

Hsiao Tong (LKKAUTO)

From: HO AIK SENG, DENNIS (MINDEF) <HO_Aik_Seng_Dennis@defence.gov.sg>
Sent: Monday, 13 June 2022 11:14 AM
To: 'Julie Mangubat'; Hsiao Tong (LKKAUTO)
Cc: 'Charandeep Singh'; EDWIN KANG WEE HUAT (MINDEF); RISHABH RADHAKRISHNAN (MINDEF); Olivia Lau (LKKAUTO); 'Claims'
Subject: FW: LOD | JPK REF : DSTA21-080017 | ACCIDENT INVOLVING MID21720 AND SMC2800A ALONG LIM CHU KANG ROAD ON 21/07/2021 || C10011020
Attachments: MAN TGM 21720 8202630002.pdf; MID21720 FCOR.pdf

Without Prejudice

Hi Ms Julie,

1. The attached is the Final Cost of Repair(FCOR) Bill for MID 21720 which I believed have been sent before. What you have extracted in your last email is from STE breakdown due to previous clarification from your end.
2. The vehicle MID 21720 was book into Army Workshop on 22 July 22 and referral to STE for Accident Repair. Vehicle is passed out and received on 17 Nov 22. Do note that this is a military spec tactical vehicles whereby spares that are required from overseas, hence, the reason why repair duration are such long period.
3. The hourly rate is based on contractual rate between SAF and STE. We are not able to disclose any contract documentations out of the SAF Organization. The amount in the FCOR is served as an official receipt endorsed by SAF Army base workshop for the accident repair done by STE which was already charged and paid.
4. Thank you.

Hi Hisao Tong,

Pls carry on from here. Thank you.

Regards,

2WO DENNIS HO
TA INVESTIGATION WO
HQ TPT/ SAFETY BR
63074511
91763064

From: Julie Mangubat <julie.m@budgetdirect.com.sg>
Sent: 13 June, 2022 12:01 AM
To: HO AIK SENG, DENNIS (MINDEF) <HO_Aik_Seng_Dennis@defence.gov.sg>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Charandeep Singh <charandeep.s@budgetdirect.com.sg>; EDWIN KANG WEE HUAT (MINDEF) <KANG_Wee_Huat_Edwin@defence.gov.sg>; RISHABH RADHAKRISHNAN (MINDEF) <Rishabh_Radhakrishnan@defence.gov.sg>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; Claims

<claims@budgetdirect.com.sg>

Subject: RE: LOD | JPK REF : DSTA21-080017 | ACCIDENT INVOLVING MID21720 AND SMC2800A ALONG LIM CHU KANG ROAD ON 21/07/2021 || C10011020

Without Prejudice, save as to cost

Dear Sir

In relation to our email below.

We are agreeable to the remaining amounts being put up in the invoice provided (sections 2-4) as per snip below:

1. Labour with baseload		Sub-total :	\$ 5,563.60
Description	Rate (\$)	Mhrs	Amount (\$)
Basic MHR (BMR)	\$ 79.48	70.00	\$ 5,563.60
2. Assessment Fee		Sub-total :	\$ 635.81
DF-Equip charged under Basic			\$ 635.81
3. Materials		Sub-total :	\$ 581.51
Material Services			\$ 581.51
4. General Service		Sub-total :	\$ 548.06
Tow Svc Wheeled (>= 3 Ton) exc. M3G			\$ 548.06
Grand Total :			\$ 7,328.98

Price quoted in Singapore Dollar(SGD\$) are subjected to 7% GST

Validity of Quotation: 30 Days

Please let us have the query on section 1.

Thank you,
-Julie

From: Julie Mangubat

Sent: Sunday, 12 June 2022 11:36 pm

To: HO AIK SENG, DENNIS <HO_Aik_Seng_Dennis@defence.gov.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Charandeep Singh <charandeep.s@budgetdirect.com.sg>; EDWIN KANG WEE HUAT

<KANG_Wee_Huat_Edwin@defence.gov.sg>; RISHABH RADHAKRISHNAN

<Rishabh_Radhakrishnan@defence.gov.sg>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Claims <claims@budgetdirect.com.sg>

Subject: RE: LOD | JPK REF : DSTA21-080017 | ACCIDENT INVOLVING MID21720 AND SMC2800A ALONG LIM CHU KANG ROAD ON 21/07/2021 || C10011020

Without Prejudice, save as to cost

Dear Sir

Please let us have the actual time calculated for repair of the vehicle.

