lower Arm	Not	\$357.25	✓
32	1	Front R/H Knuckle Arm	Not	\$631.60	+
33	1	Front R/H Knuckle Arm Bearing		\$491.60	✓
34	1	Front R/H Shock Absorber		\$325.50	+
35	1	Front Steering Rack		\$4,878.15	+

5726.90
5440.55

Subtotal:- \$18,520.10

Labour charges

To remove & refit air-con condenser, radiator, fan motor & top up gas ~~\$380.00~~ 120

To remove & refit front R/H undercarriage ~~\$380.00~~ +

To remove & refit front steering rack ~~\$450.00~~ +

To check wheel alignment ~~\$150.00~~ +

To check wiring ~~\$80.00~~ 30

Towing fee 1450
~~\$100.00~~ +

Tuff kote ~~\$100.00~~ +

Panel beating ~~\$1,600.00~~ 800

Spray painting ~~\$1,600.00~~ 500

Subtotal:- \$4,840.00

Total:- \$23,360.10

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

total 6890.55

h/s 551K

05 Days

(551K)

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type: Singapore NRIC
Owner ID: 3459B

Vehicle Details

Vehicle No.: SKU6421M
Vehicle to be Exported: No
Intended De-registration Date: 29 Mar 2018
Vehicle Make: VOLKSWAGEN
Vehicle Model: JETTA 1.4 TSI AT 1K21G5
Primary Colour: Silver
Manufacturing Year: 2009
Engine No.: CAX305347
Chassis No.: WVVZZZ1KZ9U021192
Maximum Power Output: 90.0 kW (120 bhp)
Open Market Value: \$20,102.00
Original Registration Date: 08 Sep 2009
First Registration Date: 08 Sep 2009
Transfer Count: 1
Actual ARF Paid: \$20,102.00

Intended PARF Rebate Details

PARF Eligibility: Yes
PARF Eligibility Expiry Date: 07 Sep 2019
PARF Rebate Amount: \$11,056.00

Intended COE Rebate Details

COE Expiry Date: 07 Sep 2019
COE Category: A - Car (1600cc & below)
COE Period(Years): 10
QP Paid: \$15,291.00
COE Rebate Amount: \$2,204.00
Total Rebate Amount: \$13,260.00

The information contained herein is correct as at 29 Mar 2018

OK



Get 6GB and FREE unlimited weekend data for just \$24.

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14th Apr



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Sell it yourself! Advertise it at just **\$58 until it's SOLD!**

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12 vehicles

Jetta

Advanced Search

Make	Model	Price	Depreciation	Reg Date	Eng Cap	Mileage	Veh Type	Status
Search Selection	Jetta	Any	Any	2009	Any	Any	Any	Available
	Volkswagen Jetta 1.4A TSI	\$25,800	\$14,350 /yr	18-Mar-2009	1,390 cc	104,000 km	Sedan	Available
Excellent And Original Condition, Well Maintained Interior And Exterior, Call Now For Viewing.								
Posted: 26-Mar-2018 Tags: 2009 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen								
	Volkswagen Jetta 1.4A TSI	\$21,600	\$8,800 /yr	18-May-2009	1,390 cc	-	Sedan	Available
Parf Rebate At \$11,616, Leather Seats, Sport Rim, Reverse Sensor, Good Condition, Well Maintained, Call Before Coming.								
Posted: 27-Mar-2018 Tags: 2009 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen								
	Volkswagen Jetta 1.4A TSI	\$19,800	\$8,290 /yr	01-Jun-2009	1,390 cc	-	Sedan	Available
New 5 Months Road Tax! \$6k Drive Away Available, Carefully Driven By Lady Owner, Low Depreciation At Below \$12k Per Annum, 100% Accident Free, No Repairs Required, Call For Viewing Test Drive Now!								
Posted: 23-Mar-2018 Tags: 2009 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen								
	Volkswagen Jetta 1.4A TSI	\$22,288	\$9,980 /yr	19-Jun-2009	1,390 cc	-	Sedan	Available
Low Down Payment And Low Monthly Installment For A Powerful Yet Fuel Economical (800km/ Full Tank) Pristine And Immaculate Condition Inside Out, No Further Repairs Required, Low Depreciation Of \$8K PL...								
Posted: 15-Mar-2018 Tags: 2009 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen								
Car Buying	Car Selling	Car Ownership		Buying a pre-owned car, but Unsure of its Condition? Get STA Car Evaluation				
Car Aftermarket	On The Move	Lifestyle						
	Volkswagen Jetta 1.4A TSI	\$24,500	\$11,640 /yr	25-Jun-2009	1,390 cc	124,000 km	Sedan	Available
Superb Well Kept And Maintained Condition, Accident Free! No Repairs Or Touch Up Required! Drive Till The End With No Worries! Low Mileage. In House Loan Is Available, Trade In Are Welcome. Call Now F...								
Think One Automobile & Trading								
Posted: 25-Feb-2018 Tags: 2009 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen								
	Volkswagen Jetta 1.4A TSI	\$22,300	\$9,440 /yr	16-Jul-2009	1,390 cc	109,000 km	Sedan	Available
Brand New Tyres, Head Lamps Converted To Sport Model With Smoked Reflector, No Repairs Needed.								
Posted: 24-Feb-2018 Tags: 2009 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen								
	Volkswagen Jetta Sport 1.4A TSI	\$22,500	\$8,250 /yr	28-Aug-2009	1,390 cc	135,000 km	Sedan	Available
1 Owner! Service Regularly Without Fail! Always Parked Under Shelter An Non Smoker Unit, Dream Of Owning It? Here The Chance, Grab It Before It's Gone, Stylish Yet Spacious To Fits The Family Size. Tr...								
Posted: 28-Mar-2018 Tags: 2009 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen								
	Volkswagen Jetta 1.4A TSI	\$24,500	\$10,080 /yr	04-Sep-2009	1,390 cc	92,000 km	Sedan	Available

Posted: 23-Mar-2018 Tags: 2009 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen

**Volkswagen Jetta 1.4A TSI****\$24,800****\$9,370 /yr****25-Sep-2009****1,390 cc****170,000 km****Sedan****Available**

Recent Repair Mechantronics Unit In November Last Year, 6mths Warranty Until April. Have Record On The Parts That Was Changed. Owner Well Maintain On Vehicle. View To Believe.

Car Search

CONTACT OWNER

Posted: 24-Mar-2018 Tags: 2009 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen

**Volkswagen Jetta 1.6A****\$22,000****\$8,380 /yr****02-Nov-2009****1,595 cc****116,500 km****Sedan****Available**

Direct Selling By 1st Owner. Good Condition. Selling Due To Family Expansion. View At Your Convenience.

Posted: 24-Mar-2018 Tags: 2009 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen

CONTACT OWNER

**Slow, Slower, Stop**

Stop to take a look at the brake kits currently available. Both brand new and used, from every brand you could be looking for. Listed together with merchant information and reviews.

Find out more!

**Volkswagen Jetta Sport 1.4A TSI****\$29,200****\$11,060 /yr****26-Nov-2009****1,390 cc****-****Sedan****Available**

Owner Consignment! Viewing By Appointment Only! Owner Fourth Car, Priced To Go! Engine Fully Rebuilt With New Parts, Clutch Replaced, New Water Pump And Engine Mounts, Tyres And Rims Are Only One Month...

