#### **Denise Tay (LKKAuto)**

From: Denise Tay (LKKAuto)

Sent: Wednesday, 16 September 2020 11:22 AM

To: Loganathan Agoram

Cc: SUR; Shiau Chan (LKKAuto); Bryan Ang (LKKAuto); assignments

Subject: RE: TPPD Survey: Claim ref:C10004219/LA || OI- SJY3829G (Silver) TP- GBB6911Y ||

Est:0.00 || Leng Yong Motor

Dear Logan,

Thank you for your email.

We will temporary close the case at our end, if there is any need to further review please do let us know.

Best Regards,

Denise Tay | Case Handler

**LKK Auto Consultants Pte Ltd** 

Phone: 6741-3062 | email: <u>sur@lkkauto.com</u> | fax: 6271-8802 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Loganathan Agoram < loganathan.a@budgetdirect.com.sg>

**Sent:** Wednesday, 16 September 2020 10:05 AM **To:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Bryan Ang (LKKAuto)

<bryanang@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: TPPD Survey: Claim ref:C10004219/LA | | OI- SJY3829G (Silver) TP- GBB6911Y | | Est:0.00 | | Leng Yong

Motor

Dear Denise,

Our apologies on this matter but the third party law firm are not getting back to us in regards to the estimates.

Isit ok if we were to cancel our request for the paper-re survey?

Thank you and sorry for the inconvenience thus far.

Regards,

**Logan** Executive, Claims



**Customer Care** +65 6221 2111 **Claims** +65 6221 2199 **Claims (Int.)** +65 6540 2199

190 Clemenceau Avenue, #03-01 Singapore Shopping Centre Singapore 239924 budgetdirect.com.sq



Auto & General Insurance (Singapore) Pte. Limited (Co. Reg. No. 201626103G) trading as **<u>Budget</u> <u>Direct Insurance</u>**.

From: Denise Tay (LKKAuto) < denisetay@lkkauto.com >

Sent: Wednesday, 16 September 2020 8:42 am

To: Loganathan Agoram < loganathan.a@budgetdirect.com.sg>

Cc: SUR <sur@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Bryan Ang (LKKAuto)

<bryanang@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: TPPD Survey: Claim ref:C10004219/LA | | OI- SJY3829G (Silver) TP- GBB6911Y | | Est:0.00 | | Leng Yong

Motor

Dear Logan,

Any update on the estimate?

Best Regards,

Denise Tay | Case Handler

**LKK Auto Consultants Pte Ltd** 

Phone: 6741-3062 | email: <u>sur@lkkauto.com</u> | fax: 6271-8802 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Loganathan Agoram < loganathan.a@budgetdirect.com.sg>

Sent: Monday, 31 August 2020 3:39 PM

To: Denise Tay (LKKAuto) < denisetay@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Bryan Ang (LKKAuto)

<bryanang@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: TPPD Survey: Claim ref:C10004219/LA | | OI- SJY3829G (Silver) TP- GBB6911Y | | Est:0.00 | | Leng Yong

Motor

Dear Denise,

Our apologies for the delay but the TP lawfirm have yet to get back to us.

We have sent them another chaser on this matter and will keep you updated once we have heard from them.

Kindly put this matter on hold first and we will get back to you,

Thank you

Regards,

**Logan** Executive, Claims



**Customer Care** +65 6221 2111 **Claims** +65 6221 2199 **Claims (Int.)** +65 6540 2199

190 Clemenceau Avenue, #03-01 Singapore Shopping Centre Singapore 239924 budgetdirect.com.sg



Auto & General Insurance (Singapore) Pte. Limited (Co. Reg. No. 201626103G) trading as **<u>Budget</u> <u>Direct Insurance</u>**.

From: Denise Tay (LKKAuto) < <a href="mailto:denisetay@lkkauto.com">denisetay@lkkauto.com</a>>

**Sent:** Friday, 28 August 2020 4:06 pm

To: Loganathan Agoram < <a href="mailto:loganathan.a@budgetdirect.com.sg">loganathan.a@budgetdirect.com.sg</a>; Bryan Ang (LKKAuto) < <a href="mailto:bryanang@lkkauto.com">bryanang@lkkauto.com</a>

Cc: SUR <sur@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; assignments

<assignments@lkkauto.com>

Subject: RE: TPPD Survey: Claim ref:C10004219/LA || OI- SJY3829G (Silver) TP- GBB6911Y || Est:0.00 || Leng Yong

Motor

Dear Logan,

Any updates on the survey report?