As per the quotation given to us 70hrs is **only estimated**, please let us have the **actual date in and out of the vehicle at the workshop**.

Furthermore, please let us also have the agreement with the workshop on the hourly rate of **\$79.48** to substantiate your claim.

Thank you,
-Julie

From: HO AIK SENG, DENNIS (MINDEF) <HO_Aik_Seng_Dennis@defence.gov.sg>
Sent: Monday, 6 June 2022 3:52 pm
To: Julie Mangubat <julie.m@budgetdirect.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: EDWIN KANG WEE HUAT (MINDEF) <KANG_Wee_Huat_Edwin@defence.gov.sg>; RISHABH RADHAKRISHNAN (MINDEF) <Rishabh_Radhakrishnan@defence.gov.sg>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Claims <claims@budgetdirect.com.sg>
Subject: RE: LOD | JPK REF : DSTA21-080017 | ACCIDENT INVOLVING MID21720 AND SMC2800A ALONG LIM CHU KANG ROAD ON 21/07/2021 || C10011020

Hi Ms Julie,

The dateline provided was on 3 June 22. Nevertheless, thanks for response.

Please do so and return by 10 June 22 latest as this case is already been quite sometime. As per mentioned, if there is no update, we will forward this case to MINDEF Legal Services / AGC for assistance.

Thank you.

Hi Hisao Tong,

Pls note the timeline extension and this is final. Thank you.

Regards,

DENNIS HO
TA INVESTIGATION WO
HQ TPT/ SAFETY BR
63074511
91763064

From: Julie Mangubat <julie.m@budgetdirect.com.sg>
Sent: 6 June, 2022 2:18 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Claims <claims@budgetdirect.com.sg>
Cc: EDWIN KANG WEE HUAT (MINDEF) <KANG_Wee_Huat_Edwin@defence.gov.sg>; HO AIK SENG, DENNIS (MINDEF) <HO_Aik_Seng_Dennis@defence.gov.sg>; RISHABH RADHAKRISHNAN (MINDEF) <Rishabh_Radhakrishnan@defence.gov.sg>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>
Subject: RE: LOD | JPK REF : DSTA21-080017 | ACCIDENT INVOLVING MID21720 AND SMC2800A ALONG LIM CHU KANG ROAD ON 21/07/2021 || C10011020

Without Prejudice

Hi Hsiao Tong

My apologies for the delay as all your emails went to spam folder.

I will get back to by this week.

Thank you,

-Julie

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, 2 June 2022 5:29 pm
To: Julie Mangubat <julie.m@budgetdirect.com.sg>; Claims <claims@budgetdirect.com.sg>
Cc: EDWIN KANG WEE HUAT <KANG_Wee_Huat_Edwin@defence.gov.sg>; HO AIK SENG, DENNIS <HO_Aik_Seng_Dennis@defence.gov.sg>; RISHABH RADHAKRISHNAN <Rishabh_Radhakrishnan@defence.gov.sg>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>
Subject: RE: LOD | JPK REF : DSTA21-080017 | ACCIDENT INVOLVING MID21720 AND SMC2800A ALONG LIM CHU KANG ROAD ON 21/07/2021 || C10011020

Without Prejudice

Dear Sirs/Mdm,

Till date, we did not receive any response from your good office.

We have our principal instruction to forward this matter to AGC/ Mindef Legal Services for further action.

If you wish to resolve this matter amicably, please let us have your response/offer immediately.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 24 May 2022 10:51 AM
To: julie.m@budgetdirect.com.sg; claims@budgetdirect.com.sg
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: LOD | JPK REF : DSTA21-080017 | ACCIDENT INVOLVING MID21720 AND SMC2800A ALONG LIM CHU KANG ROAD ON 21/07/2021 || C10011020

Urgent Reminder

Without Prejudice

Dear Sirs/Mdm,

We have yet hear from you till date.

Kindly let us have your offer within the next 7days. Otherwise, our principal may proceed with next course of action.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Hsiao Tong (LKKAuto)

Sent: Friday, 29 April 2022 7:47 AM

To: julie.m@budgetdirect.com.sg; claims@budgetdirect.com.sg

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: LOD | JPK REF : DSTA21-080017 | ACCIDENT INVOLVING MID21720 AND SMC2800A ALONG LIM CHU KANG ROAD ON 21/07/2021 || C10011020

Urgent

Without Prejudice

Dear Julie

We have yet hear from you till date.