GS Automobiles Pte Ltd

Posted: 14-Mar-2018 Tags: 2009 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen

**Volkswagen Jetta 1.4A TSI Sportline****\$25,998****\$8,880 /yr****14-Dec-2009****1,390 cc****135,880 km****Sedan****Available**

Fully Stock Condition, Excellent Condition, Very Low Depreciation, One Of The Best Buy In Current Market! Why Wait? High Loan And High Trade In Available, Kindly Call To View! Down Payment \$3,998 Easy...

Posted: 12-Mar-2018 Tags: 2009 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen

Save this search criteria, to get email alerts whenever a match is found.

Make	Model	Price	Depreciation	Reg Date	Eng Cap	Mileage	Veh Type	Status
------	-------	-------	--------------	----------	---------	---------	----------	--------

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Mei Kwan (LKKAUTO)

From: Janice Koh <janice.koh@directasia.com>
Sent: Wednesday, 5 September, 2018 3:34 PM
To: Hsiao Tong (LKKAUTO); Admin A
Cc: Aaron Wang; surveyor
Subject: CLAIM: 76017 , TPD SKU6421M | ACCDT INVLVG SLL2095H (OI) > SKU6421M (LIBERTY) ON 28/03/2018 ALONG BLOCK 505 JELAPANG ROAD

Categories: HMK

Hi Mei Kwan,

Kindly let us have a copy of your survey report before I revert to you on direct settlement

Thank you
Regards

Janice Koh / Claims Specialist
Direct: +65 6603 3680

DirectAsia Insurance

Customer Service: +65 6665 5555
Office: 20 Anson Road, #08-01, S(079912)
www.directasia.com



***Our Service Centre at South Bridge Road will close with effect from 1 Aug 2018 and we are looking for a new home. Stay tuned for updates.*

From: Motor Claims
Sent: Friday, 17 August, 2018 5:11 PM
To: Roger Yap <roger.yap@directasia.com>
Subject: FW: [EXT] RE: Direct Settlement - Accident Involving SLL2095H (OI :DAI - TBA) AND SKU6421M(TP : LKK REF - CC6/DAI18005988/Apa3) on 28/03/2018
Importance: High

Dear Roger,

FYI. 76017/RV

Best regards,
Claims Department

DirectAsia Insurance

Customer Service: +65 6665 5555
Office: 20 Anson Road, #08-01, S(079912)
www.directasia.com



From: Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]
Sent: Friday, August 17, 2018 1:46 PM

From: Mei Kwan (LKKAuto)
Sent: Tuesday, 3 April, 2018 3:04 PM
To: 'motorclaims@directasia.com' <motorclaims@directasia.com>; 'Claim' <claim@directasia.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving SLL2095H (OI :DAI - TBA) AND SKU6421M(TP : LKK REF - CC6/DAI18005988/Apa3) on 28/03/2018

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We had inspected the vehicle SKU 6421M at M/s SM Automotive - Kaki Bukit and the repairer would like to do direct settlement with Direct Asia Insurance (S) PL.

Enclosed herewith a copy of TP's GIA report for your perusal.

Please be informed that estimate is not ready yet.

Please kindly advice liability soonest.

Meanwhile, kindly provide us the claim reference for our necessary action.

Kindly take note that the case handler in-charge 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)

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Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 24 September 2018 3:00 PM
To: 'Janice Koh'
Cc: Admin A
Subject: RE: [EXT] RE: CLAIM: 76017 , CLAIMED POLICY: MT/00451324 , POLICY HOLDER: CALVIN ONG | ACCDT INVLVG SLL2095H (OI) > SKU6421M (LIBERTY) ON 28/03/2018 ALONG BLOCK 505 JELAPANG ROAD
Attachments: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM.PDF; LKK Resurvey Photos.pdf; LKK Survey Photos.pdf; LKKAdjustment1.pdf; LKKInspection.pdf

Without Prejudice

Hi Janice,

Thank you for your email.

We seek your approval to offer Third Party repairer, **SM AUTOMOTIVE** at **\$6,107.45(all-in)**. The breakdown is as follows: -

1. Cost of Repair	\$ 5,500.00
2. Loss of Rental (6days x \$100.00)	\$ 600.00
3. LTA/GIA Search Fee	\$ 7.45
TOTAL	<u>\$ 6,107.45</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: Janice Koh <janice.koh@directasia.com>

Sent: Monday, 24 September 2018 11:20 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: [EXT] RE: CLAIM: 76017 , CLAIMED POLICY: MT/00451324 , POLICY HOLDER: CALVIN ONG | ACCDT INVLVG SLL2095H (OI) > SKU6421M (LIBERTY) ON 28/03/2018 ALONG BLOCK 505 JELAPANG ROAD

Hi Hsiao Tong

Liability is not in OI favour.

Hsiao Tong (LKKAuto)

From: Janice Koh <janice.koh@directasia.com>
Sent: Monday, 24 September 2018 11:20 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: RE: [EXT] RE: CLAIM: 76017 , CLAIMED POLICY: MT/00451324 , POLICY HOLDER: CALVIN ONG | ACCDT INVLVG SLL2095H (OI) > SKU6421M (LIBERTY) ON 28/03/2018 ALONG BLOCK 505 JELAPANG ROAD

Hi Hsiao Tong

Liability is not in OI favour.

Thanks

Regards

Janice Koh / Claims Specialist
Direct: +65 6603 3680

DirectAsia Insurance

Customer Service: +65 6665 5555
Office: 20 Anson Road, #08-01, 5(079912)
www.directasia.com



***Our Service Centre at South Bridge Road will close with effect from 1 Aug 2018 and we are looking for a new home. Stay tuned for updates.*

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Friday, 21 September, 2018 12:37 PM
To: Janice Koh
Cc: Admin A
Subject: [EXT] RE: CLAIM: 76017 , CLAIMED POLICY: MT/00451324 , POLICY HOLDER: CALVIN ONG | ACCDT INVLVG SLL2095H (OI) > SKU6421M (LIBERTY) ON 28/03/2018 ALONG BLOCK 505 JELAPANG ROAD

Hi Janice,

Attached is a copy of survey report with damaged photos as requested.

Kindly let us have your instruction on this matter.

Thank you.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 21 September 2018 12:37 PM
To: 'Janice Koh'
Cc: Admin A
Subject: RE: CLAIM: 76017 , CLAIMED POLICY: MT/00451324 , POLICY HOLDER: CALVIN ONG | ACCDT INVLVG SLL2095H (OI) > SKU6421M (LIBERTY) ON 28/03/2018 ALONG BLOCK 505 JELAPANG ROAD
Attachments: LKKInspection.pdf; LKKAdjustment1.pdf; LKK Survey Photos.pdf; LKK Resurvey Photos.pdf

Hi Janice,

Attached is a copy of survey report with damaged photos as requested.

Kindly let us have your instruction on this matter.