Best Regards,

Denise Tay | Case Handler

**LKK Auto Consultants Pte Ltd** 

Phone: 6741-3062 | email: <u>sur@lkkauto.com</u> | fax: 6271-8802 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Denise Tay (LKKAuto) < <a href="mailto:denisetay@lkkauto.com">denisetay@lkkauto.com</a>>

Sent: Tuesday, 25 August 2020 9:32 AM

To: Loganathan Agoram < loganathan.a@budgetdirect.com.sg>; Bryan Ang (LKKAuto) < bryanang@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; assignments

<assignments@lkkauto.com>

Subject: RE: TPPD Survey: Claim ref:C10004219/LA | OI- SJY3829G (Silver) TP- GBB6911Y | Est:0.00 | Leng Yong

Motor

Dear Logan,

Any updates on the survey report?

Best Regards,

Denise Tay | Case Handler

#### **LKK Auto Consultants Pte Ltd**

Phone: 6271-0351 | email: <u>sur@lkkauto.com</u> | fax: 6271-8802 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Loganathan Agoram < loganathan.a@budgetdirect.com.sg>

Sent: Tuesday, 18 August 2020 1:34 PM

To: Denise Tay (LKKAuto) < denisetay@lkkauto.com >; Bryan Ang (LKKAuto) < bryanang@lkkauto.com >

Cc: SUR <<u>sur@lkkauto.com</u>>; Shiau Chan (LKKAuto) <<u>siewsc@lkkauto.com</u>>; assignments

<assignments@lkkauto.com>

Subject: RE: TPPD Survey: Claim ref:C10004219/LA | | OI- SJY3829G (Silver) TP- GBB6911Y | | Est:0.00 | | Leng Yong

Motor

Dear Denise,

Our apologies for the delayed reply.

We are trying to get a clearer copy of the survey report from the third party law firm.

At the moment pls keep this matter on hold first and we will get back to you once we have received the updated survey report.

Thank you

Regards,

#### **Logan** Executive, Claims



**Customer Care** +65 6221 2111 **Claims** +65 6221 2199 **Claims (Int.)** +65 6540 2199

190 Clemenceau Avenue, #03-01 Singapore Shopping Centre Singapore 239924 budgetdirect.com.sq



Auto & General Insurance (Singapore) Pte. Limited (Co. Reg. No. 201626103G) trading as **Budget Direct Insurance**.

From: Denise Tay (LKKAuto) < <a href="mailto:denisetay@lkkauto.com">denisetay@lkkauto.com</a>>

Sent: Monday, 17 August 2020 12:11 pm

To: Loganathan Agoram < <a href="mailto:loganathan.a@budgetdirect.com.sg">loganathan.a@budgetdirect.com.sg</a>; Bryan Ang (LKKAuto) < <a href="mailto:bryanang@lkkauto.com">bryanang@lkkauto.com</a>>

**Cc:** SUR < <u>sur@lkkauto.com</u>>; Shiau Chan (LKKAuto) < <u>siewsc@lkkauto.com</u>>; assignments

<assignments@lkkauto.com>

Subject: RE: TPPD Survey: Claim ref:C10004219/LA || OI- SJY3829G (Silver) TP- GBB6911Y || Est:0.00 || Leng Yong

Motor

Dear Logan,

Any updates on the clearer survey report estimate?

Best Regards,

Denise Tay | Case Handler

**LKK Auto Consultants Pte Ltd** 

Phone: 6271-0351 | email: <u>sur@lkkauto.com</u> | fax: 6271-8802

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

From: Denise Tay (LKKAuto) < denisetay@lkkauto.com >

**Sent:** Friday, 14 August 2020 10:09 AM

To: Loganathan Agoram < <a href="mailto:loganathan.a@budgetdirect.com.sg">loganathan.a@budgetdirect.com.sg</a>; Bryan Ang (LKKAuto) < <a href="mailto:bryanang@lkkauto.com">bryanang@lkkauto.com</a>>

**Cc:** SUR < <u>sur@lkkauto.com</u>>; Shiau Chan (LKKAuto) < <u>siewsc@lkkauto.com</u>>; assignments

<assignments@lkkauto.com>

Subject: RE: TPPD Survey: Claim ref:C10004219/LA | | OI- SJY3829G (Silver) TP- GBB6911Y | | Est:0.00 | | Leng Yong

Motor

Dear Logan,

Able to get a clearer copy of the survey report, the parts item and prices are too blur can't read well.