Kindly let us have your offer soonest as our principal is chasing.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Hsiao Tong (LKKAuto)

Sent: Friday, 11 March 2022 7:44 AM

To: julie.m@budgetdirect.com.sg

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: LOD | JPK REF : DSTA21-080017 | ACCIDENT INVOLVING MID21720 AND SMC2800A ALONG LIM CHU KANG ROAD ON 21/07/2021 || C10011020

Without Prejudice

Dear Julie

We refer to our email on 16/12/2021.

We have been appointed by MINDEF as claims adjuster to handle all traffic accident claims involving military vehicles with effect from December 2021.

Kindly let us have your offer for our necessary action.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Monday, 24 January 2022 4:28 PM

To: julie.m@budgetdirect.com.sg

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: LOD | JPK REF : DSTA21-080017 | ACCIDENT INVOLVING MID21720 AND SMC2800A ALONG LIM CHU KANG ROAD ON 21/07/2021 || C10011020

Without Prejudice

Dear Julie

We refer to our email on 16/12/2021.

We have been appointed by MINDEF as claims adjuster to handle all traffic accident claims involving military vehicles with effect from December 2021.

Kindly let us have your offer for our necessary action.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)
Sent: Thursday, 16 December 2021 11:01 AM
To: julie.m@budgetdirect.com.sg
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: LOD | JPK REF : DSTA21-080017 | ACCIDENT INVOLVING MID21720 AND SMC2800A ALONG LIM CHU KANG ROAD ON 21/07/2021 || C10011020

Without Prejudice

Dear Julie

We refer to the above matter.

We have been appointed by MINDEF as claims adjuster to handle all traffic accident claims involving military vehicles with effect from December 2021.

Kindly let us have your offer for our necessary action.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Julie Mangubat <julie.m@budgetdirect.com.sg>
Sent: Friday, November 19, 2021 10:25 AM
To: Sharon Ow <sharon@jpknights.com>
Cc: Survey <survey@jpknights.com>; Claims <claims@budgetdirect.com.sg>
Subject: RE: LOD | JPK REF : DSTA21-080017 | ACCIDENT INVOLVING MID21720 AND SMC2800A ALONG LIM CHU KANG ROAD ON 21/07/2021 || C10011020

Without Prejudice

Hi Sharon

Thank you for your fast reply.

We will get back to you with our offer.

Thank you,

-Julie

From: Sharon Ow <sharon@jpknights.com>
Sent: Friday, 19 November 2021 10:24 am
To: Julie Mangubat <julie.m@budgetdirect.com.sg>
Cc: Survey <survey@jpknights.com>; Claims <claims@budgetdirect.com.sg>
Subject: RE: LOD | JPK REF : DSTA21-080017 | ACCIDENT INVOLVING MID21720 AND SMC2800A ALONG LIM CHU KANG ROAD ON 21/07/2021 || C10011020

Without Prejudice

Dear Julie

Thank you for calling.

Enclosed the itemized quotation for your reference.

Thank you.

**Best Regards,
Sharon Ow**

JP KNIGHTS PTE LTD | 33 UBI AVE 3 #05-46/47 VERTEX TOWER A SINGAPORE 408868 | CO REG: 200723763Z
Tel: 6345 0068 | Fax: 6344 5328 | FLASH Accident Reporting Hotline: 6100 1620 / 6360 1038; Web: www.jpknights.com



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From: Sharon Ow
Sent: Friday, November 19, 2021 9:08 AM
To: Julie Mangubat <julie.m@budgetdirect.com.sg>
Cc: Survey <survey@jpknights.com>; Claims <claims@budgetdirect.com.sg>
Subject: RE: LOD | JPK REF : DSTA21-080017 | ACCIDENT INVOLVING MID21720 AND SMC2800A ALONG LIM CHU KANG ROAD ON 21/07/2021 || C10011020

Without Prejudice

Dear Julie

Refer to your email request.

Enclosed the itemized quotation as requested. We were informed by our Principal that no survey will be engaged for involved government vehicle. Hence, no survey photo for MID21720. Nevertheless, we enclosed the damaged photos assessed internally by Mindef for your reference.

Awaiting for your reply on the settlement.

Thank you.

