

## Celine Fong (LKKAUTO)

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**From:** Zuhaidah Samsuri <aida@iii.com.sg>  
**Sent:** Wednesday, 23 February 2022 11:47 AM  
**To:** Celine Fong (LKKAUTO)  
**Subject:** RE: [EXTERNAL] - RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SLW 971J [OUR REF. TCL.ro.50312.20.ess]

Noted Celie, please upload your email in Merimen. Thanks

Best Regards

**Aida Samsuri**

Motor & Work Injury Claims Dept  
India International Insurance Pte Ltd  
64 Cecil Street #04/#05 IOB Building  
Singapore 049711  
Tel: 6347 6100 Ext 257 Fax: 6224 4174  
Email: [aida@iii.com.sg](mailto:aida@iii.com.sg)  
Co. Reg Number: 198703792K

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**From:** Celine Fong (LKKAUTO) <celinefong@lkkauto.com>  
**Sent:** Wednesday, 23 February 2022 11:42 am  
**To:** Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Motor Claim - III <motorclaim@iii.com.sg>; assignments <assignments@lkkauto.com>  
**Cc:** Zuhaidah Samsuri <aida@iii.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** [EXTERNAL] - RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SLW 971J [OUR REF. TCL.ro.50312.20.ess]

Dear Sir/Mdm,

Please be informed that we are unable to conduct the inspection for SLW 971J after some attempts to inform the workshop to present the vehicle.

This case has been pending for a long time due to unavailability of the owner, therefore we decided to temporarily close this case.

Kindly advise us if there is any arrangement made and will be glad to re-open the case accordingly.

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Tuesday, 29 September 2020 11:11 AM  
**To:** 'Motor Claim - III' <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

Cc: 'Zuhaidah Samsuri' <[aida@iii.com.sg](mailto:aida@iii.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SLW 971J [OUR REF. TCL.ro.50312.20.ess]

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer will arrange.

**BEST REGARDS**

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

*\* 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:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Sent:** Tuesday, 29 September 2020 9:03 AM

**To:** Ruby Ong <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>; 'sur@lkkauto.com' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** Zuhaidah Samsuri <[aida@iii.com.sg](mailto:aida@iii.com.sg)>

**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SLW 971J [OUR REF. TCL.ro.50312.20.ess]

Dear Sir / Mdm,

Please conduct a survey on TP vehicle [SLW971J](#) and let us have your report urgently.

This claim will be handled by [Ms Aida](#).

\*Kindly upload this survey request email to merimen.

**\*We started using audatex since 1<sup>st</sup> dec 2019. Please do adjustments throught Audatex and upload the report onto Merimen.**

Thank You.

*Best Regards,*  
**Gabriel Wee**



64 Cecil Street; #05 - IOB Building

Singapore 049711

Tel: 6347 6100, Ext – 248

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**From:** Ruby Ong <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>  
**Sent:** Monday, 28 September 2020 5:27 pm  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SLW 971J [OUR REF. TCL.ro.50312.20.ess]  
**Importance:** High

**WITHOUT PREJUDICE**  
**SAVE AS TO COSTS**

Dear Gabriel

We refer to your email of even date.

Our client is agreeable to appoint **LKK Auto Consultants Pte Ltd** from your list to conduct the joint pre-repair survey as a single joint expert for our client's vehicle no. **SLW 971J**.

Please make the necessary arrangements with the contact person. The details are as follows :

Venue : **EURO SUCCESS SERVICES PTE LTD**  
1 Kaki Bukit Avenue 6  
#02-03 Autobay  
Singapore 417883

Contact Person : Ah Huat (Tel. 9828 9277 / 6742 6231)

If you fail to conduct the pre-repair survey within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference.

Best regards,  
Ruby Ong  
Secretary  
M/s Hin Tat Augustine & Partners  
20 Upper Circular Road  
#02-10/12 The Riverwalk  
Singapore 058416  
**Tel : 6533 0212 ext 254**  
Fax : 6338 3536 / 6533 0313

[www.htapartners.com.sg](http://www.htapartners.com.sg)

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**From:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Sent:** Monday, 28 September 2020 5:20 PM  
**To:** Ruby Ong <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>  
**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SLW 971J [OUR REF. TCL.ro.50312.20.ess]

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

We started using audatex since 1<sup>st</sup> dec 2019. Please submit your estimate/quotation through Audatex so that our surveyors can make the adjustments according.

*Best Regards,*  
**Gabriel Wee**



64 Cecil Street; #05 - IOB Building  
Singapore 049711  
Tel: 6347 6100, Ext – 248

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**From:** Ruby Ong <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>  
**Sent:** Monday, 28 September 2020 5:00 pm  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Subject:** REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SLW 971J [OUR REF. TCL.ro.50312.20.ess]  
**Importance:** High

Your ref : SHB 4481M  
Our ref : TCL.ro.50312.20.ess

**WITHOUT PREJUDICE**

28 September 2020

**India International Insurance Pte Ltd**  
Motor Claims Department  
64 Cecil Street  
#04-00 IOB Building  
Singapore 049711

**By Email Only**

**VERY URGENT**

Dear Sirs,

**CLAIMANT: NG JIE SHENG (HUANG JIESHENG)**  
**ACCIDENT INVOLVING SLW 971J & SHB 4481M ALONG BUKIT PANJANG ROAD TOWARDS CHOA CHU KANG ON 25 SEPTEMBER 2020 @ 2120HRS**

We are instructed by Ng Jie Sheng (Huang Jiesheng) to notify you of a road traffic accident on 25 September 2020 at about 2120hrs along Bukit Panjang Road towards Choa Chu Kang involving our client's vehicle registration number **SLW 971J** and vehicle registration number SHB 4481M driven by your insured/insured's driver at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceeds to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurers would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without reference to you.

Best

Best regards,  
Ruby Ong  
Secretary  
M/s Hin Tat Augustine & Partners  
20 Upper Circular Road  
#02-10/12 The Riverwalk  
Singapore 058416  
**Tel : 6533 0212 ext 278**  
Fax : 6338 3536 / 6533 0313

[www.htapartners.com.sg](http://www.htapartners.com.sg)

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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