

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Wednesday, 9 November 2022 8:20 AM
To: Ana Maria Velarde ALANO
Cc: Grace Ng
Subject: RE: HLA Motor (OD) Claim : SJU8218H : QUEK YUEN YONG JOHN on 12/02/2022 :
HLA # MP318783/MPC03181

Dear Ana,

Kindly assist to amend excess to \$1550 for us to submit report.

Claim Audit	Activity Log	Documents
Send RI/Rpt-for-Repairer	Edit Invoice	Seek Mandate from Insurer

CLAIM SUBFOLDER TRACKING					
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted
Main	16 Feb 2022 Sendback Est	16 Feb 2022 14:35 S\$ 6,039.35	21 Feb 2022 16:40 Edit Adj Rpt	S\$5,753.75 Edit Estimates	S\$5,753.75 View Rpt
Supp #1	28 Feb 2022 17:16	28 Feb 2022 17:18 S\$ 1,540.00	28 Feb 2022 17:18		
Supp #2	20 Sep 2022 13:29	20 Sep 2022 13:30 S\$ 330.00	20 Sep 2022 13:30		

Main	Reference
CLAIM SUBFOLDER DETAILS	
Insured:	QUEK YUEN YONG JOHN , ID : S1676614C
Vehicle Reg. No.:	SJU8218H
Claim Type:	OD / MPC03181

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

From: Ana Maria Velarde ALANO <Ana.Alano@hlas.com.sg>
Sent: Thursday, 3 November 2022 2:06 PM
To: gina.sim@mitsui-pana.com; Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: Grace Ng <grace.ng@hlas.com.sg>
Subject: RE: HLA Motor (OD) Claim : SJU8218H : QUEK YUEN YONG JOHN on 12/02/2022 : HLA # MP318783/MPC03181

Dear Veron,

Please proceed to issue the final report with the excess of \$1550.

Dear Gina,

Kindly inform the Insured to transfer the amount of \$2,435.00 (\$3985-\$1550) into our account bank account number below:

Account Name	Account Number	Bank name	REFERENCE NO
HL ASSURANCE PTE LTD	003-953-7620	DBS BANK	MPC03181

Note: Please be advised that Grace Ng will be taking over this case.

Best Regards,

(Ms) Alano, Ana Maria Velarde
Claims Manager



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

T +65 6922 6019 | F +65 6221 3782

ana.alano@hlas.com.sg | www.hlas.com.sg

Reaching out to you at [Facebook](#) | [Twitter](#) | [Linkedin](#) |

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: gina.sim@mitsui-pana.com [<mailto:gina.sim@mitsui-pana.com>]
Sent: Thursday, 20 October 2022 11:14 am
To: Ana Maria Velarde ALANO <Ana.Alano@hlas.com.sg>
Cc: veronchen@lkkauto.com
Subject: RE: HLA Motor (OD) Claim : SJU8218H : QUEK YUEN YONG JOHN on 12/02/2022 : HLA # MP318783/MPC03181

Dear Ana,

Noted, we have informed client.

Best regards,

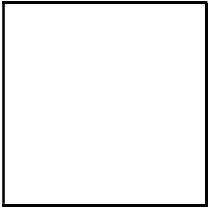
Gina Sim

(Pls email me instead of calling when possible,
because I'm usually not at my desk.)

mitsui BUSSAN PANA HARRISON PTE LTD

Tel: 6492 5562 | Fax: 6298 1500

Email: gina.sim@mitsui-pana.com



On Wed, Oct 19, 2022 at 9:54 AM +08, Ana Maria Velarde Alano <ana.alano@hlas.com.sg> wrote:

- External Email -

Dear Gina,

We refer to the email subject.

Due to oversight on the assessment, the initial excess was \$1,550.00.

We've received the updated repair cost and assessed that the excess is S\$3,985.00 broken down as follow:

- Authorized workshop : \$775.00
- Driver is 24 y/o : \$3,210.00 (\$3000 + GST)

Kindly assist to inform the Insured of the above. Thank you!

Best Regards,

(Ms) Alano, Ana Maria Velarde

Claims Manager



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

T +65 6922 6019| F +65 6221 3782 ana.alano@hlas.com.sg | <http://www.hlas.com.sg/>

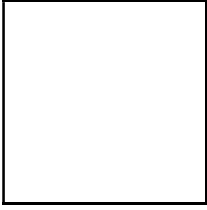
Reaching out to you at [Facebook](#)|[Twitter](#)|[Linkedin](#)|

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.

Mitsui Bussan Pana Harrison Pte. Ltd.

20 McCallum Street
#16-02 Tokio Marine Centre
Singapore 069046

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Website: www.mitsui-pana.com



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