

## Shirley Hiew (LKK Auto)

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**From:** Simon Ho (LKKAuto)  
**Sent:** Tuesday, 8 September 2020 9:17 am  
**To:** Steve Chen (LKK Auto)  
**Cc:** Celine Fong (LKKAuto); Shirley Hiew (LKK Auto)  
**Subject:** Re: Our Ref : MCt20060114 Yr Ref:JEQ/200416/0620/HSP (tk)

Dear Steve,

Well done.

Shirley,

Audit check done for SLN8843R without problem.

Best Regards,

**Simon Ho**

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [simonho@lkkauto.com](mailto:simonho@lkkauto.com) | fax: 6256-4315

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



*Save the Earth. Print only when necessary.*

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**From:** Steve Chen (LKK Auto) <SteveChen@lkkauto.com>  
**Sent:** Tuesday, 8 September 2020 8:39 AM  
**To:** Simon Ho (LKKAuto) <SimonHo@lkkauto.com>  
**Cc:** Celine Fong (LKKAuto) <celinefong@lkkauto.com>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Subject:** Our Ref : MCt20060114 Yr Ref:JEQ/200416/0620/HSP (tk)

Dear Simon,

I have amend the Part price check with Borneo. The Side mirror assy \$1,774.30 (c/w assy) and the door window glass \$1,148.10.

Thanks.

Best Regards,

**Steve Chen | Assistant Automotive Assessor**

**LKK Auto Consultants**

Phone: 6256 3561 | Email: [SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com) | fax: 6256-4315

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Friday, September 04, 2020 10:53 AM  
**To:** Steve Chen (LKK Auto)  
**Cc:** Celine Fong (LKKAuto)  
**Subject:** RE: Our Ref : MCt20060114 Yr Ref:JEQ/200416/0620/HSP (tk)

**Urgent!**

Hi Steve,

Please refer to the below email from Simon.

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Re: SLN 8843R DOA - 12/06/2020



Simon Ho (LKKAuto)  
To Shirley Hiew (LKK Auto)

[Reply](#) [Reply All](#) [Forward](#)

Fri 4/9/20

If there are problems with how this message is displayed, click here to view it in a web browser.

Hi Shirley,

Audit check done for SLN8843R, found parts prices need verification.

Best Regards,

**Simon Ho**

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [simonho@lkkauto.com](mailto:simonho@lkkauto.com) | fax: 6256-4315

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Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315

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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.

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**From:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>

**Sent:** Thursday, 3 September 2020 8:20 pm

**To:** Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>; Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>

**Cc:** Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>

**Subject:** Our Ref : MCt20060114 Yr Ref:JEQ/200416/0620/HSP (tk)

Dear Shirley,

Paper survey done.

Thanks.

Best Regards,

**Steve Chen** Assistant Automotive Assessor

**LKK Auto Consultants**

Phone: 6256 3561 | Email: [SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com) | fax: 6256-4315

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**From:** Celine Fong (LKKAuto)

**Sent:** Thursday, September 03, 2020 4:27 PM

**To:** Steve Chen (LKK Auto)

**Cc:** Shirley Hiew (LKK Auto)

**Subject:** RE: Our Ref : MCt20060114 Yr Ref:JEQ/200416/0620/HSP (tk)

**Urgent!**

Dear Steve,

Please do paper survey. PRS done by you. Document uploaded in Views.

Thank you.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

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

**Sent:** Thursday, 3 September 2020 4:12 PM

**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** FW: Our Ref : MCt20060114 Yr Ref:JEQ/200416/0620/HSP (tk)

**Importance:** High

Hi Celine,

As spoken, kindly assist.

Thanks.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** Sherini Pillai <[sherini@iii.com.sg](mailto:sherini@iii.com.sg)>

**Sent:** Thursday, 3 September 2020 4:02 PM

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

**Subject:** RE: Our Ref : MCt20060114 Yr Ref:JEQ/200416/0620/HSP (tk)

**Importance:** High

Hi Hsiao Tong,

Refer to Mr Meka's email below.

Kindly let us have the re-appraisal report urgently as 3P solicitors have issued 10 days notice.

Thank you.

Best Regards,  
Sherini Pillai  
Motor & Work Injury Claims Department  
64 Cecil Street, #04/#05 IOB Building, Singapore 049711  
DID: 6347 6128 Fax: 6224 4174  
Company Registration No. 198703792K



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**From:** Mekavathanan Sarangapani <[mekavathanan@iii.com.sg](mailto:mekavathanan@iii.com.sg)>  
**Sent:** Sunday, 12 July 2020 5:07 pm  
**To:** KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>; Olivia Lau ([olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Hsiao Tong ([chewht@lkkauto.com](mailto:chewht@lkkauto.com)) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Sherini Pillai <[sherini@iii.com.sg](mailto:sherini@iii.com.sg)>; Derrick Tan <[DerrickTan@iii.com.sg](mailto:DerrickTan@iii.com.sg)>  
**Subject:** FW: Our Ref : MCT20060114 Yr Ref:JEQ/200416/0620/HSP (tk)

LKK Team

Paper survey please :-

Is that possible – Do u need to view the CCTV footage for this case for your assessment ?

