

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 17 February 2021 10:58 AM  
**To:** Manivel Priyadarshini  
**Subject:** RE: III Ref: MFL2020D0001812 // LKK Ref: CC6/III20009949/Apa3q2

Hi Priya,

We refer to the above matter.

We have tried to negotiate with third party repairer as per mandate repair cost at \$30,000.00 & LOU \$200/day. However third party repairer is unable to accept the offer and proposed \$35,600.00(all-in). The rear portion of third party vehicle was badly damage. Third party repairer issued an estimate repair cost of \$62,059.80, our surveyor had tried to negotiate repair cost to \$32,000.00, representing a reduction of 48% on repair cost.

The breakdown of third party counter propose is as follows: -

1. Cost of Repair	\$ 32,000.00
2. Loss of Use (12days x \$300.00)	\$ 3,600.00
<b>Total</b>	<b>\$ 35,600.00</b>

Kindly let us have your mandate/instruction after review the matter. 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:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 27 January 2021 2:54 PM  
**To:** Manivel Priyadarshini <manivel@iii.com.sg>  
**Subject:** RE: III Ref: MFL2020D0001812 // LKK Ref: CC6/III20009949/Apa3q2

Hi Priya,

I have checked with surveyor again,

For item 10 – rear bumper under cover, kindly refer to the photo 31 in Merimen for your reference.



For item 11 - rear bumper lower garnish, it was the part that detached after the accident.

Please call us if you have further queries. 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 |

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**From:** Manivel Priyadarshini <[manivel@iii.com.sg](mailto:manivel@iii.com.sg)>

**Sent:** Wednesday, 27 January 2021 1:39 PM

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

**Subject:** RE: III Ref: MFL2020D0001812 // LKK Ref: CC6/III20009949/Apa3q2

Dear Hsiao,

If item 10 was the rear bumper undercover, please check with surveyor what was item 11.

Thank You  
Best Regards,

**Priya Manivel**  
**Motor & Work Injury Claims Department**  
**India International Insurance Pte Ltd**  
64 Cecil Street, #04/#05 IOB Building, Singapore 049711  
[Tel:63476100](tel:63476100),Ext-284



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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Wednesday, 27 January 2021 12:55 pm  
**To:** Manivel Priyadarshini <[manivel@iii.com.sg](mailto:manivel@iii.com.sg)>  
**Subject:** RE: III Ref: MFL2020D0001812 // LKK Ref: CC6/III20009949/Apa3q2

Hi Priya,

We refer to your below email.

The rear bumper under cover was detached at the accident scene. Kindly refer to the accident scene photo (2) attached.

Please note that the Bootlid is made of Aluminium. Therefore, the repair on aluminium panel is not recommended.

Please see the invoice attached for your reference.

The Bentley Logo is a necessary item when the Bootlid was changed.

We have tried to further negotiate the repair cost down to \$32K.

Kindly let us have your mandate after review the matter. 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:** Manivel Priyadarshini <[manivel@iii.com.sg](mailto:manivel@iii.com.sg)>  
**Sent:** Friday, 22 January 2021 2:24 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: III Ref: MFL2020D0001812 // LKK Ref: CC6/III20009949/Apa3q2

Dear Hsiao Tong,

1. Item 10 – rear bumper under cover (\$772) – no damage photos and resurvey photos showed no new replacement.
2. Item 20 - rear boot lid (\$18,030) – photos showed slight damage to the lower edge. No distortion noted from the condition. resurvey photos did not show that this has been replaced.
3. No indication of damage to the boot lid lock (item 21 = \$895)

4.Item 23 – Bentley logo (\$581) – not damaged

Thank You

Best Regards,

**Priya Manivel**

**Motor & Work Injury Claims Department**

**India International Insurance Pte Ltd**

64 Cecil Street, #04/#05 IOB Building, Singapore 049711

[Tel:63476100](tel:63476100),[Ext-284](tel:63476100)



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

**Sent:** Friday, 22 January 2021 2:18 pm

**To:** Manivel Priyadarshini <[manivel@iii.com.sg](mailto:manivel@iii.com.sg)>

**Subject:** III Ref: MFL2020D0001812 // LKK Ref: CC6/III20009949/Apa3q2

Hi Priya,

We refer to the above matter.

Kindly refer to the screenshot below, the sentences seem like incomplete.

Kindly let us have the complete sentences for our further action. Thanks.

### View Received Message

This mail is associated with :

[\\*SFN99X \(MFL2020D0001812\)](#)  
[\[SLU4015D\]](#)

TP  
ANG PAU LENG DOMINIC  
[Sep 15 2020 5:00PM](#)  
[VINCAR LEASING AND RENTAL PTE. LTD.]  
[Advance Auto Garage](#)

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**From** India International Insurance Pte Ltd (HQ) (III\_SG), sent on 21/01/2021 13:56 PM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Maintained - SFN99X - Claim Handler: Priya

Maintained:please try to negotiate cost of repairs \$20,000 lump sum and 10 days repair 1. Item 10 – rear bumper under cover (\$772) – no damage photos and res photos s

#### DOCUMENTS SUMMARY

There are no documents.

Best Regards,

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

**LKK Auto Consultants Pte Ltd**

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

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