Hsiao Tong (LKKAuto)

From: James Ng <james.ng.wk@eurokars.com.sg>

Sent: Thursday, 18 August 2022 12:05 PM

To: Mei Kwan (LKKAuto); Dhanya B.Purushothaman; ESPL - Claims Admin; Asher Sng

(LKKAuto)

Cc: ESPL - Claims Admin; Admin A; James Ng

Subject: RE: MPC2021D0004690; LOD//TP CLAIMS- SKS4370A DOA 26/10/2021 *** LKK REF:

CC4/III21011214/Era3

Attachments: Invoice_India.pdf

Dear Mei Kwan

LOD is as follow:

The repairs have been completed for **SKS4370A**. We submit the following claims with supporting documents for your perusal:-

1) Invoice No. 30026035	\$ 6,015.97
2) Loss of Use (\$80 X 05 DAYS)	\$ 400.00
3) LTA/GIA Search Fees	\$ 0.00
4) Letter of Authorization	ATTACHED
5) Discharge Voucher	ATTACHED
Please pay \$6,415.97 to TRANS EUROKARS PTE LTD	\$ 6,415.97

Reply to acknowledge. We look forward to receiving your offer/Discharge Voucher soon.

James Ng

Customer Service Coordinator

27A Tanjong Penjuru Singapore 609042 DID: +65 6331 0680 Fax: +65 6331 0690

Email: james.ng.wk@eurokars.com.sg Website: www.eurokarsgroup.com



From: Mei Kwan (LKKAuto) < Meikwan@lkkauto.com>

Sent: 17 August 2022 5:46 PM

To: Dhanya B.Purushothaman <Dhanya@iii.com.sg>; ESPL - Claims Admin <claims.espl@eurokars.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: ESPL - Claims Admin <claims.espl@eurokars.com.sg>; James Ng <james.ng.wk@eurokars.com.sg>; Admin A

<admin-a@lkkauto.com>

Subject: RE: MPC2021D0004690; LOD//TP CLAIMS- SKS4370A DOA 26/10/2021 *** LKK REF: CC4/III21011214/Era3

You don't often get email from meikwan@lkkauto.com. Learn why this is important

Dear James,

We refer to the above matter.

Please email us the LOD.

Hi Asher,

Case reassigned to you.

Please f/up.

Thank you. Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

From: Dhanya B.Purushothaman < Dhanya@iii.com.sg>

Sent: Wednesday, 17 August 2022 5:25 PM

To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; claims.espl@eurokars.com.sg

Cc: ESPL - Claims Admin <claims.espl@eurokars.com.sg>; James Ng <james.ng.wk@eurokars.com.sg>

Subject: MPC2021D0004690; LOD//TP CLAIMS- SKS4370A DOA 26/10/2021

Dear James.

Kindly liaise with our surveyors for settlement.

Dear LKK,

FYNA please.

Best Regards

Dhanya

Motor & Work Injury Claims Department India International Insurance Pte Ltd 64 Cecil Street #04-02 IOB Building Singapore 049711

Tel: 6347 6100 Fax: 6224 4174

Extn:215



From: Motor Claim - III < motorclaim@iii.com.sg> Sent: Wednesday, 17 August 2022 4:43 pm

To: Dhanya B.Purushothaman < Dhanya@iii.com.sg>

Subject: FW: [EXTERNAL] - RE: LOD//TP CLAIMS- SKS4370A DOA 26/10/2021

Dear Dhanya,

FYN.

thank you,

Bhuvaneswari Motor & Work Injury Claims Department India International Insurance Pte Ltd

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

Tel: 6347 6100 Ext 231



From: ESPL - Claims Admin <claims.espl@eurokars.com.sg>

Sent: Wednesday, 17 August 2022 4:41 pm

To: III (Letter of Demand) < lod@iii.com.sg>; Motor Claim - III < motorclaim@iii.com.sg>

Cc: ESPL - Claims Admin < claims.espl@eurokars.com.sg>; James Ng < james.ng.wk@eurokars.com.sg>

Subject: [EXTERNAL] - RE: LOD//TP CLAIMS- SKS4370A DOA 26/10/2021

Dear Officer

Kindly advise us on the claim status.