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: Janice Koh <janice.koh@directasia.com>
Sent: Thursday, 20 September 2018 9:36 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: CLAIM: 76017 , CLAIMED POLICY: MT/00451324 , POLICY HOLDER: CALVIN ONG | ACCDT INVLVG SLL2095H (OI) > SKU6421M (LIBERTY) ON 28/03/2018 ALONG BLOCK 505 JELAPANG ROAD

Hi Mei Kwan,

Kindly let us have a copy of your survey report

Thank you

Regards

Janice Koh / Claims Specialist

Direct: +65 6603 3680

DirectAsia Insurance

Customer Service: +65 6665 5555

Office: 20 Anson Road, #08-01, S(079912)

www.directasia.com

***Our Service Centre at South Bridge Road will close with effect from 1 Aug 2018 and we are looking for a new home. Stay tuned for updates.*

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Friday, August 17, 2018 1:46 PM
To: Motor Claims; Claim
Cc: Hsiao Tong (LKKAuto); Admin A
Subject: [EXT] RE: Direct Settlement - Accident Involving SLL2095H (OI :DAI - TBA) AND SKU6421M(TP : LKK REF - CC6/DAI18005988/Apa3) on 28/03/2018
Importance: High

Dear Sir / Madam,

We refer to the above matter.

Please kindly advise liability soonest.

Meanwhile, kindly provide us the claim reference for our necessary action.

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: Mei Kwan (LKKAuto)
Sent: Tuesday, 3 July, 2018 6:25 PM
To: 'motorclaims@directasia.com' <motorclaims@directasia.com>; 'Claim' <claim@directasia.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving SLL2095H (OI :DAI - TBA) AND SKU6421M(TP : LKK REF - CC6/DAI18005988/Apa3) on 28/03/2018

WITHOUT PREJUDICE

Dear Sir / 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

Please kindly advise liability soonest.

Meanwhile, kindly provide us the claim reference for our necessary action.

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: Mei Kwan (LKKAuto)

Sent: Tuesday, 3 April, 2018 3:04 PM

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

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

Subject: Direct Settlement - Accident Involving SLL2095H (OI :DAI - TBA) AND SKU6421M(TP : LKK REF - CC6/DAI18005988/Apa3) on 28/03/2018

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We had inspected the vehicle SKU 6421M at M/s SM Automotive - Kaki Bukit and the repairer would like to do direct settlement with Direct Asia Insurance (S) PL.

Enclosed herewith a copy of TP's GIA report for your perusal.

Please be informed that estimate is not ready yet.

Please kindly advice liability soonest.

Meanwhile, kindly provide us the claim reference for our necessary action.

Kindly take note that the case handler in-charge 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)

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.

Hsiao Tong (LKKAUTO)

From: Janice Koh <janice.koh@directasia.com>
Sent: Monday, 24 September 2018 4:03 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: RE: [EXT] RE: CLAIM: 76017 , CLAIMED POLICY: MT/00451324 , POLICY HOLDER: CALVIN ONG | ACCDT INV LVG SLL2095H (OI) > SKU6421M (LIBERTY) ON 28/03/2018 ALONG BLOCK 505 JELAPANG ROAD

Without Prejudice

Hi Hsiao Tong,

Please proceed with it.

Thanks

Regards

Janice Koh / Claims Specialist
Direct: +65 6603 3680

DirectAsia Insurance

Customer Service: +65 6665 5555
Office: 20 Anson Road, #08-01, S(079912)
www.directasia.com



***Our Service Centre at South Bridge Road will close with effect from 1 Aug 2018 and we are looking for a new home. Stay tuned for updates.*

From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Monday, 24 September, 2018 3:00 PM
To: Janice Koh
Cc: Admin A
Subject: RE: [EXT] RE: CLAIM: 76017 , CLAIMED POLICY: MT/00451324 , POLICY HOLDER: CALVIN ONG | ACCDT INV LVG SLL2095H (OI) > SKU6421M (LIBERTY) ON 28/03/2018 ALONG BLOCK 505 JELAPANG ROAD

Without Prejudice

Hi Janice,

Thank you for your email.

We seek your approval to offer Third Party repairer, **SM AUTOMOTIVE** at **\$6,107.45(all-in)**. The breakdown is as follows: -

1. Cost of Repair	\$ 5,500.00
2. Loss of Rental (6days x \$100.00)	\$ 600.00
3. LTA/GIA Search Fee	\$ 7.45
TOTAL	<u>\$ 6,107.45</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: Janice Koh <janice.koh@directasia.com>

Sent: Monday, 24 September 2018 11:20 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: [EXT] RE: CLAIM: 76017 , CLAIMED POLICY: MT/00451324 , POLICY HOLDER: CALVIN ONG | ACCDT INVLVG SLL2095H (OI) > SKU6421M (LIBERTY) ON 28/03/2018 ALONG BLOCK 505 JELAPANG ROAD

Hi Hsiao Tong

Liability is not in OI favour.

Thanks

Regards

Janice Koh / Claims Specialist

Direct: +65 6603 3680

DirectAsia Insurance

Customer Service: +65 6665 5555

Office: 20 Anson Road, #08-01, S(079912)

www.directasia.com



***Our Service Centre at South Bridge Road will close with effect from 1 Aug 2018 and we are looking for a new home. Stay tuned for updates.*

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

Sent: Friday, 21 September, 2018 12:37 PM

To: Janice Koh

Cc: Admin A

Subject: [EXT] RE: CLAIM: 76017 , CLAIMED POLICY: MT/00451324 , POLICY HOLDER: CALVIN ONG | ACCDT INVLVG SLL2095H (OI) > SKU6421M (LIBERTY) ON 28/03/2018 ALONG BLOCK 505 JELAPANG ROAD

Hi Janice,

Attached is a copy of survey report with damaged photos as requested.

Kindly let us have your instruction on this matter.

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: Janice Koh <janice.koh@directasia.com>

Sent: Thursday, 20 September 2018 9:36 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: CLAIM: 76017 , CLAIMED POLICY: MT/00451324 , POLICY HOLDER: CALVIN ONG | ACCDT INVLVG SLL2095H (OI) > SKU6421M (LIBERTY) ON 28/03/2018 ALONG BLOCK 505 JELAPANG ROAD

Hi Mei Kwan,

Kindly let us have a copy of your survey report

Thank you

Regards

Janice Koh / Claims Specialist

Direct: +65 6603 3680

DirectAsia Insurance

Customer Service: +65 6665 5555

Office: 20 Anson Road, #08-01, S(079912)

www.directasia.com

●●●●●●●●

***Our Service Centre at South Bridge Road will close with effect from 1 Aug 2018 and we are looking for a new home. Stay tuned for updates.*

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Friday, August 17, 2018 1:46 PM

To: Motor Claims; Claim

Cc: Hsiao Tong (LKKAuto); Admin A

Subject: [EXT] RE: Direct Settlement - Accident Involving SLL2095H (OI :DAI - TBA) AND SKU6421M(TP : LKK REF - CC6/DAI18005988/Apa3) on 28/03/2018

Importance: High

Dear Sir / Madam,

We refer to the above matter.

Please kindly advise liability soonest.

Meanwhile, kindly provide us the claim reference for our necessary action.