**Best Regards,
Sharon Ow**

JP KNIGHTS PTE LTD | 33 UBI AVE 3 #05-46/47 VERTEX TOWER A SINGAPORE 408868 | CO REG: 200723763Z
Tel: 6345 0068 | Fax: 6344 5328 | FLASH Accident Reporting Hotline: 6100 1620 / 6360 1038; Web: www.jpknights.com



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As

From: Julie Mangubat <julie.m@budgetdirect.com.sg>
Sent: Thursday, November 18, 2021 5:58 PM
To: Sharon Ow <sharon@jpknights.com>
Cc: Survey <survey@jpknights.com>; Claims <claims@budgetdirect.com.sg>
Subject: RE: LOD | JPK REF : DSTA21-080017 | ACCIDENT INVOLVING MID21720 AND SMC2800A ALONG LIM CHU KANG ROAD ON 21/07/2021 || C10011020

Our ref: C10011020

Without Prejudice

Hi Sharon

We refer to your email below.

Can we have the itemized estimates and survey photos of your client's vehicle please.

Thank you,
-Julie

From: Sharon Ow <sharon@jpknights.com>
Sent: Monday, 1 November 2021 3:57 pm
To: Julie Mangubat <julie.m@budgetdirect.com.sg>
Cc: Survey <survey@jpknights.com>; Claims <claims@budgetdirect.com.sg>
Subject: LOD | JPK REF : DSTA21-080017 | ACCIDENT INVOLVING MID21720 AND SMC2800A ALONG LIM CHU KANG ROAD ON 21/07/2021 || C10011020

Without Prejudice

Yr ref : C10011020/JM
Our REF : DSTA21-080017

Dear Julie

We refer to the above matter.

We have been appointed by Ministry Of Defence (SAF) as the claim adjuster to handle all traffic accident claims involving military vehicles with effect from December 2018.

The accident occurred was due to the negligent of your insured/driver. As a result of the accident, our Principal's vehicle was damaged and has been put to loss and expense, particulars of which are as follows:

1. Cost of repair	\$7,328.98
2. Gear Insurance Search	\$2.00
Total	\$7,330.98

Please refer to the enclosed supporting documents.

- Damaged photo
- Repair Bill
- Police report
- Gear Insurance Search

Kindly let us have your cheque made payable to **"PS DEFENCE"** send to care of JP Knights Pte Ltd within 14 working days of this email.

Thank you.

**Best Regards,
Sharon Ow**

JP KNIGHTS PTE LTD | 33 UBI AVE 3 #05-46/47 VERTEX TOWER A SINGAPORE 408868 | CO REG: 200723763Z
Tel: 6345 0068 | Fax: 6344 5328 | FLASH Accident Reporting Hotline: 6100 1620 / 6360 1038; Web: www.jpknights.com



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From: Julie Mangubat <julie.m@budgetdirect.com.sg>
Sent: Thursday, October 28, 2021 1:55 PM
To: Sharon Ow <sharon@jpknights.com>
Cc: Survey <survey@jpknights.com>; Claims <claims@budgetdirect.com.sg>
Subject: RE: Confirmation of Insurer | JPK REF : DSTA21-080017 | ACCIDENT INVOLVING MID21720 AND SMC2800A ALONG LIM CHU KANG ROAD ON 21/07/2021 || C10011020

Our ref: C10011020/JM

Hi Sharon

Yes, we are the insurer concerned for this accident.

Please let us have your letter of demand with enclosures for our action.

Thank you,
-Julie

From: Sharon Ow <sharon@jpknights.com>
Sent: Thursday, 28 October 2021 10:43 AM
To: Claims <claims@budgetdirect.com.sg>
Cc: Survey <survey@jpknights.com>
Subject: Confirmation of Insurer | JPK REF : DSTA21-080017 | ACCIDENT INVOLVING MID21720 AND SMC2800A ALONG LIM CHU KANG ROAD ON 21/07/2021

WITHOUT PREJUDICE

Your ref: TBA
Our ref: DSTA21-080017

M/S MS Auto & General Insurance

Dear Sir/Mdm,

We refer to the above matter.

We have been appointed by Ministry Of Defence (SAF) as the claim adjuster to handle all traffic accident claims involving military vehicles with effect from December 2018.

As a result of the accident, our Principal's vehicle has been damaged.

The Gear Insurer Enquiry shown SMC2800A is insured with Auto & General Insurance. Please confirm.

Enclosed herewith the Gear insurer enquiry for your reference. We will quantify our Principal's losses and expenses upon your confirmation.

Appreciate your early reply.

Thank you.

**Best Regards,
Sharon Ow**

JP KNIGHTS PTE LTD | 33 UBI AVE 3 #05-46/47 VERTEX TOWER A SINGAPORE 408868 | CO REG: 200723763Z
Tel: 6345 0068 | Fax: 6344 5328 | FLASH Accident Reporting Hotline: 6100 1620 / 6360 1038; Web: www.jpknights.com



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