Thank you and Best Regards.

James Ng

Customer Service Coordinator

27A Tanjong Penjuru Singapore 609042 DID: +65 6331 0680 Fax: +65 6331 0690

Email: james.ng.wk@eurokars.com.sg Website: www.eurokarsgroup.com



From: James Ng < james.ng.wk@eurokars.com.sg>

Sent: 11 May 2022 1:37 PM

To: LOD@iii.com.sg

Cc: motorclaim@iii.com.sg; ESPL - Claims Admin <claims.espl@eurokars.com.sg>; Junior Soo

<junior.soo.lk@eurokars.com.sg>

Subject: FW: LOD//TP CLAIMS- SKS4370A DOA 26/10/2021

Dear Officer,

We would like to follow up with you for our claim status, awaits for your soonest reply.

Thank you.

James Ng

Customer Service Coordinator

27A Tanjong Penjuru Singapore 609042 DID: +65 6331 0691 Fax: +65 6331 0690

Email: james.ng.wk@eurokars.com.sg Website: www.eurokarsgroup.com



From: Junior Soo < junior.soo.lk@eurokars.com.sg>

Sent: 09 March 2022 3:51 PM

To: LOD@iii.com.sg

Cc: ESPL - Claims Admin < claims.espl@eurokars.com.sg> Subject: LOD//TP CLAIMS- SKS4370A DOA 26/10/2021

Dear Claims Officer,

The repairs have been completed for **SKS4370A**. We submit the following claims with supporting documents for your perusal:-

1) Invoice No. 30026035	\$ 6,015.97
2) Loss of Use (\$80 X 05 DAYS)	\$ 400.00
3) LTA/GIA Search Fees	\$ 0.00
4) Letter of Authorization	ATTACHED
5) Discharge Voucher	ATTACHED
Please pay \$6,415.97 to TRANS EUROKARS PTE LTD	\$ 6,415.97

We look forward to receiving your offer/Discharge Voucher soon.

Thank you

Regards,

Junior Soo

Claims Executive

27A Tanjong Penjuru Singapore 609042 DID: +65 6331 0692 Fax: +65 6331 0690

Email: junior.soo.lk@eurokars.com.sg Website: www.eurokarsgroup.com



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."

LETTER OF AUTHORISATION

In the matter of an accident involving motor vehicles	371A and (T) 31349
on W-10-70 blong AYE CLEMENT? IWE, YED LAY (YE the owner of vehicle reat the material time of accident hereby appoint Trans Eurokan	AVE & EXIT C
I/We, YED LAY (YEE the owner of vehicle re	gistration number CVC 4270 A
at the material time of accident hereby appoint Trans Eurokar to the damages caused to my/our vehicle in the above	or to Eta to proceed with the repairs
recommendations and advice of the licensed motor survey	
my/our behalf.	
I/We authorise Trans Eurokars Pte Ltd and/or its representation which I/we may have against the other party/parties or alter taken up by me/us in respect of the cost of repairs suffered and to receive payment (such payment to be made by way of Pte Ltd) due to me/us in connection with and arising out of the	natively under the insurance policy by me/us arising from the accident, cheque in favour of Trans Eurokars
Trans Eurokars Pte Ltd and/or its representative are hereby a and/or sign any documents/discharge vouchers regarding the	
I/We further confirm that the acceptance by Trans Eurokars respect of such claim shall constitute the full discharge of my/d damage.	
I/We hereby declare that all acts and documents done by virt my/our behalf shall be good valid and effectual to all intents same had been done or executed by me/us in person.	
Dated the 26 day of October 2020.	0 27-10-201
Jeolayles _	
, , ,	

Owner Name and Signature NRIC No.: \$1284958C



Occupation:

INDIA INTERNATIONAL INSURANCE PTE LTD

Co. Reg. No. 198703792k | GST. Reg. No. M2-0078806-X 64 | Cecll Street | #04 | #05 | #06-02 | IOB Building | Singapore 049711 Office (65) 63476100 Email insure@iii.com.sg

