

Veron Chen (LKKAUTO)

From: Grace Ng <grace.ng@hlas.com.sg>
Sent: Friday, 11 November 2022 11:18 AM
To: Veron Chen (LKKAUTO); CallieNg@cdge.com.sg
Cc: Alice Lau Lay Koon
Subject: RE: SJU8218H dd 12.02.22 -HL ASSURANCE (OD) - \$4498.01 (Ref: OD/MPC03181/Alano Ana Maria Vetarde)

Dear LKK and CDGE,

I am new officer of this case.

Please liaise with me moving forth.

Ana make an error in her earlier email. Excess is \$3375.

Please amend documents and upload in merimen accordingly.

Kindly inform client.

Best Regards,
Grace Ng (Ms)
Senior Claims Specialist
Claims Department



11 Keppel Road #11-01, ABI Plaza, Singapore 089057
T +65 6922 6017 | F +65 6224 1923
grace.ng@hlas.com.sg | www.hlas.com.sg

Important: Please note that acceptance and clearing of our settlement cheque/GIRO/PayNow payment constitutes your acceptance of payment which will be in full and final settlement and discharge of all claims that you may have against HL Assurance Pte. Ltd. and/or our insured whichever is applicable in respect of the above subject matter.

From: HLAS Claims
Sent: Thursday, 10 November 2022 4:50 pm
To: Grace Ng <grace.ng@hlas.com.sg>
Subject: FW: SJU8218H dd 12.02.22 -HL ASSURANCE (OD) - \$4498.01 (Ref: OD/MPC03181/Alano Ana Maria Vetarde)

Dear Grace,

FYNA.

Regards,
Claims Department



11 Keppel Road #11-01, ABI Plaza, Singapore 089057

Important: Please note that acceptance and clearing of our settlement cheque/GIRO/PayNow payment constitutes your acceptance of payment which will be in full and final settlement and discharge of all claims that you may have against HL Assurance Pte. Ltd. and/or our insured whichever is applicable in respect of the above subject matter.

From: Callie Ng Siew Huang [<mailto:CallieNg@cdge.com.sg>]
Sent: Thursday, 10 November 2022 10:41 am
To: HLAS Claims <claims@hlas.com.sg>; Ana Maria Velarde ALANO <Ana.Alano@hlas.com.sg>
Cc: Alice Lau Lay Koon <alicelau@cdge.com.sg>
Subject: SJU8218H dd 12.02.22 -HL ASSURANCE (OD) - \$4498.01 (Ref: OD/MPC03181/Alano Ana Maria Vetarde)

Dear Ana,

Reminder.

We look forward for your payment soon.

Thank you.

Best Regards
Callie Ng
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148730

Do you really need to print?
Go Digital! Go Paperless!



From: HLAS Claims <claims@hlas.com.sg>
Sent: Wednesday, 19 October 2022 3:40 pm
To: Callie Ng Siew Huang <CallieNg@cdge.com.sg>; Ana Maria Velarde ALANO <Ana.Alano@hlas.com.sg>
Cc: Alice Lau Lay Koon <alicelau@cdge.com.sg>
Subject: RE: SJU8218H dd 12.02.22 -HL ASSURANCE (OD) - \$4498.01 (Ref: OD/MPC03181/Alano Ana Maria Vetarde)

CAUTION : This email originated from an **external** party outside ComfortDelGro. Do not click on links or open attachment unless you know the sender.

Dear Callie Ng,

We acknowledge receipt of your email which will be forwarded to the claim handler accordingly.

For future subsequent emails, please direct to our claim officer in charge **Ms Ana** who is copied in this email. Do quote our reference number when replying.

Aside to Ana - FYNA

Regards,
Claims Department



11 Keppel Road #11-01, ABI Plaza, Singapore 089057

T +65 6922 6030 / F +65 6224 1923

claims@hlas.com.sg | www.hlas.com.sg

Important: Please note that acceptance and clearing of our settlement cheque/GIRO/PayNow payment constitutes your acceptance of payment which will be in full and final settlement and discharge of all claims that you may have against HL Assurance Pte. Ltd. and/or our insured whichever is applicable in respect of the above subject matter.

From: Callie Ng Siew Huang [<mailto:CallieNg@cdge.com.sg>]

Sent: Wednesday, 19 October 2022 1:51 pm

To: HLAS Claims <claims@hlas.com.sg>

Cc: Alice Lau Lay Koon <alicelau@cdge.com.sg>

Subject: SJU8218H dd 12.02.22 -HL ASSURANCE (OD) - \$4498.01 (Ref: OD/MPC03181/Alano Ana Maria Vetarde)

Dear Alano Ana

We have downloaded our Repair Bill and Discharge Voucher in Merimen for your attention.

Please find attached the relevant document for your perusal.

We look forward for your payment soon.

Thank you.

Best Regards

Callie Ng

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148730

Do you really need to print?
Go Digital! Go Paperless!



This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]