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: Mei Kwan (LKKAuto)

Sent: Tuesday, 3 July, 2018 6:25 PM

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

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

Subject: RE: Direct Settlement - Accident Involving SLL2095H (OI :DAI - TBA) AND SKU6421M(TP : LKK REF - CC6/DAI18005988/Apa3) on 28/03/2018

WITHOUT PREJUDICE

Dear Sir / 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

Please kindly advise liability soonest.

Meanwhile, kindly provide us the claim reference for our necessary action.

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: Mei Kwan (LKKAuto)

Sent: Tuesday, 3 April, 2018 3:04 PM

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

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

Subject: Direct Settlement - Accident Involving SLL2095H (OI :DAI - TBA) AND SKU6421M(TP : LKK REF - CC6/DAI18005988/Apa3) on 28/03/2018

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We had inspected the vehicle SKU 6421M at M/s SM Automotive - Kaki Bukit and the repairer would like to do direct settlement with Direct Asia Insurance (S) PL.

Enclosed herewith a copy of TP's GIA report for your perusal.

Please be informed that estimate is not ready yet.

Please kindly advice liability soonest.

Meanwhile, kindly provide us the claim reference for our necessary action.

Kindly take note that the case handler in-charge 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)

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.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 26 September 2018 8:00 AM
To: 'sm automotive'
Cc: Admin A
Subject: RE: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi,

We refer to the above matter.

We propose settlement at a global sum of **\$6,100.00(all-in)**.

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: sm automotive <sm_automotive@hotmail.com>
Sent: Monday, 17 September 2018 3:04 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi Hsiao Tong

Contents noted with thanks.

Regards,

Sukyi Chong
SM AUTOMOTIVE

Hsiao Tong (LKKAuto)

From: sm automotive <sm_automotive@hotmail.com>
Sent: Wednesday, 26 September 2018 11:23 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: Re: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi Hsiao Tong

We accept your offer as \$6,100

Please send us the discharge voucher for close case,thanks.

Regards,

SM AUTOMOTIVE

1 Kaki Bukit Ave 6
Blk C #01-43
Singapore 417883
Tel: 6747 9241 Fax: 6741 7276

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, September 26, 2018 8:00 AM
To: sm automotive
Cc: Admin A
Subject: RE: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

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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: sm automotive <sm_automotive@hotmail.com>

Sent: Monday, 17 September 2018 3:04 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: Re: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi Hsiao Tong

Contents noted with thanks.

Regards,

Sukyi Chong

SM AUTOMOTIVE

1 Kaki Bukit Ave 6

Blk C #01-43

Singapore 417883

Tel: 6747 9241 Fax: 6741 7276

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Monday, September 17, 2018 2:41 PM

To: sm automotive

Cc: Admin A

Subject: RE: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi Sukyi,

We refer to your below email.

We are preparing our survey report in order to seek mandate from our principal.

We will expedite the matter and get back to you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: sm automotive <sm_automotive@hotmail.com>

Sent: Monday, 17 September 2018 2:35 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: Re: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi Hsiao Tong

As spoken, please kindly update us the status of this claim,thanks.

Regards,

SM AUTOMOTIVE

1 Kaki Bukit Ave 6

Blk C #01-43

Singapore 417883

Tel: 6747 9241 Fax: 6741 7276

From: sm automotive <sm_automotive@hotmail.com>

Sent: Thursday, September 6, 2018 10:01 AM

To: Hsiao Tong (LKKAuto)

Cc: Admin A

Subject: Re: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi Hsiao Tong

Contents noted with thanks.

Please kindly expedite as our client had keep chase at our end,thanks.

Regards,

SM AUTOMOTIVE

1 Kaki Bukit Ave 6

Blk C #01-43

Singapore 417883
Tel: 6747 9241 Fax: 6741 7276

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, September 6, 2018 9:57 AM
To: sm automotive
Cc: Admin A
Subject: RE: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi,

We are pending instruction from our principal.

We will get back to you asap.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: sm automotive <sm_automotive@hotmail.com>
Sent: Tuesday, 4 September 2018 11:37 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi Hsiao Tong

Refer our email dd17.08.18 till date has yet heard from you.

Please kindly update us the status,thanks.

Regards,

SM AUTOMOTIVE

1 Kaki Bukit Ave 6
Blk C #01-43

Singapore 417883
Tel: 6747 9241 Fax: 6741 7276

From: sm automotive <sm_automotive@hotmail.com>
Sent: Friday, August 17, 2018 1:29 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: Re: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi Hsiao Tong

Please advice your offer and revert for close case, thanks.

Regards,

SM AUTOMOTIVE

1 Kaki Bukit Ave 6
Blk C #01-43
Singapore 417883
Tel: 6747 9241 Fax: 6741 7276

From: sm automotive <sm_automotive@hotmail.com>
Sent: Wednesday, August 1, 2018 12:19 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: Re: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi Hsiao Tong & Mei Kwan

Please expedite as drag quite long and our client had keep chase at our end, thanks.

Regards,

SM AUTOMOTIVE

1 Kaki Bukit Ave 6
Blk C #01-43
Singapore 417883
Tel: 6747 9241 Fax: 6741 7276

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Tuesday, July 31, 2018 8:03:25 AM
To: sm automotive
Cc: Admin A
Subject: RE: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi,

We are still pending for DS instruction from our principal.

By copy to Mei Kwan.

Kindly assist to follow up with DAI.

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: sm automotive <sm_automotive@hotmail.com>

Sent: Wednesday, 25 July 2018 10:41 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: Re: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi Hsiao Tong

Please kindly update us the status of this claim,thanks.

Regards,

Sukyi Chong

SM AUTOMOTIVE

1 Kaki Bukit Ave 6

Blk C #01-43

Singapore 417883

Tel: 6747 9241 Fax: 6741 7276

From: sm automotive <sm_automotive@hotmail.com>

Sent: Tuesday, July 17, 2018 11:01:24 AM

To: Hsiao Tong (LKKAuto)

Cc: Admin A

Subject: Re: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi Hsiao Tong

Please advice your offer and revert for close case,thanks.

Regards,

SM AUTOMOTIVE

1 Kaki Bukit Ave 6

Blk C #01-43
Singapore 417883
Tel: 6747 9241 Fax: 6741 7276

From: sm automotive <sm_automotive@hotmail.com>
Sent: Friday, July 6, 2018 1:13:54 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: Re: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi Hsiao Tong

Please advice your offer and revert for close case,thanks.

Regards,

SM AUTOMOTIVE

1 Kaki Bukit Ave 6
Blk C #01-43
Singapore 417883
Tel: 6747 9241 Fax: 6741 7276

From: sm automotive <sm_automotive@hotmail.com>
Sent: Tuesday, June 26, 2018 1:13:07 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: Re: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi Hsiao Tong

Please advice your offer and revert for close case,thanks.

Regards,

SM AUTOMOTIVE

1 Kaki Bukit Ave 6
Blk C #01-43
Singapore 417883
Tel: 6747 9241 Fax: 6741 7276

From: sm automotive <sm_automotive@hotmail.com>
Sent: Wednesday, June 6, 2018 10:30:13 AM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: Re: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi Hsiao Tong

Contents noted with thanks.

