

Hui Zhen (LKK Auto)

From: Hui Zhen (LKK Auto)
Sent: Monday, 6 September 2021 3:48 PM
To: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd); SUR; Reports (LKKAuto)
Cc: Tan Wei Teck (Strides Automotive Services Pte Ltd)
Subject: RE: PRI for SJC1662Z - Our Insured: SMB1415R on 15/6/21 (BUS/06/21/1028/KC)
Attachments: LKKAdjustment.pdf; LKKInspection.pdf

Dear Karen,

Kindly refer to the attached.

Best Regards,

Hui Zhen | Case Handler

LKK Auto Consultants Pte Ltd

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

From: Hui Zhen (LKK Auto)
Sent: Friday, 3 September 2021 2:45 PM
To: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd); SUR; Reports (LKKAuto)
Cc: Tan Wei Teck (Strides Automotive Services Pte Ltd)
Subject: RE: PRI for SJC1662Z - Our Insured: SMB1415R on 15/6/21 (BUS/06/21/1028/KC)

Dear Karen,

Please be informed that we are in the midst of preparing the report.

Dear Reports Team,
FYNA.

Best Regards,

Hui Zhen | Case Handler

LKK Auto Consultants Pte Ltd

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

From: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) [<mailto:SiauChin.Chan@strides.com.sg>]
Sent: Friday, 3 September 2021 1:40 PM
To: Hui Zhen (LKK Auto); SUR
Cc: Tan Wei Teck (Strides Automotive Services Pte Ltd)

Subject: RE: PRI for SJC1662Z - Our Insured: SMB1415R on 15/6/21 (BUS/06/21/1028/KC)

Importance: High

Dear Hui Zhen,

Any update on the report ?

Best Regards,
Karen Chan
Claims Department
Tel : 6556 3523

From: Hui Zhen (LKK Auto) [<mailto:huizhen@lkkauto.com>]

Sent: Wednesday, September 1, 2021 3:37 PM

To: Karen Chan Siau Chin (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA); SUR

Cc: Tan Wei Teck (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA)

Subject: RE: PRI for SJC1662Z - Our Insured: SMB1415R on 15/6/21 (BUS/06/21/1028/KC)

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Dear Karen,

Thank you for the email.

We will check the matter with our surveyor.

Best Regards,

Hui Zhen | Case Handler

LKK Auto Consultants Pte Ltd

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

From: Karen Chan Siau Chin (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA)

[<mailto:SiauChin.Chan@strides.com.sg>]

Sent: Wednesday, 1 September 2021 10:59 AM

To: Hui Zhen (LKK Auto); SUR

Cc: Tan Wei Teck (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA)

Subject: RE: PRI for SJC1662Z - Our Insured: SMB1415R on 15/6/21 (BUS/06/21/1028/KC)

Importance: High

Dear Hui Zhen,

Any update on this matter as our insurer is chasing for the report, thanks.

Best Regards,
Karen Chan
Claims Department
Tel : 6556 3523

From: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd)
Sent: Thursday, August 26, 2021 3:32 PM
To: Hui Zhen (LKK Auto); SUR
Cc: Tan Wei Teck (Strides Automotive Services Pte Ltd)
Subject: RE: PRI for SJC1662Z - Our Insured: SMB1415R on 15/6/21 (BUS/06/21/1028/KC)
Importance: High

Dear Hui Zhen,

Attached herewith a copy of 3P survey report for your information & necessary action.
Please assist to finalize & let us have your report soon. Thanks.

Best Regards,
Karen Chan
Claims Department
Tel : 6556 3523

From: Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)
Sent: Thursday, June 17, 2021 1:43 PM
To: Hui Zhen (LKK Auto); MTPRI; SUR
Cc: Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA); Foo Chit Yan (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)
Subject: RE: PRI for SJC1662Z - Our Insured: SMB1415R on 15/6/21 (NR)

Dear Hui Zhen,

Our Ref is BUS/06/21/1028

Best Regards,
Karen Chan
Claims Department
Tel : 6556 3523

From: Hui Zhen (LKK Auto) [<mailto:huizhen@lkkauto.com>]
Sent: Thursday, June 17, 2021 12:18 PM
To: Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA); MTPRI; SUR
Cc: Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA); Foo Chit Yan (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)
Subject: RE: PRI for SJC1662Z - Our Insured: SMB1415R on 15/6/21 (NR)

Dear Karen,

Kindly assist to provide case reference.

Best Regards,

Hui Zhen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: huizhen@lkkauto.com | fax: 6256-4315

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

From: Admin-D (LKKAuto)

Sent: Wednesday, 16 June 2021 3:35 pm

To: 'MTPRI' <MTPRI@smrt.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: 'Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)' <ChanSiauChin@smrt.com.sg>; 'Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)' <TanWeiTeck@smrt.com.sg>; 'Foo Chit Yan (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)' <FooChitYan@smrt.com.sg>

Subject: RE: PRI for SJC1662Z - Our Insured: SMB1415R on 15/6/21 (NR)

Dear Sir / Mdm,

Thank you for your assignment.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: 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.