Meka

Derrick, Sherini

Please upload this email and the attachments to merimen please

Description of part	Qty	Condition as inspected	Repairer's estimate	ad
Front door LH	1	repair	1,217.40	
Front door side mirror assy/motor LH	1	shorted	1,712.40	
Front door side mirror signal lamp LH	1	fractured	171.20	
Front door side mirror cap LH	1	fractured	189.10	
Front door side mirror glass LH	1	broken	578.10	
Front door window outer chrome moulding LH	1	dented	278.10	
Front door power window regulator LH	1	reuse	378.20	
Front door power window regulator motor LH	1	shorted	789.10	
Front door window glass LH	1	scratched/chaffed	1,117.90	
		<i>Subtotal before discount</i>	6,431.50	
	<i>Percentage discount</i>	<i>0% and 10%</i>	0.00	
		<b>Sub-total 1</b>	6,431.50	
Front door inner trim board clip LH	1	necessary	68.00	
		<i>Subtotal before discount</i>	68.00	



<b>Describe Circumstances of the Accident.</b>
<b>On the 12/06/2020 @ about 20:20hrs, I was driving along Tanjong Pagar Rd with no passenger on board my taxi.</b>
<b>As I open my door a vehicle of SLN8843R drove pass and grazed onto my door.</b>
<b>My taxi has no damage however the said vehicle left wing mirror damage from the impact</b>



Task	Offer Processing	Claim Details	Adjuster's Details
<b>CLAIM SUBFOLDER DETAILS</b>			[Created by adjuster]
Insured:	- Co. Reg. No.: -		
Main Claimant:	ENG HOU MONG		
Vehicle Reg. No.:	SLN8843R	Date of Loss:	12/06/2020 00:00 - :59 [78 Months and 15 Days From LTA Reg Date (Mar
Claim Type:	TP / MCT20060114	Policy/Cover Note No.:	MCOM0015
Vehicle Reg. No. Insured):	SHC1042L	Policy No. (Claimant):	
Repairer:	H S Automotives Pte Ltd (HQ) <b>PROFILE</b> BLK 2 KAKI BUKIT AVENUE 2 #01-15 KAKI BUKIT AV00THUB, 417921 Kaki Bukit - Tel:		
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Sherini Pillai]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by CHEN TSUE YEE] ... [Final Rpt due 25/06/2020]		
Est. Repair Costs:	5,000 - 6,000		

**From:** Mekavathanan Sarangapani  
**Sent:** Sunday, July 12, 2020 4:10 PM  
**To:** [claims@juseq.com.sg](mailto:claims@juseq.com.sg)  
**Cc:** Sherini Pillai <[sherini@iii.com.sg](mailto:sherini@iii.com.sg)>; Derrick Tan <[DerrickTan@iii.com.sg](mailto:DerrickTan@iii.com.sg)>  
**Subject:** FW: Our Ref : MCT20060114 Yr Ref:JEQ/200416/0620/HSP (tk)

Dear Sirs,

**PROPERTY DAMAGE CLAIM ARISING FROM ACCIDENT  
VEHICLES SLN8843R & SHC1042L AT TANJONG PAGAR  
12/6/2020**

We are in receipt of your letter of demand which is receiving our attention.

We shall revert to your shortly. Kindly note that we are preserving our rights to conduct a medical re-examination on your client, re-inspection/inspection of your damage vehicle or property ( whichever is relevant) where necessary.

In the meanwhile, if your client is claiming for injuries and is considering claiming for paid wages, please provide a letter from his/her employers confirming the following :

- a. A letter from your client's employers confirming that your client was paid wages/ salaries during his/her medical leave period and they did not indemnify him/her medical expenses if he/ she is claiming for injuries ;
- b. Medical Certificate (s) showing that your client was on medical leave as claimed if he/she is claiming for injuries
- c. That your client has made a WICA claim under Ministry of Manpower if he/she is claiming for injuries

Please refrain from forwarding physical copies to us via mail, as we only accept soft copies of the same.

Please ensure you forward a copy of your client's Warrant To Act for our perusal and retention

For all future cases, please direct all your LODs to us via email at [lod@iii.com.sg](mailto:lod@iii.com.sg).

Also for ease of reference we have included the names and email addresses of our Colleagues . Our files/cases are handled based on the suffix of our insured vehicle. You can write to our Colleagues directly (based on the appended list) and you must copy our HOD, Head of Claims, Mr Mekavathanan at [Mekavathanan@ii.com.sg](mailto:Mekavathanan@ii.com.sg)

Name of Officer	Initials	Email Address	Suffix
Aida	ZS	<a href="mailto:aida@iii.com.sg">aida@iii.com.sg</a>	1
Sherini	SP	<a href="mailto:sherini@iii.com.sg">sherini@iii.com.sg</a>	2
Sundari	SN	<a href="mailto:sundari@iii.com.sg">sundari@iii.com.sg</a>	3
Dhanya	BP	<a href="mailto:dhanya@iii.com.sg">dhanya@iii.com.sg</a>	4
Priya	MP	<a href="mailto:manivel@iii.com.sg">manivel@iii.com.sg</a>	5
Gabriel	WH	<a href="mailto:gabriel@iii.com.sg">gabriel@iii.com.sg</a>	6
Derrick	DT	<a href="mailto:derricktan@iii.com.sg">derricktan@iii.com.sg</a>	7
Derrick	DT	<a href="mailto:derricktan@iii.com.sg">derricktan@iii.com.sg</a>	8
Meenachi	CM	<a href="mailto:meenachi@iii.com.sg">meenachi@iii.com.sg</a>	9
Lalitha	KL	<a href="mailto:lalitha@iii.com.sg">lalitha@iii.com.sg</a>	0

Best Regards

SYSTEM GENERATED DOCUMENT REQUIRE NO SIGNATURE

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