

Summer Lee (LKK Auto)

From: Fiona Shen <fiona.shen@income.com.sg>
Sent: Friday, 30 October, 2020 10:49 AM
To: motorclaims@ammpl.com.sg
Cc: MTSurvey; 'assignments@lkkauto.com'; accounts@ammpl.com.sg; shien@satmotors.com
Subject: RE: REQUEST PRE-REPAIR INSPECTION OF FBG8508P (NTUC) & SDQ38E AT/ALONG FILTER LANE TWO COMMONWEALTH AVE ON 24/10/2020 AT 19:05PM [OUR REF: AMM2010-04-SDQ38E]

'WITHOUT PREJUDICE'

Dear Jonathan

We refer to your email dated 29 Oct 2020.

We have appointed LKK to survey your client vehicle, SDQ38E on 28 Oct 2020. We understand that they have contacted you since that day.

We have inform you on 29 Oct 2020 that we are maintaining our position that you have to continue to liaise with our appointed surveyor for the PRS (pre-repair, resurvey dismantle, post-repair) should you wish to continue with direct settlement with us, please also furnish the repair estimate to our surveyor so that we can conduct the full survey of the vehicle.

LKK is still waiting for your workshop to furnish the repair estimate so that they can conduct the full survey of vehicle.

Please note that there is no delay at our end, thus we are not responsible for any losses/delay.

Please continue to contact LKK for the PRS today. Otherwise, we will try our best to slot in an available slot on Monday, 02 Oct 2020 for our in house surveyor to conduct the survey of the vehicle. We are not responsible for any further losses/delay.

Please let us know by 3pm today.

Thnak you

Best Regards

Fiona Shen
Senior Claims Executive
Operations, Motor and Personal Lines
T +65 6430 7923



From: Lim Jonathan [<mailto:motorclaims@ammpl.com.sg>]
Sent: Thursday, 29 October 2020 8:07 PM
To: MTSurvey <MTSurvey@income.com.sg>
Cc: accounts@ammpl.com.sg; Shien Lee <shien@satmotors.com>

Subject: Re: REQUEST PRE-REPAIR INSPECTION OF FBG8508P (NTUC) & SDQ38E AT/ALONG FILTER LANE TWO COMMONWEALTH AVE ON 24/10/2020 AT 19:05PM [OUR REF: AMM2010-04-SDQ38E]

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Thanks Annie,

Please note and put it on record that your surveyor firm FTA mention that they do not have any other surveyor to come down for survey. We already have our Cost estimate ready and looking forward to directly settle this case. Please advise on this matter.

As its already 3rd day since the client has already put car at our workshop pending for repairs.

Please note that we have send our PRS request on the 27/10/2020.

Please just send anyone to come down for the surveyor thanks!

Motor Claims Department
AUTO MEGA MALL PTE LTD [HQ]
51 Ubi Avenue 1 #05-28
Paya Ubi Industrial Park S408933
Mobile: (65) 9455 6064
Email: Motorclaims@ammpl.com.sg

From: MTSurvey <MTSurvey@income.com.sg>
Date: Thursday, 29 October 2020 at 5:41 PM
To: Lim Jonathan <motorclaims@ammpl.com.sg>
Cc: "accounts@ammpl.com.sg" <accounts@ammpl.com.sg>, Shien Lee <shien@satmotors.com>
Subject: RE: REQUEST PRE-REPAIR INSPECTION OF FBG8508P (NTUC) & SDQ38E AT/ALONG FILTER LANE TWO COMMONWEALTH AVE ON 24/10/2020 AT 19:05PM [OUR REF: AMM2010-04-SDQ38E]

Dear Workshop,

We maintain our position as per our email below. Please continue to liaise with our appointed surveyor for the PRS(pre-repair, resurvey dismantle, post-repair) should you wish to continue with direct settlement with us, please also furnish the repair estimate to our surveyor so that we can conduct the full survey of the vehicle.

Warmest Regards

Annie Koh
Senior Admin,
Operations, Motor & Personal Lines (PL)
T +65 64307899
www.income.com.sg



From: Lim Jonathan [<mailto:motorclaims@ammpl.com.sg>]
Sent: Thursday, 29 October 2020 3:29 PM
To: MTSurvey <MTSurvey@income.com.sg>
Cc: accounts@ammpl.com.sg; Shien Lee <shien@satmotors.com>
Subject: Re: REQUEST PRE-REPAIR INSPECTION OF FBG8508P (NTUC) & SDQ38E AT/ALONG FILTER LANE TWO COMMONWEALTH AVE ON 24/10/2020 AT 19:05PM [OUR REF: AMM2010-04-SDQ38E]

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Good day,

We have been notify by Form Team yesterday that they only have Mr Guo Qiang.