Best Regards,

Denise Tay | Case Handler

**LKK Auto Consultants Pte Ltd** 

Phone: 6271-0351 | email: <u>sur@lkkauto.com</u> | fax: 6271-8802

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

From: Loganathan Agoram < loganathan.a@budgetdirect.com.sg>

Sent: Tuesday, 11 August 2020 5:25 PM

To: Bryan Ang (LKKAuto) < bryanang@lkkauto.com >

Cc: SUR <sur@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; assignments

<assignments@lkkauto.com>

Subject: RE: TPPD Survey: Claim ref:C10004219/LA | | OI- SJY3829G (Silver) TP- GBB6911Y | | Est:0.00 | | Leng Yong

Motor

Hi Bryan,

Our apologies for not attaching the vehicle photos.

We have already attached the third party vehicle photos in this email for your perusal.

Kindly take note that we only have the photos in black & white.

Thank you

Regards,

### **Logan** Executive, Claims



**Customer Care** +65 6221 2111 **Claims** +65 6221 2199 **Claims (Int.)** +65 6540 2199

190 Clemenceau Avenue, #03-01 Singapore Shopping Centre Singapore 239924

# auto 引 general

budgetdirect.com.sg

Auto & General Insurance (Singapore) Pte. Limited (Co. Reg. No. 201626103G) trading as **Budget Direct Insurance**.

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

Sent: Friday, 7 August 2020 6:07 pm

To: Loganathan Agoram <loganathan.a@budgetdirect.com.sg>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>;

assignments < assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: TPPD Survey: Claim ref:C10004219/LA | | OI- SJY3829G (Silver) TP- GBB6911Y | | Est:0.00 | | Leng Yong

Motor

Yes received the report but no photos.

Best Regards,

**Bryan Ang** 

**LKK Auto Consultants Pte Ltd** 

phone: 6256-3561 | email: <a href="mailto:bryanang@lkkauto.com">bryanang@lkkauto.com</a> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Loganathan Agoram < loganathan.a@budgetdirect.com.sg>

Sent: Friday, 7 August 2020 5:57 PM

**To:** Bryan Ang (LKKAuto) < <a href="mailto:bryanang@lkkauto.com">bryanang@lkkauto.com</a>>; Shiau Chan (LKKAuto) < <a href="mailto:siewsc@lkkauto.com">siewsc@lkkauto.com</a>>; assignments@lkkauto.com</a>>

Cc: SUR <sur@lkkauto.com>

Subject: RE: TPPD Survey: Claim ref:C10004219/LA || OI- SJY3829G (Silver) TP- GBB6911Y || Est:0.00 || Leng Yong

Motor

Dear Bryan,

Thank you for your reply.

I have attached the TP Survey Report in this email.

Do let me know if you able to receive it.

Thank you

Regards,

### **Logan** Executive, Claims



**Customer Care** +65 6221 2111 **Claims** +65 6221 2199 **Claims (Int.)** +65 6540 2199

190 Clemenceau Avenue, #03-01 Singapore Shopping Centre Singapore 239924 budgetdirect.com.sq



Auto & General Insurance (Singapore) Pte. Limited (Co. Reg. No. 201626103G) trading as **<u>Budget</u> <u>Direct Insurance</u>**.

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

Sent: Wednesday, 5 August 2020 6:12 pm

To: Loganathan Agoram <loganathan.a@budgetdirect.com.sg>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>;

assignments < assignments@lkkauto.com >

Cc: SUR < sur@lkkauto.com >

Subject: RE: TPPD Survey: Claim ref:C10004219/LA | | OI- SJY3829G (Silver) TP- GBB6911Y | | Est:0.00 | | Leng Yong

Motor

Hi Logan

No, we did not receive.

File size should not exceed 8mb.

