

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Tuesday, 19 June 2018 4:21 PM
To: Erin Goh
Cc: flora.quek@directasia.com; 'Claim'; SUR; Bryan Ang (LKKAuto)
Subject: FW: New Fire Case: Claim: 77212 /EG, Claimed Policy: MT/00268721/02 , Policy Holder: Tong Eng Tan
Attachments: REPORT.pdf; FIRE REPORT.pdf

Dear Erin,

Enclosed herewith SCDF report.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Bryan Ang (LKKAuto)
Sent: Wednesday, 13 June 2018 6:11 PM
To: Erin Goh <erin.goh@directasia.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Flora Quek <flora.quek@directasia.com>; Claim <claim@directasia.com>
Subject: RE: New Fire Case: Claim: 77212 /EG, Claimed Policy: MT/00268721/02 , Policy Holder: Tong Eng Tan

Dear Erin

Attached is a soft copy of my technical report into the cause of fire.

Hard copy of report will be forwarded to your good office together with our survey report and invoice for work done.

We have not receive the SCDF fire report yet. Once we receive, we will forward a copy to you.

Please follow up with your insured hereon.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Bryan Ang (LKKAuto)
Sent: Wednesday, 6 June 2018 5:30 PM
To: 'Erin Goh' <erin.goh@directasia.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Flora Quek <flora.quek@directasia.com>; Admin A <admin-a@lkkauto.com>; Claim <claim@directasia.com>
Subject: RE: New Fire Case: Claim: 77212 /EG, Claimed Policy: MT/00268721/02 , Policy Holder: Tong Eng Tan

Dear Erin

Attached my email sent yesterday.

No modifications found on the insured vehicle.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Erin Goh [<mailto:erin.goh@directasia.com>]

Sent: Wednesday, 6 June 2018 4:13 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Flora Quek <flora.quek@directasia.com>; Admin A <admin-a@lkkauto.com>; Claim <claim@directasia.com>

Subject: New Fire Case: Claim: 77212 /EG, Claimed Policy: MT/00268721/02 , Policy Holder: Tong Eng Tan

Dear Bryan,

Please advise if there was any modification to engine.

If you have any further enquiries, please do not hesitate to contact me at 6603 3625 or call our claims hotline at 6532 1818.

Thank you and have a nice day!

Best regards,

Erin Goh / Claims Specialist

Direct: +65 6603 3625

DirectAsia Insurance

Customer Service: +65 6665 5555

Retail: 88 South Bridge Road, S(058716)

www.directasia.com



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From: Erin Goh

Sent: Wednesday, 6 June, 2018 3:38 PM

To: 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Flora Quek <flora.quek@directasia.com>; Admin A <admin-a@lkkauto.com>; Claim <claim@directasia.com>

Subject: RE: [EXT] RE: New Fire Case: Claim: 77212 /EG, Claimed Policy: MT/00268721/02 , Policy Holder: Tong Eng Tan

Dear Veron,

Noted on the below. Policy excess is \$500.00.

If you have any further enquiries, please do not hesitate to contact me at 6603 3625 or call our claims hotline at 6532 1818.

Thank you and have a nice day!

Best regards,

Erin Goh / Claims Specialist

Direct: +65 6603 3625

DirectAsia Insurance

Customer Service: +65 6665 5555

Retail: 88 South Bridge Road, S(058716)

www.directasia.com



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From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

Sent: Wednesday, 6 June, 2018 12:11 PM

To: SUR <sur@lkkauto.com>; Erin Goh <erin.goh@directasia.com>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Flora Quek <flora.quek@directasia.com>; Admin A <admin-a@lkkauto.com>

Subject: [EXT] RE: New Fire Case: Claim: 77212 /EG, Claimed Policy: MT/00268721/02 , Policy Holder: Tong Eng Tan

Dear Erin,

Enclosed preliminary revised of vehicle SJU 409B

Date of survey: 5/6/2018

Vehicle recommended Total Loss.

We have Not authorise repair.

Please advised on the police excess.

Pending for SCDF report.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Bryan Ang (LKKAuto) [<mailto:bryanang@lkkauto.com>]

Sent: Tuesday, 5 June, 2018 4:01 PM

To: assignments <assignments@lkkauto.com>

Subject: FW: New Fire Case: Claim: 77212 /EG, Claimed Policy: MT/00268721/02 , Policy Holder: Tong Eng Tan

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Erin Goh [<mailto:erin.goh@directasia.com>]

Sent: Monday, 4 June 2018 6:01 PM

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Flora Quek <flora.quek@directasia.com>; Admin A <admin-a@lkkauto.com>

Subject: New Fire Case: Claim: 77212 /EG, Claimed Policy: MT/00268721/02 , Policy Holder: Tong Eng Tan

Dear Bryan,

Yes, please purchase SCDF fire report.

If you have any further enquiries, please do not hesitate to contact me at 6603 3625 or call our claims hotline at 6532 1818.

Thank you and have a nice day!

Best regards,

Erin Goh / Claims Specialist

Direct: +65 6603 3625

DirectAsia Insurance

Customer Service: +65 6665 5555

Retail: 88 South Bridge Road, S(058716)

www.directasia.com



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From: Bryan Ang (LKKAuto) [<mailto:bryanang@lkkauto.com>]

Sent: Monday, 4 June, 2018 5:49 PM

To: Flora Quek <flora.quek@directasia.com>; Admin A <admin-a@lkkauto.com>

Cc: Erin Goh <erin.goh@directasia.com>

Subject: [EXT] RE: New Fire Case: Claim: 77212 /EG, Claimed Policy: MT/00268721/02 , Policy Holder: Tong Eng Tan

Dear Flora

Contents of your email is noted.

Will inspect the insured vehicle and revert with our preliminary findings.

Please advise if need to purchase SCDF fire report.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

From: Flora Quek [<mailto:flora.quek@directasia.com>]

Sent: Monday, 4 June 2018 5:42 PM

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Erin Goh <erin.goh@directasia.com>

Subject: New Fire Case: Claim: 77212 /EG, Claimed Policy: MT/00268721/02 , Policy Holder: Tong Eng Tan

Hi Bryan,

We need your help to conduct a technical inspection on SJU409B.

Vehicle caught fire while driving.

DOA: 03/06/2018 20:00hrs

Location: Upper Serangoon road at junction of Lor Low Koon

Insured Driver: MUHAMMAD FYRUZ BIN RUSHDI

Contact number: 93374432

Workshop name: Ah Lim Motor AMK

Workshop address: 10 Ang Mo Kio Ind Park 2A #01-09 AMK Autopoint Singapore 568047

If there are any modifications, we need your comments on whether they are compliant with LTA's modifications requirement.

Please also let us have the market value of the vehicle.

Thank You.

Attached GIA report.

Best Regards,

Flora Quek / Assistant Manager, Claims

Direct: [+65 6603 3610](tel:+6566033610)

DirectAsia Insurance

Customer Service: [+65 6665 5555](tel:+6566655555)

Retail: 88 South Bridge Road, S(058716)

www.directasia.com



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