From: MTPRI <MTPRI@smrt.com.sg>

Sent: Wednesday, 16 June, 2021 2:32 PM

To: assignments@lkkauto.com; sur@lkkauto.com

Cc: MTPRI <MTPRI@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <ChanSiauChin@smrt.com.sg>; Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <TanWeiTeck@smrt.com.sg>; Foo Chit Yan (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <FooChitYan@smrt.com.sg>

Subject: FW: PRI for SJC1662Z - Our Insured: SMB1415R on 15/6/21 (NR)

Ref: TBA

Dear Summer,

Kindly survey on "Without Prejudice" basis.

TP: SJC1662Z

Insured: SMB1415R

Workshop: Kim Seng Teck Motor Works

Thank you.

Regards,

Hua Yen
Claim Department

SMRT Automotive Services Pte Ltd | 60 Woodlands Industrial Park E4 Singapore 757705
DID: 6866 2650 | Fax: 6368 7421 | Email: onghuayen@smrt.com.sg | www.smrt.com.sg



From: Jerome Soh [<mailto:jeromesoh@visionlawllc.com>]

Sent: 16 June 2021 14:28

To: MTPRI

Cc: 'Jacqueline Tan'; Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA); Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA); Foo Chit Yan (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)

Subject: RE: PRI for SJC1662Z - Our Insured: SMB1415R on 15/6/21 (NR)

Our Ref: AM.jt.Ins.K13.115706.21 (sj)

Your Ref: **SMB 1415 R**

16 June 2021

SMRT AUTOMOTIVE SERVICES PTE LTD

60 Woodlands Industrial Park E4

Singapore 757705

Attention: Motor Claims Department

Dear Sirs,

**ACCIDENT INVOLVING SJC 1662 Z & SMB 1415 R ON 15 JUNE 2021 ALONG TPE TOWARDS PIE CHANGI ROAD NORTH AT ABOUT 1000 HOURS
(NOTICE TO INSURER TO CONDUCT PRE-REPAIR SURVEY WITHIN 2 WORKING DAYS PURSUANT TO PARAGRAPH 6.2 OF PRE-ACTION PROTOCOL FOR NIMA CASES)**

We refer to your email dated 16 June 2021 informing that your wish to conduct a pre-repair survey on our client's vehicle .

Please be informed that the said vehicle can be inspected at:

Kim Seng Teck Motor Works
Block 3021A Ubi Road 1
#01-42
Singapore 408715
Ms Lee (6741 5520)

Contact Person:

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

Jerome Soh (on behalf of Anjalli M)
Assistant Secretary
Vision Law LLC

FOR SURVEYOR

Please initial here after completion of pre-repair inspection.
Thank you.

1st Survey on _____
Appointed surveyor : _____
(Name & Signature)

2nd Survey on _____
Appointed surveyor : _____
(Name & Signature)

3rd Survey on _____
Appointed surveyor : _____
(Name & Signature)

133 New Bridge Road
#18-01/02 Chinatown Point
Singapore 059413
Tel: 6534-2811 Fax: 6535-6802

From: MTPRI [<mailto:MTPRI@smrt.com.sg>]

Sent: Wednesday, 16 June, 2021 2:21 PM

To: Jerome Soh

Cc: 'Jacqueline Tan'; Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA); Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA); Foo Chit Yan (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA); MTPRI

Subject: RE: PRI for SJC1662Z - Our Insured: SMB1415R on 15/6/21 (NR)

Ref: TBA

WITHOUT PREJUDICE

Dear Sir,

We are the owner of SMB1415R as such we do not follow the new protocol.

Attached is a copy of our insurers, First Capital Insurance Limited's letter for your perusal.

Please let us have workshop contacts so our surveyor may call them to arrange for PRI without further delay.

Thank you.

However, we have 9 surveyors for you to choose from :-

1. M/s LKK Bryan Ang Tani
2. M/s LKK Adrian Ling Wai Ping
3. M/s LKK Kenneth Kong Seng Cheong
4. M/s LKK Marcus Chua Kang Seng
5. M/s LKK Mohammed Rasul Bin Mohd Yunus
6. M/s LKK Mohamad Taufikh Bin Hamid
7. M/s LKK Xing Guo Qiang
8. M/s LKK Steve Chen Tsue Yee
9. M/s LKK Lim Teow Guan

Regards,

Hua Yen
Claim Department

SMRT Automotive Services Pte Ltd | 60 Woodlands Industrial Park E4 Singapore 757705
DID: 6866 2650 | Fax: 6368 7421 | Email: onghuayen@smrt.com.sg | www.smrt.com.sg



From: Jerome Soh [<mailto:jeromesoh@visionlawllc.com>]

Sent: 16 June 2021 14:02

To: MTPRI

Cc: 'Jacqueline Tan'; Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA); Tan Wei Teck (Auto

Svcs/FM&SuppSvcs/Claims & IA/Claims & IA); Foo Chit Yan (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)

Subject: RE: PRI for SJC1662Z - Our Insured: SMB1415R on 15/6/21 (NR)

Dear Hua Yen,

Enclosed our client's GIA Report.