Fax (65) 62244174 Website www.iii.com.sg

EXPRESS SETTLEMENT

DISCHARGE VOUCHER III-Direct Settlement (PODS)

India Ref: MPC2021D0004690 Claimant Ref: SKS4370A Trans Eurokars Pte Ltd ("the workshop") hereby confirm that we/I have reached an agreement LKK Auto Consultants Pte Ltd with the appointed Surveyor of India International Insurance Pte Ltd of Surveyor) with respect to the amount claimed for S\$ 6,015.97 (repair cost), S\$ 350.00 use/rental), S\$ _____ (search fee), vehicle no SKS4370Athat was damaged pursuant to the accident which occurred on 26/10/2021 (date) at AYE CLEMENTI AVE 6 EXIT 11 (TOWARDS) THAS vehicle no. SJP2134 Gasured vehicle). This is pursuant to the inspection conducted on 03/11/2021 (date) at "the workshop" JEO LAY SEE We/I confirm that we/I are/am authorized by the owner _ the third party claimant") of vehicle no SKS4370 to make the claim as set out in the above paragraph and we/l ha the matter on his/her behalf in a manner that we/l deem fit, We/l enclose herein the letter of authority given by "the third party claimant": We/I further confirm that we/I will indemnify India International Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to cost of repairs and/or rental and/or loss of use pursuant to the damage to SKS4370A (vehicle no.) as a result of the accident. We/I confirm that the agreement reached above is in full and final settlement of all claims of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same. We/l authorize you to pay the total amount of S\$ $\frac{6,365.97}{to}$ to Trans Eurokars Pte Ltd WITNESS: **CLAIMANT:** Signature: Signature: Signed by "the workshop" (with choo Kenn Lee LKK Auto Consultants Pte Ltd Name: Name: 199607198R NRIC: NRIC: Address: 51 Ubi Avenue 1 Address: #01-25 Paya Ubi Ind. Park S(408933) Nationality: Nationality:

Occupation:



INVOICE

GST Req No: M90364005A

Trans Eurokars Mazda (CEW)

PAGE NO :

INVOICE NO:][

I / 12 DEPT/POS ID:

INDIA INTERNATIONAL INSURANCE PTE L DATE IN DATE PRINTED: 25/02/2022

#04-00 & #05-00 IOB BUILDING JOB NO : 45249

SINGAPORE 049711 CSO/OP CODE: Falcoe Lee

REGN NO : SKS4370A

1.5/04/2015 MODEL: REGN DATE : CHASSIS NO: JM6BM42A8G0307573 MILEAGE

ENGINE NO: P520273352 REQUISITION NO: JESS

DESCRIPTION: Body repair

NOTES	TP CLAIM - INDIA	0.00
SUB	REPLACE FR BUMPER, RHF FENDER. REPAIR AREAS	1,320.00
	AFFECTED BY THE ACCIDENT.	
SUB	SPRAY FRT BUMPER, RHF FENDER, RHF DOOR.	1,890.00
MZ-BR-WH	TO CHECK STEERING GEOMETRY &	560.00
	CONDUCT FULL WHEEL ALIGNMENT.	
ME-BR-EL	TO CHECK ELECTRICAL SYSTEM FOR PROPER FUNCTIONIN	150.00
MI-BR-RE	TO REPROGRAMME AFTER THE ACCIDENT REPAIR WORKS.	180.00
MZ BR-SU	Sundries "	20.00
BHR3-50-03	1BBB FRT BUMPER BM 1.0 1083.30	1083.30
BHN1-50-0T	1F RETAINER RHF BM/BN 1.0 19.70	19.70
C274-50-13	3 NUT, CLIP 10.0 3.70	37.00
B45A-56-14	6A FASTENER 2.0 3.00	6.00
GHP9-50-0Z	5 GROMMET, SCREW 2.0 2.90	5.80
B45A-52-11	1B RHF FENDER BM/BN 1.0 350.60	350.60