Best Regards,

**Bryan Ang** 

**LKK Auto Consultants Pte Ltd** 

phone: 6256-3561 | email: <a href="mailto:bryanang@lkkauto.com">bryanang@lkkauto.com</a> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Loganathan Agoram < loganathan.a@budgetdirect.com.sg>

Sent: Wednesday, 5 August 2020 5:53 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: SUR < sur@lkkauto.com>

Subject: RE: TPPD Survey: Claim ref:C10004219/LA | | OI- SJY3829G (Silver) TP- GBB6911Y | | Est:0.00 | | Leng Yong

Motor

Dear Shiau Chan,

I have sent the TP Survey Report on a separate email.

Have your received it?

Thank you

**Logan** Executive, Claims



**Customer Care** +65 6221 2111 **Claims** +65 6221 2199 **Claims (Int.)** +65 6540 2199

190 Clemenceau Avenue, #03-01 Singapore Shopping Centre Singapore 239924 budgetdirect.com.sq



Auto & General Insurance (Singapore) Pte. Limited (Co. Reg. No. 201626103G) trading as **<u>Budget</u> <u>Direct Insurance</u>**.

From: Shiau Chan (LKKAuto) < siewsc@lkkauto.com>

Sent: Wednesday, 5 August 2020 3:34 pm

To: Loganathan Agoram < <a href="mailto:loganathan.a@budgetdirect.com.sg">loganathan.a@budgetdirect.com.sg</a>; assignments < <a href="mailto:assignments@lkkauto.com">assignments@lkkauto.com</a>

Cc: SUR < sur@lkkauto.com>

Subject: RE: TPPD Survey: Claim ref:C10004219/LA | OI- SJY3829G (Silver) TP- GBB6911Y | Est:0.00 | Leng Yong

Motor

Dear Logan,

Please be informed that we have only received PRS report and still pending for TP survey report.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Thanks & Regards,

Shiau Chan (Ms)
LKK Auto Consultants Pte Ltd

From: Loganathan Agoram [mailto:loganathan.a@budgetdirect.com.sg]

Sent: Wednesday, 5 August 2020 2:41 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: SUR < sur@lkkauto.com>

Subject: RE: TPPD Survey: Claim ref:C10004219/LA | | OI- SJY3829G (Silver) TP- GBB6911Y | | Est:0.00 | | Leng Yong

Motor

Dear Shiau Chan,

Thank you for your email reply.

I will send you the attachments separately.

Thank you

## **Logan** Executive, Claims



**Customer Care** +65 6221 2111 **Claims** +65 6221 2199 **Claims (Int.)** +65 6540 2199

190 Clemenceau Avenue, #03-01 Singapore Shopping Centre Singapore 239924 budgetdirect.com.sq

# auto 引 general

Auto & General Insurance (Singapore) Pte. Limited (Co. Reg. No. 201626103G) trading as **<u>Budget</u> <u>Direct Insurance</u>**.

From: Shiau Chan (LKKAuto) < <a href="mailto:siewsc@lkkauto.com">siewsc@lkkauto.com</a>>

Sent: Wednesday, 5 August 2020 10:38 am

To: Loganathan Agoram <loganathan.a@budgetdirect.com.sg>; assignments <assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: TPPD Survey: Claim ref:C10004219/LA | | OI- SJY3829G (Silver) TP- GBB6911Y | | Est:0.00 | | Leng Yong

Motor

Dear Logan,

Kindly re-send the attachment dated 03/08/2020@9.44pm as we did not received the email.

If the attachment too huge, kindly separate and send it to us.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Thanks & Regards,

Shiau Chan (Ms)

LKK Auto Consultants Pte Ltd

From: Loganathan Agoram [mailto:loganathan.a@budgetdirect.com.sg]

Sent: Wednesday, 5 August 2020 9:23 AM

To: Admin-D (LKKAuto) <a href="mailto:admin-d@lkkauto.com">admin-d@lkkauto.com</a>; assignments <a href="mailto:assignments@lkkauto.com">assignments@lkkauto.com</a>;

Cc: SUR <sur@lkkauto.com>

Subject: RE: TPPD Survey: Claim ref:C10004219/LA | OI- SJY3829G (Silver) TP- GBB6911Y | Est:0.00 | Leng Yong

Motor

Importance: High

Hi Team,

We refer to our email dated 03/08/2020 and would like to check if there is any updates.