Regards,

SM AUTOMOTIVE

1 Kaki Bukit Ave 6
Blk C #01-43
Singapore 417883
Tel: 6747 9241 Fax: 6741 7276

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, June 6, 2018 8:20:19 AM
To: sm automotive
Cc: Admin A
Subject: RE: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi,

We refer to your below email.

We are still pending for DS instruction from our principal(Direct Asia).

We will follow up and get back to you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: sm automotive [mailto:sm_automotive@hotmail.com]
Sent: Tuesday, 5 June 2018 2:01 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: Re: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi Hsiao Tong

Please advice your offer and revert for close case,thanks.

Regards,

SM AUTOMOTIVE

1 Kaki Bukit Ave 6
Blk C #01-43
Singapore 417883
Tel: 6747 9241 Fax: 6741 7276

From: sm automotive <sm_automotive@hotmail.com>

Sent: Friday, May 18, 2018 4:17:31 PM

To: Hsiao Tong (LKKAUTO)

Cc: Admin A; Asher Sng (LKKAUTO); Joy Irene (LKKAUTO); Mei Kwan (LKKAUTO)

Subject: Re: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi Hsiao Tong

Contents noted with thanks.

Regards,

SM AUTOMOTIVE

1 Kaki Bukit Ave 6
Blk C #01-43
Singapore 417883
Tel: 6747 9241 Fax: 6741 7276

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Sent: Friday, May 18, 2018 4:08:33 PM

To: sm automotive

Cc: Admin A; Asher Sng (LKKAUTO); Joy Irene (LKKAUTO); Mei Kwan (LKKAUTO)

Subject: RE: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi,

Noted.

We will expedite the matter.

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: sm automotive [mailto:sm_automotive@hotmail.com]

Sent: Friday, 18 May 2018 4:04 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: Re: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi Hsiao Tong

Refer our email dd04.05.18 till date has yet heard from you.

Please let us have your offer for close case,thanks.

Regards,

SM AUTOMOTIVE

1 Kaki Bukit Ave 6

Blk C #01-43

Singapore 417883

Tel: 6747 9241 Fax: 6741 7276

From: sm automotive <sm_automotive@hotmail.com>

Sent: Friday, May 4, 2018 1:00:44 PM

To: Hsiao Tong (LKKAuto)

Cc: Admin A; Asher Sng (LKKAuto); Joy Irene (LKKAuto); Mei Kwan (LKKAuto)

Subject: Re: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Without Prejudice

Hi Hsiao Tong

Please advice your offer and revert for close case,thanks.

Regards,

SM AUTOMOTIVE

1 Kaki Bukit Ave 6
Blk C #01-43
Singapore 417883
Tel: 6747 9241 Fax: 6741 7276

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, April 26, 2018 1:49:51 PM
To: sm automotive; Hsiao Tong (LKKAuto)
Cc: Admin A; Asher Sng (LKKAuto); Joy Irene (LKKAuto)
Subject: RE: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM *** LKK REF: CC6/DAI18005988/Apa3

Dear Sir / Madam,

Thank you for your email.

Please note that: -

LKK ref	Officer in charge
CC6/DAI18005988/Apa3	Hsiao Tong - 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: sm automotive [mailto:sm_automotive@hotmail.com]
Sent: Thursday, 26 April, 2018 9:48 AM
To: Admin A <admin-a@lkkauto.com>
Subject: SKU6421M CLAIMING SLL2095H DOA 28.03.18 SM

Dear Motor Claims Department,

Enclosed LOD and supporting documents for your reference.

Please kindly advise officer in charge and hope to receive offer soon.

Thank you.

Regards,

Chloe

SM AUTOMOTIVE

1 Kaki Bukit Ave 6
Blk C #01-43
Singapore 417883
Tel: 6747 9241 Fax: 6741 7276

Assignment

To: SM Automotive (Workshop)

In consideration for your agreement to repair my motor vehicle registration no. SKU6421M and to defer demanding for payment of the cost of repair, I/we the undersigned do hereby irrevocably assign absolutely to you all the proceeds of my/our claim(s) including damages, interest, costs and expenses (including legal costs / disbursements payable on a party and party basis which are to be paid to the parties so entitled including solicitors, vehicle appraisers and other experts / consultants).

I/We further confirm that payment to you only or to any person authorised by you to receive payment shall constitute a good and effectual discharge of the obligations by any party of the aforesaid proceeds of my/our claim(s).

I/We authorise you expressly to give notice of this assignment to the party concerned.

I/We confirm that by this assignment, I/we shall not be entitled in law to receive any payment. If a cheque is sent to me/us, I/we shall return same to the sender as I/we am/are precluded from accepting any payment.

Dated this 28 day of 03 2018

Signature	:	<u>[Signature]</u>
Name	:	<u>Yeo Khep Mu</u>
ID No.	:	<u>513934598</u>
Address	:	<u></u>
Witness Signature	:	<u>[Signature]</u>
Witness Name	:	<u>Chew Jue Jin</u>
Witness ID	:	<u>SP82661811</u>
Witness Address	:	<u></u>

SM AUTOMOTIVE

Our Ref : SKU6421M
Your Ref : SLL2095H
Date : 26th April 2018

Block 1 Kaki Bukit Avenue 6
#01-43
Singapore 417883
Tel: (65) 6747 9241
Fax: (65) 67417276

DirectAsia Ins Singapore Pte Ltd

Dear Sirs,

RE : Accident Involving SKU6421M & SLL2095H ON 28.03.2018 Along Jelapang Road Towards Bt Panjang At 17:50HRS

We are instructed by **YEO KHENG MUI** to claim damages and losses against you in connection with the above-captioned road traffic accident which our client's vehicle **SKU6421M** was damaged by vehicle **SLL2095H** driven by your insured at the material time.

We are instructed that the said accident was caused by your insured's negligent driving and/or management of the vehicle. As a result of the accident, our client's vehicle was damaged and our client has been put to loss and expense, particulars of which are as follows :-

1) Repair Costs	\$ 5,500.00
2) Loss of Rental for 06 days (5 + 1 weekend)	\$ 720.00
3) LTA Fee	\$ 7.45
	<u>\$ 6,227.45</u>

A copy each of the following supporting documents is enclosed :-

- 1) Accident report of our client
- 2) Final repair bill
- 3) LTA Receipt

Please let us have your cheque for the sum of **\$6,227.45** made payable to us, **SM AUTOMOTIVE** in the next 14 days

Yours faithfully,

SM AUTOMOTIVE



LETTER OF AUTHORISATION

SM AUTOMOTIVE

Kaki Bukit Avenue 6
Blk 1 #01-43
Singapore 417883

Dear Sir,

Accident on

28/03/18, 1750

Involving Vehicles

SKU6421M, SLL2095H

Along

Jelapang Rd towards Bt Panjang

I/We, the registered owner/driver of vehicle registration no: _____
have involved in the above accident.

SKU6421M

I/We hereby authorize **SM AUTOMOTIVE** to commence repairs of the said vehicle forthwith.

I/We agree to assign the whole proceeds of my/our comprehensive/third party claim to you and our solicitor, _____, to act on my/our behalf in respect of the above matter. And if applicable, my/our solicitors shall accept this as my/our irrevocable authority to pay the amount as deemed compensated direct to you after deduction of their costs on a Solicitor and client basis.