Parts	1,502.40	Sub Total	5,622,40
Surcharge	0.00	G.S.T. 7%	393:57
Labour	4,120.00	Total	6,015.97
Menus	0.00	Paid	0.00
		Amount Due	6,015,97





zoom-zoom

Claim Audit

- 1	AUDIT T	RAIL		
No.	_	Audit	Remarks	Ву
1	02 Nov 2021 17:36	Clm Dtl Modified	Claimant's Name: -> YEO LAY SEE.	[A] HOW MEI KWAN
2	02 Nov 2021 17:36	Clm Veh Model Changed	(205938) MAZDA 3 1.5 L 4-DOOR SEDAN SP.6EAT (A).	[A] HOW MEI KWAN
3	02 Nov 2021 17:36	Clm Created	Reg No: SKS4370A. Acct Date: 2021/10/26. Claim Type: TP. Insurer: India Internation al Insurance Pte Ltd (HQ). TP Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Works hop: Trans Eurokars Pte Ltd - Tanjong Penjuru (HQ)	[A] HOW MEI KWAN
4	02 Nov 2021 17:36	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	02 Nov 2021 17:36	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/11/12	[A] HOW MEI KWAN
6	02 Nov 2021 17:36	Adj Mandate Set	: Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	02 Nov 2021 17:38	Label Added	(30651):Vehicle Not In,(30653):Direct Settlement.	[A] HOW MEI KWAN
8	02 Nov 2021 17:38	Adj Adjuster Assigned	[None] -> CHEN TSUE YEE	[A] HOW MEI KWAN
9	11 Nov 2021 14:41	Adj Mandate Request	lem:cur:Req:0.00:PODS Liability: 50%BOTH VEHICLES TURNING SAME DIRECTION Remarks: For your approval. Thanks	[A] Jaslin Kok Chin Yi
10	11 Nov 2021 18:17	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date: 2021/11/12. Mandate Remarks: TP was "reporting only" a t the time of lodging the SAS report. Did they raise Addendum for that?	[I] Bhargavi Purushothaman Dhanya
11	11 Nov 2021 18:17	Adj Mandate Set	Maintained:TP was "reporting only" at the time of lodging the SAS report. Did they rais e Addendum for that?	[I] Bhargavi Purushothaman Dhanya
12	17 Nov 2021 16:45	Adj Mandate Request	lem:cur:Req:0.00:PODS Liability: 50%BOTH VEHICLES TURNING SAME DIRECTION Remarks: UPDATED TP GIA REPORT HAS BEEN UPLOADED.	[A] Jaslin Kok Chin Yi
13	19 Nov 2021 10:16	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date: $2021/11/12$. Mandate Remarks: There is a signed disc harge voucher in TP GIA report. clarify please	[I] Bhargavi Purushothaman Dhanya
14	19 Nov 2021 10:16	Adj Mandate Set	t Maintained:There is a signed discharge voucher in TP GIA report. clarify please	[I] Bhargavi Purushothaman Dhanya
15	19 Nov 2021 15:02	Label Removed	(30651):Vehicle Not In.	[A] CHEW HSIAO TONG
16	22 Nov 2021 09:52	Adj Mandate Request	Cur.Req:0.00:PODS Liability: 50%BOTH VEHICLES TURNING SAME DIRECTION Remark s: The documents are just pre-sign to assure that all the documents are at the same si gnature.	[A] Jaslin Kok Chin Yi
17	23 Nov 2021 15:31	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date: $2021/11/12$. Mandate Remarks: There is a signed disc harge voucher in TP GIA report. clarify please	[I] Bhargavi Purushothaman Dhanya
18	23 Nov 2021 15:31	Adj Mandate Set	Approved:0.00:There is a signed discharge voucher in TP GIA report. clarify please	[I] Bhargavi Purushothaman Dhanya
19	17 Aug 2022 17:10	Video Downloaded	Downloaded Video - Accident-TP	[I] Bhargavi Purushothaman Dhanya
20	20 Sep 2022 16:25	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
21	20 Sep 2022 16:25	Clm Dtl Modified	Insured Name: -> Insured ID: -> Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
22	20 Sep 2022 16:25	Clm Dtl Modified	JPJ Reg. Date: -> 2015/04/15.	[A] JOANNE LEE KHANG MIN
23	20 Sep 2022 16:25	Clm Details Notified		[A] JOANNE LEE KHANG MIN
24	21 Sep 2022 16:34	Adj Mandate Request	Cur.Req:6315.97:\$6,315.97	[A] CHEW HSIAO TONG
25	22 Sep 2022 18:21	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date: $2021/11/12$. Mandate Remarks: There is a signed disc harge voucher in TP GIA report. clarify please	[I] Bhargavi Purushothaman Dhanya
26	22 Sep 2022 18:21	Adj Mandate Set	Approved:6315.97:There is a signed discharge voucher in TP GIA report. clarify please	[I] Bhargavi Purushothaman Dhanya

