

Shirley Hiew (LKK Auto)

From: Guo Qiang (LKKAuto)
Sent: Thursday, 15 October 2020 12:50 pm
To: Shirley Hiew (LKK Auto)
Cc: SUR; Bryan Ang (LKKAuto)
Subject: 回复: Your Ref: CS3/LPC19021451/Gsf3e2-1 | Our Ref: MPR/205404/L76

1. Why is there such a great difference in the two assessments, listing the areas of difference, the sums involved and the reason(s) for the difference?

item 1: tailgate hydraulic cylinder pumps assy - short from \$2400 reduce to labour \$400

item 2: tailgate hydraulic cylinder pumps assy - long from \$3000 reduce to labour \$400

during after repair inspection I found 2 items used back after repair, the benefit of the doubt I can only approved for labour.

2. What is the prudent sum for COR that Lonpac should offer to resolve the dispute?

\$6900

3. What is the prudent period for repairs that Lonpac should offer to resolve the dispute? And

14 days

4. Any other matter that you may wish to state or highlight that would assist in the defence of the claim made by the third party.

COR will be review when additional evidence provided.

发件人: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
发送时间: 2020 年 10 月 15 日 09:16
收件人: Guo Qiang (LKKAuto) <GuoQiang@lkkauto.com>
抄送: SUR <sur@lkkauto.com>
主题: RE: Your Ref: CS3/LPC19021451/Gsf3e2-1 | Our Ref: MPR/205404/L76

Hi Guo Qiang,

Any updated?

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@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: Shirley Hiew (LKK Auto)
Sent: Friday, 9 October 2020 10:45 am
To: Guo Qiang (LKKAuto) <GuoQiang@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: FW: Your Ref: CS3/LPC19021451/Gsf3e2-1 | Our Ref: MPR/205404/L76

Hi Guo Qiang,

Kindly assist the below email **urgently**.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@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: Celine Fong (LKKAuto) <celinefong@lkkauto.com>
Sent: Friday, 9 October 2020 10:33 am
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Your Ref: CS3/LPC19021451/Gsf3e2-1 | Our Ref: MPR/205404/L76

Dear Shirley,

Please assist urgently.

The email fall under spam message.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

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

From: Ruthra <ruthra@coomarai.com>
Sent: Thursday, 8 October 2020 2:53 PM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: 'Vicky' <vicky@coomarai.com>; su@coomarai.com
Subject: RE: Your Ref: CS3/LPC19021451/Gsf3e2-1 | Our Ref: MPR/205404/L76

Dear Sirs,

MC/MC 6349/2020

We refer to our email dated 20 July 2020 ("our email").

Kindly let us have your response to our email on an **urgent basis**.

Thank you.

Best Regards,
Ruthra Ram
Cooma & Rai | Legal Associate

T +65 6438 0783 | F +65 6438 0784 | ruthra@coomarai.com | 133 New Bridge Road
#08-02 Chinatown Point, Singapore 059413 | www.coomarai.com | Office Hours: Mondays – Fridays from 9 am to 5.30 pm. We are closed for lunch between 1 pm and 2 pm. We are also closed on weekends and on Public Holidays.

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From: Ruthra [<mailto:ruthra@coomarai.com>]
Sent: Monday, 20 July, 2020 4:25 PM
To: 'admin-d@lkkauto.com' <admin-d@lkkauto.com>; 'assignments@lkkauto.com' <assignments@lkkauto.com>
Cc: 'Vicky' <vicky@coomarai.com>; 'su@coomarai.com' <su@coomarai.com>
Subject: Your Ref: CS3/LPC19021451/Gsf3e2-1 | Our Ref: MPR/205404/L76

Dear Sirs,

MC/MC 6349/2020

We act for Lonpac Insurance Bhd (Lonpac).

Our client had engaged you to inspect the third party's vehicle no.YP 6245R. Our clients subsequently received a Report from you dated 20.03.2020.

The Third Party has now made a claim through their lawyers, M/s Kuru & Co. The items in dispute are the COR claimed by the third party at \$14,900 (excluding GST), based on a lump sum basis, and the period for repairs at 24 days. This is based on the survey report prepared by KM Auto Assessors Pte Ltd. A copy of their report is attached via dropbox link below for your reference.

<https://www.dropbox.com/s/p73w4p4d7acvp8z/km%20report.zip?dl=0>

In contrast, in your PRI report, you had assessed the COR at \$6,900 and the period of repairs at 14 days.

The difference between the two assessments on the COR is substantial.

As litigation has been commenced and in order to advise our clients on the prudent offer to make to protect their interest at an early stage, we would be obliged if you could review the gulf in the COR and period for repairs, and let us know the following:

1. Why is there such a great difference in the two assessments, listing the areas of difference, the sums involved and the reason(s) for the difference?
2. What is the prudent sum for COR that Lonpac should offer to resolve the dispute?
3. What is the prudent period for repairs that Lonpac should offer to resolve the dispute? And
4. Any other matter that you may wish to state or highlight that would assist in the defence of the claim made by the third party.

We look forward to hearing from you urgently as we have to advise Lonpac and make a prudent protective offer as soon as possible.

Thank you.

Best Regards,
Ruthra Ram
Cooma & Rai | Legal Associate

T +65 6438 0783 | F +65 6438 0784 | ruthra@coomarai.com | 133 New Bridge Road

#08-02 Chinatown Point, Singapore 059413 | www.coomarai.com | Office Hours: Mondays – Fridays from 9 am to 5.30 pm. We are closed for lunch between 1 pm and 2 pm. We are also closed on weekends and on Public Holidays.

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