

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 19 November 2021 8:37 AM  
**To:** Manivel Priyadarshini  
**Subject:** Re: [EXTERNAL] - III Ref: MPC2021D0000689 // LKK Ref; CC4/III21002130/Upa3

Hi Priya,

1. Please offer 14 days minus off the PRI - [3rd party accepted 14days](#).
2. There was no discount on parts and labour charges was inevitably much higher. Did we negotiated for 10% lesser. - [We have tried but 3rd party repairer is unable to reduce COR as the repair was under part-by-part basis](#).

We have re-seek mandate in Merimen. Kindly let us have your approval.

Thank you.

***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.***

Best Regards,  
**Hsiao Tong, Chew** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Manivel Priyadarshini <[manivel@iii.com.sg](mailto:manivel@iii.com.sg)>  
**Sent:** Wednesday, 29 September 2021 4:36 pm  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: [EXTERNAL] - III Ref: MPC2021D0000689 // LKK Ref; CC4/III21002130/Upa3

Dear Hsiao Tong,

1. Please offer 14 days minus off the PRI
2. There was no discount on parts and labour charges was inevitably much higher. Did we negotiated for 10% lesser.

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

**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Wednesday, 29 September 2021 4:17 pm  
**To:** Manivel Priyadarshini <manivel@iii.com.sg>  
**Subject:** [EXTERNAL] - III Ref: MPC2021D0000689 // LKK Ref; CC4/III21002130/Upa3

Hi Priya,

We refer to the above matter.

For LOU, third party insisted to claim for 16days x \$100.00. The breakdown of number of days is as follows: -

|   |   |
|---|---|
| <b>Surveyor recommended</b>                   | <b>- 8 working days</b>   |
| <b>Documentation grounded at our workshop</b> | <b>- 1 day (Towing in vehicle and reported the accident and vehicle</b> |
| <b>PRI</b>                                    | <b>- 2 day (survey on 16.02.2021)</b>                                   |
| <b>Closed Chinese New Year</b>                | <b>- 3 day (11 – 13 .02.2021)</b>                                       |
| <b>Weekend</b>                                | <b>- 2 day (14 &amp; 21.02.2021)</b>                                    |

Kindly let us have your further mandate in Merimen.

Thank you.

***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.***

Best Regards,

**Hsiao Tong, Chew** | Case Handler  
**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

This email is intended solely for the person to whom it has been addressed. It may contain confidential and/or legally privileged information. If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses. Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification. If you have sent or are sending personal data, you undertake that the personal data being sent is current, complete and accurate. You understand and consent that the personal data may be processed and retained by India International Insurance Pte Ltd ("III") in line with the purposes in III's Personal Data Policy (<https://www.iii.com.sg/privacy-policy>). For third party's personal data, you undertake that you have obtained the consent from the third party and made the party aware of all matters listed in this policy by referring them to III's website. This message may contain confidential information intended only for the individual named. If you are not the named addressee, do not disseminate, distribute or copy this email. Please notify the sender immediately and delete this email from your system. Any views expressed in the email are those of the individual sender, except where the sender specifically states them to be the view of III. The information and/or comments provided or expressed in this message are not to be construed as legal advice and are not intended to replace legal advice. You should not rely on any information and/or comments provided or expressed in this message/research

memorandum as legal advice. III shall not be responsible for any loss or damage arising from your reliance on any information and/or comments provided or expressed in this message.”