23, 8:22 AM	0.4.71	Merimen e-Claims				
AUDIT TI	RAIL Audit	Remarks	Ву			
21 Feb 27 2023 15:48	Video Downloaded	Downloaded Video - Accident-TP	[I] Gabriel We			
21 Feb 28 2023 15:49	23 Video Downloaded Video - Accident-TP					
22 Feb 29 2023 08:49	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2021/11/12. Mandate Remarks: KIndly upload the DV please.	[I] Priya			
22 Feb 30 2023 08:50	Adj Mandate Set	Approved:0.00:KIndly upload the DV please.	[I] Priya			
22 Feb 31 2023 08:51	Video Downloaded	Downloaded Video - Accident-TP	[I] Priya			
22 Feb 32 2023 08:54	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date: 2021/11/12. Mandate Remarks: Third party coming o ut from slip road ?	[I] Priya			
22 Feb 33 2023 08:54	Adj Mandate Set	Approved:0.00:Third party coming out from slip road ?	[I] Priya			
22 Feb 34 2023 08:58	Video Downloaded	Downloaded Video - Accident-TP	[I] Bhargavi Purushothama Dhanya			
14 Apr 35 2023 11:41	Video Downloaded	Downloaded Video - Accident-TP	[I] Bhargavi Purushothama Dhanya			
14 Apr 36 2023 14:57	Video Downloaded	Downloaded Video - Accident-TP	[I] Priya			
14 Apr 37 2023 14:58	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2021/11/12. Mandate Remarks: Any updates ?	[I] Priya			
14 Apr 38 2023 14:58	Adj Mandate Set	: Approved:0.00:Any updates ?	[I] Priya			
19 Apr 39 2023 10:01	Video Downloaded	Downloaded Video - Accident-TP	[I] Priya			
19 Apr 40 2023 10:03	Video Downloaded	Downloaded Video - Accident-TP	[I] Priya			
15 May 41 2023 16:21	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2021/11/12. Mandate Remarks: Any updates ?	[I] Priya			
15 May 42 2023 16:21	Adj Mandate Set	: Approved:0.00:Any updates ?	[I] Priya			
15 May 43 2023 17:11	Adj Mandate Request	Cur.Req:6415.97:FOR LOU, 3RD PARTY REJECTED \$60/DAY AND INSISTED FOR \$80/D AY AS PER LOD. PLS ADVISE. THANKS	[A] CHEW HSIA TONG			
16 May 44 2023 08:55	Video Downloaded	Downloaded Video - Accident-TP	[I] Priya			
16 May 45 2023 08:58	Video Downloaded	Downloaded Video - Accident-TP	[I] Priya			
16 May 46 2023 08:59	Adj Mandate Set	: Approved:6415.97.	[I] Priya			

ACTIVITY

No record

Merimen Billing for this case - Transaction History								
Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2738246	03 Nov 2021 09:46:09	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SKS4370A	SJP2134G	11.00
2745905	01 Dec 2021 17:24:17	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SKS4370A	Bhargavi Purushothama n Dhanya	xx.xx
2845483	20 Sep 2022 16:25:03	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SKS4370A	SJP2134G	11.00