I know its not your practice for us to choose surveyors. But its our gentle request to not have Guo Qiang to suvery our cars due to the long time for finalise and impede the whole direct settlement purpose.

Kindly send any other surveyors from your list. In house surveyors are also welcome thanks so much for the trouble cost.

Motor Claims Department
AUTO MEGA MALL PTE LTD [HQ]
51 Ubi Avenue 1 #05-28
Paya Ubi Industrial Park S408933
Mobile: (65) 9455 6064
Email: Motorclaims@ammpl.com.sg

From: MTSurvey <MTSurvey@income.com.sg>
Date: Wednesday, 28 October 2020 at 3:01 AM
To: Lim Jonathan <motorclaims@ammpl.com.sg>
Cc: "accounts@ammpl.com.sg" <accounts@ammpl.com.sg>, Shien Lee <shien@satmotors.com>
Subject: RE: REQUEST PRE-REPAIR INSPECTION OF FBG8508P (NTUC) & SDQ38E AT/ALONG FILTER LANE TWO COMMONWEALTH AVE ON 24/10/2020 AT 19:05PM [OUR REF: AMM2010-04-SDQ38E]

Dear Workshop,

Thank you for contacting the NTUC Income Survey Team.
The Physical Survey appointment will be arranged on 28/10/2020 (please ensure the vehicle is at your workshop and estimate is ready).

Please e-mail / inform us to cancel the survey before 6pm if the vehicle is not in your workshop or estimate is not ready.

Note : I am sorry as we are unable to arrange any fixed timing or may not be able to accommodate to your timing. Our surveyors are on a tight schedule.

Please leave the vehicle before 10am, our surveyor will be there between 10am to 3pm.

I seek your understanding in this.

Warmest Regards

Annie Koh
Senior Admin,
Operations, Motor & Personal Lines (PL)
T +65 64307899
www.income.com.sg



From: Lim Jonathan [<mailto:motorclaims@ammpl.com.sg>]
Sent: Monday, 26 October 2020 8:39 PM
To: MTSurvey <MTSurvey@income.com.sg>; MTCL@income.com.sg
Cc: accounts@ammpl.com.sg; Shien Lee <shien@satmotors.com>
Subject: RE: REQUEST PRE-REPAIR INSPECTION OF FBG8508P (NTUC) & SDQ38E AT/ALONG FILTER LANE TWO COMMONWEALTH AVE ON 24/10/2020 AT 19:05PM [OUR REF: AMM2010-04-SDQ38E]

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AUTO MEGA MALL PTE. LTD.

Co.Reg.No. 201424610Z

51 UBI AVENUE 1
#05-28 PAYA UBI INDUSTRIAL PARK
Singapore 409833
Tel : 9455 6064
Email : motorclaims@ammpl.com.sg

Your Ref: **FBG8508P**
Our Ref: AMM2010-04-SDQ38E

To whom it may concern,

We act for **NEW AUTODRIVE CREDIT (S) PTE LTD** the owner **SDQ38E** which was involved in the above captioned accident.

We are instructed by our client that the accident was caused by the negligence of the driver of motor vehicle no. **FBG8508P**.

Our search shows that you are insurers of the motor vehicle no. **FBG8508P**. We are putting effort in align with the insurers to direct settle save as to cost.

Please kindly send us the list of your preferred Surveyor. If you are unable to do that please take note we will kindly **REQUEST NOT** to send any of the surveyors from the following firms, as we have a hard time finalising cases with them as they might be too overloaded with works.

- Form Team
- LK
- Infinite Survey
- Kelvin Koay Survey
- Koay Appraisers

We are requested to inform you that our client's vehicle is available for pre-repair inspection at the following address:



M/s AUTO MEGA MALL PTE LTD
8 Kaki Bukit Avenue 4
#01-54 Premier@Kaki Bukit
Singapore 415875

Please request your assessor to contact our **Mr. Lim of AUTO MEGA MALL PTE LTD at mobile no.8586 8760 within forty-eight (48) hours** from the receipt of this fax to arrange for the inspection.

Motor Claims Department
AUTO MEGA MALL PTE LTD [HQ]
51 Ubi Avenue 1 #05-28
Paya Ubi Industrial Park S408933
Mobile: (65) 9455 6064
Email: Motorclaims@ammpl.com.sg

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