I/We undertake to co-operate fully with you and our solicitors to ensure that claim is successful.

I/We also authorize you to sign all discharge vouchers/indemnity forms and all necessary papers in relation with the above claim in my/our absence.

Your kind co-operation in this matter will be much appreciated.

Yours truly,

Owner's Signature

(Company's stamp if applicable)

Name:

YEO KEONG MUI

NID No:

S 1393459 B

Date:

29/03/2018

RELEASE VOUCHER
(Direct Asia Express Third Party Claim)

"We/I, SM AUTOMOTIVE ("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\$6,100.00 (Global Sum) for vehicle no. SKU 6421M that was damaged pursuant to the accident which occurred on 28/03/2018 (date) along JELAPANG ROAD TWDS BT PANJANG (location) involving vehicles no/s. SLL 2095H. This is pursuant to the inspection conducted on 29/03/2018 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner YEO KHENG MUI ("the third party claimant") of vehicle no. SKU 6421M 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 SKU 6421M (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 29 (day) of 09 (month) 2018 (year)



Lup

Signed by appointed surveyor



Suzji Choy

Signed by "the workshop" (with chop)

SM AUTOMOTIVE

Block C, 1 Kaki Bukit Avenue 6 #01-43 Singapore 417883

Email: SM_AUTOMOTIVE@HOTMAIL.COM

Tel: (65) 6747 9241 Fax: (65) 6741 7276

RCB No.: 53231488C

TAX INVOICE

Direct Asia Ins. Singapore Pte Ltd

88 South Bridge Road

Singapore

Singapore 058716

Client : YEO KHENG MUI

Invoice No : SMP11804-0020

Date : 26-Apr-18

Date of Accident : 28-Mar-18

Vehicle No. : SKU6421M

Model Type : VW Jetta

Descriptions		Amount
Lump Sum Repair Cost		5,500.00
Total		5,500.00

SIN DOLLARS: FIVE THOUSAND AND FIVE HUNDRED ONLY





WIN WIN RENT-A-CAR PTE LTD

Invoice

SKU6421M
PAMELA ANNE LAU
BLK 535 BUKIT PANJANG RING ROAD
#03-823
S(670535)

Invoice No : WPLIN0001883
Invoice Date : 4/4/2018
Due Date : 4/4/2018
VHA No : 2074
Referral ID : S019

Description :	Amount
Rental for 6 Day/s @ \$120 per Day	\$720

Vehicle No : SJY8510S

Vehicle Description : Toyota Altis 1.6A

Rental Period : 28/03/2018 to 03/04/2018

Total Amount Payable : \$720

WIN WIN RENT-A-CAR PTE LTD

8 Kaki Bukit Ave 4 #06-04 Premier@Kaki Bukit Singapore 415875
Tel: 6315 8479 H/P: 9833 0807

VHA No: 2074

Invoice No: WPLIN 1853

Hirer's Vehicle No:

UEN: 201505115E

VEHICLE RENTAL AGREEMENT

HIRER'S PARTICULARS

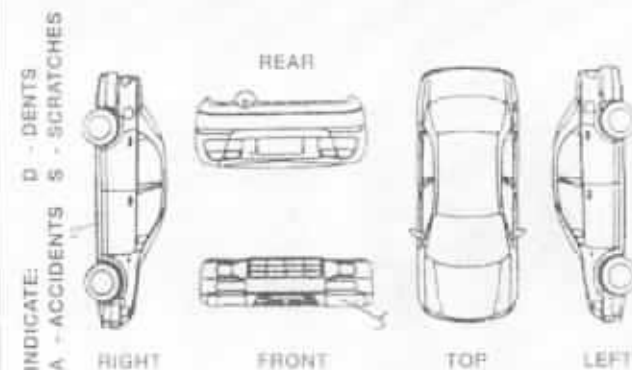
Name: (as in I/C) Lim Joo Ann
NRIC / FIN No: 9104167
Address (Res): 115, 5th Floor, 115, 5th Floor, 115, 5th Floor
Name & Address of Employer:

Occupation: _____ Driving Exp: _____
Singapore Driving Licence No: _____
Issue Date: _____ Date of Birth: 19/12/1972
Tel: (O) _____ (R) _____ HP: 9235-6175

ADDITIONAL DRIVER'S PARTICULARS

Name: (as in I/C) _____
NRIC / FIN No: _____
Address (Res): _____
Occupation: _____ Driving Exp: _____
Singapore Driving Licence No: _____
Issue Date: _____ Date of Birth: _____
Tel: (O) _____ (R) _____ H/P: _____

VEHICLE CHECK LIST



MISSING / FAULTY ACCESSORIES / PARTS

REMARKS: _____

Vehicle No: STY25105 Replace Veh No: _____

Mileage Out: 96597 Mileage Out: _____

Make & Model: TOYOTA ALTIS (Auto/ Manual)

Out : Date 28/03/2018 Time: _____

HIRE / PERIOD EXPIRY Time: _____

NON-WAIVER EXCESS-\$ 2000

CHARGES

Daily	6	@ \$ 120	per day	\$ 720	-
Weekly		@ \$	per week		
Monthly		@ \$	per month		
Hours		@ \$	per hour		
Extension		@ \$			
Delivery/Collection Service					

SUB-TOTAL \$

PETROL LEVEL

Out	E	1/8	1/4	3/8	1/2	5/8	3/4	7/8	F
In	E	1/8	1/4	3/8	1/2	5/8	3/4	7/8	F

Fuel

Traffic / Parking Fines

TOTAL CHARGES \$

Hirer's Signature

Additional Driver's Signature

I have read and agree to the terms and condition on both sides of the agreement. If I have presented a charge/credit card for payment, I agree that all amounts payable under this agreement and for parking and traffic infringements may be billed to that account and my signature above will be considered to have been made on the charge/credit card voucher. All information I have given WIN WIN RENT-A-CAR PTE LTD in connection with this agreement is true.

*IMPORTANT

- VEHICLE IS STRICTLY PROHIBITED FOR "HIRE FOR REWARDS" USAGE SUCH AS UBER / GRABCAR / GRABSHARE ETC.
- ONLY PERSON ABOVE 23 YEARS OF AGE WITH MORE THAN 2 YEARS DRIVING EXPERIENCE, AUTHORISED, LICENSED AND SIGNING THIS AGREEMENT MAY DRIVE THE VEHICLE.
- ALL PARKING AND TRAFFIC VIOLATIONS ARE THE RESPONSIBILITY OF THE HIRER. AN ADMINISTRATIVE CHARGE WILL BE LEVIED ON ANY TRAFFIC VIOLATIONS REDIRECTED.
- THE HIRER SHALL BE LIABLE FOR EXCESS CHARGES FOR ANY LATE RETURN AT THE RATE SHOWN PER HOUR OR PER DAY, INCLUSIVE OF COW AND/OR FM WHERE APPLICABLE.
- IN CASE OF ACCIDENT, THE HIRER SHALL REPORT TO RENTAL OFFICE IMMEDIATELY. IF THERE IS BODILY INJURIES, A POLICE REPORT MUST BE MADE WITHIN 24 HOURS.