Jerome Soh (on behalf of Anjalli M)

Assistant Secretary

Vision Law LLC

133 New Bridge Road

#18-01/02 Chinatown Point

Singapore 059413

Tel: 6534-2811 Fax: 6535-6802

From: MTPRI [<mailto:MTPRI@smrt.com.sg>]

Sent: Wednesday, 16 June, 2021 12:33 PM

To: jeromesoh@visionlawllc.com

Cc: MTPRI; Jacqueline Tan; Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA); Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA); Foo Chit Yan (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)

Subject: RE: PRI for SJC1662Z - Our Insured: SMB1415R on 15/6/21 (NR)

Dear Jerome,

Kindly provide your client's GIA report.

Thanks & Regards

Hua Yen

From: Caroline Cabrera [<mailto:Caroline@msfirstcapital.com.sg>]

Sent: 16 June 2021 11:02

To: MTPRI

Cc: Ong Hua Yen (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA); Esther Lim; jeromesoh@visionlawllc.com

Subject: PRI for SJC1662Z - Our Insured: SMB1415R on 15/6/21 (NR)

Dear Hua Yen,

For PRI

Thank you & Regards,

Caroline Cabrera

Motor Claims

MS First Capital Insurance Ltd

36 Robinson Road #16-01 City House | Singapore 068877 | D: 6507 3848 | F: 6507 3849 | Reg. No. 195000106C

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Please refer to www.first-insurance.com.sg for details of PDPA Personal Data Collection Statement.

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and notify the sender immediately by return e-mail.*

*As a response to the COVID19 outbreak, we are observing staggered working hours
and some of us are on Work From Home arrangement.
However, we are actively working to support our clients and partners.
We have access to e-mails and will work to respond in a timely manner.*

We appreciate your kind understanding. Stay safe.

From: Jerome Soh <jeromesoh@visionlawllc.com>

Sent: Wednesday, June 16, 2021 9:11 AM

To: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>; Motor Claims <MotorClaims@msfirstcapital.com.sg>

Cc: jactan@visionlawllc.com

Subject: Pre-Repair Survey on ACCIDENT INVOLVING SJC 1662 Z & SMB 1415 R ON 15 JUNE 2021 ALONG TPE TOWARDS
PIE CHANGI ROAD NORTH AT ABOUT 1000 HOURS

Our Ref: AM.jt.Ins.K13.SJC1662Z.21 (sj)

Your Ref: **SMB 1415 R**

16 June 2021

MS FIRST CAPITAL INSURANCE LIMITED

36 Robinson Road

#16-01 City House

Singapore 068877

Attention: Motor Claims Department

Dear Sirs,

**ACCIDENT INVOLVING SJC 1662 Z & SMB 1415 R ON 15 JUNE 2021 ALONG TPE TOWARDS PIE CHANGI ROAD
NORTH AT ABOUT 1000 HOURS
(NOTICE TO INSURER TO CONDUCT PRE-REPAIR SURVEY WITHIN 2 WORKING DAYS PURSUANT TO
PARAGRAPH 6.2 OF PRE-ACTION PROTOCOL FOR NIMA CASES)**

We are instructed by Car Rent Direct Pte Ltd to notify you of a road traffic accident on **15 JUNE 2021** at about **1000 HOURS**
at/along **TPE TOWARDS PIE CHANGI ROAD NORTH** involving our client's vehicle registration number **SJC 1662 Z** and
vehicle registration number **SMB 1415 R** driven by you/your insured at the material time

As a result of the accident, our client's vehicle has been damaged. Before our client proceed to repair the damaged vehicle,
please let us know within 2 working days of your receipt of this notice whether you or your insurer 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 further reference to you.

Jerome Soh (on behalf of Anjalli M)

Assistant Secretary

Vision Law LLC

133 New Bridge Road

#18-01/02 Chinatown Point

Singapore 059413

Tel: 6534-2811 Fax: 6535-6802

VISION LAW LLC
Advocates & Solicitors
(Incorporated with limited liability)
Unique Entity No. 200721148H
Address : 133 New Bridge Road #18-01/02 Chinatown Point, Singapore 059413

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