Thank you

Regards,

## **Logan** Executive, Claims



**Customer Care** +65 6221 2111 **Claims** +65 6221 2199 **Claims (Int.)** +65 6540 2199

190 Clemenceau Avenue, #03-01 Singapore Shopping Centre Singapore 239924

budgetdirect.com.sg



Auto & General Insurance (Singapore) Pte. Limited (Co. Reg. No. 201626103G) trading as **<u>Budget</u> <u>Direct Insurance</u>**.

From: Loganathan Agoram

Sent: Monday, 3 August 2020 9:44 pm

To: 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: TPPD Survey: Claim ref:C10004219/LA | | OI- SJY3829G (Silver) TP- GBB6911Y | | Est:0.00 | | Leng Yong

Motor

Importance: High

Hi Team,

We refer to this survey request which was done for us previously.

Currently we are seeking your assistance to do a paper-re survey on this matter.

Attached is the previous survey report and also the LOD from the third party.

Kindly let us have your acknowledgement.

Thank you

Regards,

### **Logan** Executive, Claims

T +65 6540 2186 F +65 6725 0853

E loganathan.a@budgetdirect.com.sg





190 Clemenceau Avenue, #03-01 Singapore Shopping Centre Singapore 239924



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From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Thursday, 10 October 2019 4:11 PM

**To:** Ivy Ratilla < <u>ivy.r@budgetdirect.com.sg</u>>; assignments < <u>assignments@lkkauto.com</u>> **Cc:** SUR < sur@lkkauto.com>; Loganathan Agoram < loganathan.a@budgetdirect.com.sg>

Subject: RE: TPPD Survey: Claim ref:C10004219/LA | | OI- SJY3829G (Silver) TP- GBB6911Y | | Est:0.00 | | Leng Yong

Motor

Dear Sir/Mdm,

Thank you for the assignment.

Best Regards

**G.NIVITHA** 

#### LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Ivy Ratilla [mailto:ivy.r@budgetdirect.com.sg]

**Sent:** Wednesday, 9 October 2019 5:13 PM **To:** Admin-D (LKKAuto) <a href="mailto:admin-d@lkkauto.com">admin-d@lkkauto.com</a>

Cc: SUR <sur@lkkauto.com>; Loganathan Agoram <loganathan.a@budgetdirect.com.sg>

Subject: FW: TPPD Survey: Claim ref:C10004219/LA | | OI- SJY3829G (Silver) TP- GBB6911Y | | Est:0.00 | | Leng Yong

Motor

Hi Team,

We would like to arrange TP PRS for GBB6911Y.

Please confirm. Thank you.

Regards,

#### Ivy Ratilla Executive, Claims Admin

T +65 6540 2185 F +65 6725 0853

**E** ivy.r@budgetdirect.com.sq



Customer Care +65 6221 2111 Claims +65 6221 2199 Claims (Int.) +65 6540 2199

190 Clemenceau Avenue, #03-01 Singapore Shopping Centre Singapore 239924

budgetdirect.com.sg



Auto & General Insurance (Singapore) Pte. Limited (Co. Reg. No. 201626103G) trading as **Budget Direct Insurance**.

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From: Accident@kscgp.com < Accident@kscgp.com >

**Sent:** Tuesday, 8 October 2019 11:28 AM **To:** lvy Ratilla <<u>ivy.r@budgetdirect.com.sg</u>>

Subject: RE: 1st Notice to conduct pre-repair survey (Your Ref: SJY 3829G; OurRef: GBB 6911Y/LE/ms/hf) ||

C10004219

Dear Ivy,

We enclose herewith our 2nd PRS notice for your attention and necessary action.

Thank you.

Regards, Hidaya

for and on behalf of Mr Gurdeep Singh Sekhon KSCGP Juris LLP 10 Hoe Chiang Road #13-03A Keppel Towers Singapore 089315

Tel: 6538 3611 / DID: 3152 0989 / Fax: 6538 3708

Email: accident@kscgp.com

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Dear Sirs.

Please find enclosed the Notice to Conduct Pre-Repair Survey, for your attention and necessary action.

Thank you.

Regards, Hidaya

for and on behalf of Mr Gurdeep Singh Sekhon KSCGP Juris LLP 10 Hoe Chiang Road #13-03A Keppel Towers Singapore 089315

Tel: 6538 3611 / DID: 3152 0989 / Fax: 6538 3708

Email: accident@kscgp.com

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