RETURN OF VEHICLE: THE HIRER / DRIVER IS REQUIRED TO SIGN IN THE COLUMN * SIGNATURE OF HIRER / DRIVER * FAILING WHICH THE DAY AND TIME INSERTED BELOW SHALL BE DEEMED TO BE THE DAY AND TIME THE VEHICLE IS RETURNED TO WIN WIN RENT-A-CAR PTE LTD AND THE SAME SHALL BE ACCEPTED AS CONCLUSIVE EVIDENCE OF THE SAME AND SHALL NOT BE CHALLENGED OR QUESTIONED ON ANY ACCOUNT WHATSOEVER.

DATE IN	TIME IN	MILEAGE	CHECKED BY	REMARKS	SIGNATURE OF HIRER/DRIVER
<u>28/03/2018</u>	<u>09:00</u>	<u>96597</u>			



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 29 Mar 2018 / 11:28:47

Receipt Date/Time : 29 Mar 2018 / 11:28:47

Tax Invoice/Receipt

Receipt No. : ITNET-00000-180329-000773

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - SLL2095H				
As at 28 Mar 2018/17:50:00				
Insurance Co: DIRECT ASIA INSURANCE (SINGAPORE) PTE LTD				
1	Insurance Enquiry - SLL2095H Enquiry Fee 20180329112751192246	7.00	0.49	7.49
	Sub-Total	7.00	0.49	7.49
	Total Before Rounding	7.00	0.49	7.49
	Rounding Difference			0.04
	Total Amount Payable			7.45
Paid By				
	20180329112758507	Direct Debit: eNETS Debit (Internet Banking)		7.45
	Total			7.45
	Cash Change			0.00
	Tendered Amount			7.45
	Excess Refundable Amount			0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

Print Receipt

OK

Save as PDF

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 1 October 2018 11:49 AM
To: 'Janice Koh'
Cc: Admin A
Subject: RE: [EXT] RE: CLAIM: 76017 , CLAIMED POLICY: MT/00451324 , POLICY HOLDER: CALVIN ONG | ACCDT INV LVG SLL2095H (OI) > SKU6421M (LIBERTY) ON 28/03/2018 ALONG BLOCK 505 JELAPANG ROAD

Without Prejudice

Hi,

We refer to the above matter.
Case has been settled at g/s **\$6,100.00(all-in)** with Third Party repairer.

We will proceed to close file and submit all the relevant documents to your good office(via email) soonest.

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: Janice Koh <janice.koh@directasia.com>
Sent: Monday, 24 September 2018 4:03 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: CLAIM: 76017 , CLAIMED POLICY: MT/00451324 , POLICY HOLDER: CALVIN ONG | ACCDT INV LVG SLL2095H (OI) > SKU6421M (LIBERTY) ON 28/03/2018 ALONG BLOCK 505 JELAPANG ROAD

Without Prejudice

Hi Hsiao Tong,

Please proceed with it.

Thanks

Regards

Janice Koh / Claims Specialist

Direct: +65 6603 3680

DirectAsia Insurance

Customer Service: +65 6665 5555



***Our Service Centre at South Bridge Road will close with effect from 1 Aug 2018
and we are looking for a new home. Stay tuned for updates.*

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

Sent: Monday, 24 September, 2018 3:00 PM

To: Janice Koh

Cc: Admin A

Subject: RE: [EXT] RE: CLAIM: 76017 , CLAIMED POLICY: MT/00451324 , POLICY HOLDER: CALVIN ONG | ACCDT
INVLVG SLL2095H (OI) > SKU6421M (LIBERTY) ON 28/03/2018 ALONG BLOCK 505 JELAPANG ROAD

Without Prejudice

Hi Janice,

Thank you for your email.

We seek your approval to offer Third Party repairer, **SM AUTOMOTIVE** at **\$6,107.45(all-in)**. The breakdown is as follows: -

1. Cost of Repair	\$ 5,500.00
2. Loss of Rental (6days x \$100.00)	\$ 600.00
3. LTA/GIA Search Fee	\$ 7.45
TOTAL	<u>\$ 6,107.45</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: Janice Koh <janice.koh@directasia.com>

Sent: Monday, 24 September 2018 11:20 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: [EXT] RE: CLAIM: 76017 , CLAIMED POLICY: MT/00451324 , POLICY HOLDER: CALVIN ONG | ACCDT
INVLVG SLL2095H (OI) > SKU6421M (LIBERTY) ON 28/03/2018 ALONG BLOCK 505 JELAPANG ROAD

Hi Hsiao Tong

Liability is not in OI favour.

Thanks

Regards

Janice Koh / Claims Specialist

Direct: +65 6603 3680

DirectAsia Insurance

Customer Service: +65 6665 5555

Office: 20 Anson Road, #08-01, S(079912)

www.directasia.com



***Our Service Centre at South Bridge Road will close with effect from 1 Aug 2018 and we are looking for a new home. Stay tuned for updates.*

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

Sent: Friday, 21 September, 2018 12:37 PM

To: Janice Koh

Cc: Admin A

Subject: [EXT] RE: CLAIM: 76017 , CLAIMED POLICY: MT/00451324 , POLICY HOLDER: CALVIN ONG | ACCDT INVLVG SLL2095H (OI) > SKU6421M (LIBERTY) ON 28/03/2018 ALONG BLOCK 505 JELAPANG ROAD

Hi Janice,

Attached is a copy of survey report with damaged photos as requested.

Kindly let us have your instruction on this matter.

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: Janice Koh <janice.koh@directasia.com>

Sent: Thursday, 20 September 2018 9:36 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: CLAIM: 76017 , CLAIMED POLICY: MT/00451324 , POLICY HOLDER: CALVIN ONG | ACCDT INVLVG SLL2095H (OI) > SKU6421M (LIBERTY) ON 28/03/2018 ALONG BLOCK 505 JELAPANG ROAD

Hi Mei Kwan,

Kindly let us have a copy of your survey report

Thank you

Regards

Janice Koh / Claims Specialist

Direct: +65 6603 3680

DirectAsia Insurance

Customer Service: +65 6665 5555

Office: 20 Anson Road, #08-01, S(079912)

www.directasia.com



***Our Service Centre at South Bridge Road will close with effect from 1 Aug 2018 and we are looking for a new home. Stay tuned for updates.*

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Friday, August 17, 2018 1:46 PM

To: Motor Claims; Claim

Cc: Hsiao Tong (LKKAuto); Admin A

Subject: [EXT] RE: Direct Settlement - Accident Involving SLL2095H (OI :DAI - TBA) AND SKU6421M(TP : LKK REF - CC6/DAI18005988/Apa3) on 28/03/2018

Importance: High

Dear Sir / Madam,

We refer to the above matter.

Please kindly advise liability soonest.

Meanwhile, kindly provide us the claim reference for our necessary action.

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: Mei Kwan (LKKAuto)

Sent: Tuesday, 3 July, 2018 6:25 PM

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

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

Subject: RE: Direct Settlement - Accident Involving SLL2095H (OI :DAI - TBA) AND SKU6421M(TP : LKK REF - CC6/DAI18005988/Apa3) on 28/03/2018

WITHOUT PREJUDICE

Dear Sir / 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

Please kindly advise liability soonest.

