

Shirley Hiew (LKK Auto)

From: Bryan Ang (LKKAuto)
Sent: Friday, 8 January 2021 4:20 pm
To: Shirley Hiew (LKK Auto)
Subject: RE: TP SURVEY OF VEH NO. SHC1323B - DOA:11/08/2020

Please reply this. Check with Celine first.

Dear Dillen

CDGE had all along insisted that their price of the headlamp for this model is \$3,455/-. Parts are sourced from their own suppliers and not from Borneo Motors.

After much discussion, they have agreed to follow the price of \$2,637.60 for this case. We have amended our survey report accordingly.

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: Dillen Selvarajoo <DillenSelvarajoo@tokiomarine.com.sg>
Sent: Monday, 4 January 2021 10:03 AM
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: Lawrence Teo <TeoKoonShern@tokiomarine.com.sg>; Valencia Lee Gek Hong <ValenciaLee@tokiomarine.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: TP SURVEY OF VEH NO. SHC1323B - DOA:11/08/2020

Dear Shirley,

Good day.

We have sent back the Adjuster's Report. We assume your request for the same is because your surveyor will review and adjust the Headlamp Assy pricing.

As we have yet to receive and clarification, please assist to advice on this discrepancy and explain why there is a big difference on the price points?

Thank you.

Kindly note that in accordance with the latest measures introduced by the Government to curb the spread of the Covid-19 virus, our response/processing time may be delayed. All correspondence will be by way of email only. We seek your understanding on the same.

Regards,

Dillen Selvarajoo

Motor Claims Department

Tokio Marine Insurance Singapore Ltd.
20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046
T (65) 6592 6414 | F (65) 6221 2101 |
E dillenselvarajoo@tokiomarine.com.sg | W www.tokiomarine.com

A member of the
Tokio Marine Group

From: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]
Sent: 31/12/2020 12:39 PM
To: Dillen Selvarajoo <DillenSelvarajoo@tokiomarine.com.sg>
Cc: Lawrence Teo <TeoKoonShern@tokiomarine.com.sg>; Valencia Lee Gek Hong <ValenciaLee@tokiomarine.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: TP SURVEY OF VEH NO. SHC1323B - DOA:11/08/2020

Dear Dillen Selvarajoo,

Kindly assist to send back the adjustment report.

"Best Wishes for Merry Christmas & Happy New Year 2021"

Thank you.

Best Regards,

Shirley Hiew | 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: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Tuesday, 22 December 2020 4:10 pm
To: Dillen Selvarajoo <DillenSelvarajoo@tokiomarine.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Lawrence Teo <TeoKoonShern@tokiomarine.com.sg>; Valencia Lee Gek Hong <ValenciaLee@tokiomarine.com.sg>
Subject: RE: TP SURVEY OF VEH NO. SHC1323B - DOA:11/08/2020

Dear Dillen Selvarajoo,

Kindly inform we are still follow up with the repairer.

We will update you as soon as possible.

"Best Wishes for Merry Christmas & Happy New Year 2021"

Thank you.

Best Regards,

Shirley Hiew | 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: Dillen Selvarajoo <DillenSelvarajoo@tokiomarine.com.sg>
Sent: Tuesday, 22 December 2020 8:12 am
To: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: Lawrence Teo <TeoKoonShern@tokiomarine.com.sg>; Valencia Lee Gek Hong
<ValenciaLee@tokiomarine.com.sg>

Subject: RE: TP SURVEY OF VEH NO. SHC1323B - DOA:11/08/2020

Hi All,

Please advise on our email dated 26 November 2020 below.

We have not received the clarification from LKK Auto yet.

Thank you.

Kindly note that in accordance with the latest measures introduced by the Government to curb the spread of the Covid-19 virus, our response/processing time may be delayed. All correspondence will be by way of email only. We seek your understanding on the same.

Regards,

Dillen Selvarajoo

Motor Claims Department

Tokio Marine Insurance Singapore Ltd.
20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046
T (65) 6592 6414 | F (65) 6221 2101 |
E dillenselvarajoo@tokiomarine.com.sg | W www.tokiomarine.com

A member of the
Tokio Marine Group

Please note that all personal information provided to Tokio Marine Insurance Singapore Ltd. is subject to the Personal Data Protection Policy Statement posted at
www.tokiomarine.com

From: Dillen Selvarajoo

Sent: 26/11/2020 10:35 AM

To: sur@lkkauto.com; 'assignments' <assignments@lkkauto.com>

Cc: Teo Koon Shern (Lawrence) <TeoKoonShern@tokiomarine.com.sg>; Valencia Lee Gek Hong
<ValenciaLee@tokiomarine.com.sg>

Subject: TP SURVEY OF VEH NO. SHC1323B - DOA:11/08/2020

Dear May Fung,

We refer to the attached survey report by your adjuster Mohd Taufik Bin Hamid.

We note that your adjuster has allowed a claim for Headlamp Assy LH for the amount of \$3,455.00. We found this amount extremely high and checked with Borneo Motor who are suppliers. We were informed that the price for the Headlamp Assy is \$2,637.60. (before 20% deduction for lump sum repairs)

Kindly advise why there is a big difference on the price points?

Thank you.

Kindly note that in accordance with the latest measures introduced by the Government to curb the spread of the Covid-19 virus, our response/processing time may be delayed. All correspondence will be by way of email only. We seek your understanding on the same.

Regards,

Dillen Selvarajoo

Motor Claims Department

Tokio Marine Insurance Singapore Ltd.
20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046
T (65) 6592 6414 | F (65) 6221 2101 |
E dillenselvarajoo@tokiomarine.com.sg | W www.tokiomarine.com

Please note that all personal information provided to Tokio Marine Insurance Singapore Ltd. is subject to the Personal Data Protection Policy Statement posted at www.tokiomarine.com

This message contains confidential information and is intended only for the addressee named. If you are not the named addressee (or authorised to receive for the addressee) you must not disseminate, distribute or copy this email. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

This message contains confidential information and is intended only for the addressee named. If you are not the named addressee (or authorised to receive for the addressee) you must not disseminate, distribute or copy this email. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.