Meanwhile, kindly provide us the claim reference for our necessary action.

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: Mei Kwan (LKKAuto)

Sent: Tuesday, 3 April, 2018 3:04 PM

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

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

Subject: Direct Settlement - Accident Involving SLL2095H (OI :DAI - TBA) AND SKU6421M(TP : LKK REF - CC6/DAI18005988/Apa3) on 28/03/2018

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We had inspected the vehicle SKU 6421M at M/s SM Automotive - Kaki Bukit and the repairer would like to do direct settlement with Direct Asia Insurance (S) PL.

Enclosed herewith a copy of TP's GIA report for your perusal.

Please be informed that estimate is not ready yet.

Please kindly advise liability soonest.

Meanwhile, kindly provide us the claim reference for our necessary action.

Kindly take note that the case handler in-charge 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

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51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile			
DIRECT ASIA INSURANCE (S) PL		Ref : CC6/DAI18005988/Apa3q2	
20 ANSON ROAD #08-01 TWENTY ANSONS SINGAPORE 079912		Date : 02-10-2018	
		Code : DAI	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	SLL 2095H	Veh. Inspected	SKU 6421M
Policy No.		Coverage (\$)	0.00
Claim No.	76017	Excess (\$)	0.00
Assign From		Assign Date	29/03/2018
2. Vehicle Particulars & Condition			
Make & Model	VOLKSWAGEN JETTA	c.c	1390
Engine No.	HIDDEN	Year of Reg.	2009
Chassis No.	WVWZZZ1KZ9U021192	Colour	GREEN
Odometer	167857	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	GOOD		
3. Conditions of Tyres			
	Size	Make	Balance
R/H Front Tyre	215/55 R16	BRIDGESTONE	6 mm
L/H Front Tyre	215/55 R16	BRIDGESTONE	6 mm
R/H Rear Tyre	215/55 R16	BRIDGESTONE	6 mm
L/H Rear Tyre	215/55 R16	BRIDGESTONE	6 mm
4. Description of Damages			
THE VEHICLE SUSTAINED DAMAGES AT THE FRONT O/S PORTION. DAMAGES SEE DETAILS.			
5. General Information			
Accident Date	28/03/2018	Inspection Date	29/03/2018
Survey held at	SM AUTOMOTIVE BLK C, 1 KAKI BUKIT AVENUE 6 #01-43 SINGAPORE 417883		
5a. Remarks			
A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			
5b. Estimate Days of Repair			
ESTIMATED NORMAL PERIOD FOR REPAIR:		5 Working Days	

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ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SKU 6421M

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<u>REPLACEMENT OF PARTS</u>			
2	FRONT HEAD LAMP @\$676.05	O/S CRACKED	1,352.10	676.05
2	FRONT HEAD LAMP STICKER @\$120.00	NECESSARY	240.00	30.00
2	FRONT HEAD LAMP LOWER BRACKET @\$29.35	O/S CRACKED	58.70	29.35
1	FRONT BUMPER	DEFORMED	1,155.85	1,155.85
10	FRONT BUMPER CLIP @\$6.50	NECESSARY	65.00	30.00
2	FRONT BUMPER SIDE RETAINER @\$32.55	O/S NECESSARY	65.10	32.55
1	FRONT R/H BUMPER SIDE COVER	CUT	83.45	83.45
1	FRONT R/H BUMPER FOG LAMP	CRACKED	195.95	195.95
1	FRONT R/H BUMPER FOG LAMP CHROME	NOT NECESSARY	394.05	-
1	FRONT R/H BUMPER FOG LAMP COVER	CRACKED	128.50	128.50
1	FRONT R/H BUMPER FOG LAMP TOP COVER	CUT	69.05	69.05
1	FRONT BUMPER NUMBER PLATE	CRACKED	50.00	50.00
1	FRONT BUMPER NUMBER PLATE GARNISH	DEFORMED	44.15	44.15
1	FRONT BUMPER CENTRE COVER	NOT NECESSARY	243.15	-
1	FRONT BUMPER LOWER COVER	CRACKED	191.75	191.75
1	FRONT BUMPER LOWER SPOILER	CUT	345.45	345.45
1	FRONT BUMPER INNER SPONGE	CRACKED	69.85	69.85
1	FRONT BUMPER REINFORCEMENT	BENT	618.55	618.55
1	FRONT GRILLE	CRACKED	596.30	596.30
1	FRONT GRILLE EMBLEM LOGO	NECESSARY	86.25	86.25
1	FRONT R/H FENDER	TO REPAIR SEE LABOUR	578.95	-
1	FRONT R/H FENDER COWLING	NOT NECESSARY	259.55	-
1	FRONT SUPPORT PANEL ASSY	CRACKED	1,156.60	1,156.60
1	FRONT WIPER TANK	DEFORMED	137.25	137.25
1	FRONT WIPER TANK MOTOR	NOT NECESSARY	138.15	-
1	FRONT RADIATOR	NOT NECESSARY	545.65	-
1	FRONT RADIATOR FAN MOTOR ASSY	NOT NECESSARY	816.95	-
1	FRONT AIR-CON CONDENSER	NOT NECESSARY	631.35	-
1	FRONT R/H RIM	NOT NECESSARY	1,168.35	-
1	FRONT R/H TYRE	NOT NECESSARY	350.00	-

Report Ref No. CC6/DAI18005988/Apa3q2



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Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
1	FRONT R/H LOWER ARM	NOT NECESSARY	357.25	-
1	FRONT R/H KNUCKLE ARM	NOT NECESSARY	631.60	-
1	FRONT R/H KNUCKLE ARM BEARING	NOT NECESSARY	491.60	-
1	FRONT R/H SHOCK ABSORBER	NOT NECESSARY	325.50	-
1	FRONT STEERING RACK	NOT NECESSARY	4,878.15	-
	LESS 10% DISCOUNT		-	-286.35
			18,520.10	5,440.55
	LABOUR			
	TO REMOVE & REFIT AIR-CON CONDENSER, RADIATOR, FAN MOTOR & TOP UP GAS.		380.00	120.00
	TO REMOVE & REFIT FRONT R/H UNDERCARRIAGE.	NOT NECESSARY	380.00	-
	TO REMOVE & REFIT FRONT STEERING RACK.	NOT NECESSARY	450.00	-
	TO CHECK WHEEL ALIGNMENT.	NOT NECESSARY	150.00	-
	TO CHECK WIRING.		80.00	30.00
	TOWING FEE.	NOT NECESSARY	100.00	-
	TUFF KOTE.	NOT NECESSARY	100.00	-
	PANEL BEATING INCLUSIVE OF THE REPAIR OF FRONT R/H FENDER.		1,600.00	800.00
	SPRAY PAINTING.		1,600.00	500.00
			4,840.00	1,450.00
	GRAND TOTAL		23,360.10	6,890.55
	RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)			5,500.00

Report Ref No. CC6/DAI18005988/Apa3q2

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ADRIAN LING WAI PING

B.Eng,AMSOE,AMIRTE,AMSAE-A,M.MATAI

Licensed Appraiser

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