

Veron Chen (LKKAUTO)

From: Claims Department <claims@jewmotors.com>
Sent: Tuesday, 9 May 2023 11:55 PM
To: Veron Chen (LKKAUTO)
Cc: Finalization
Subject: Re: FW: JEW MOTORS - Pending Finalization-SMJ 9468T

WITHOUT PREJUDICE

Dear Veron,

Thank you for your email.

We accept the finalized amount of **LS \$3200/5 DAYS** of repair for Vehicle number: **SMJ 9468 T**

We will follow up with the LOD shortly.

Yours faithfully,

Ivie

J.E.W. MOTORS PTE. LTD.

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

On Fri, 5 May 2023 at 15:16, Veron Chen (LKKAUTO) <veronchen@lkkauto.com> wrote:

Dear Ivie,

WITHOUT PREJUDICE

We have review on the COR, we maintain our offer LS \$3200 @ 5 days

Best Regards,

Veron Chen | 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)

From: Claims Department <claims@jewmotors.com>
Sent: Thursday, May 4, 2023 11:11 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: Finalization <finalization@lkkauto.com>
Subject: Re: FW: JEW MOTORS - Pending Finalization-SMJ 9468T

WITHOUT PREJUDICE

Dear Veron,

Thank you for your email.

Please consider closing at **LS \$3800/ 5 DAYS** for vehicle no. **SMJ 9468 T**

Regards,

Ivie

J.E.W. MOTORS PTE. LTD.

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On Sat, 29 Apr 2023 at 20:32, Veron Chen (LKKAuto) <veronchen@lkkauto.com> wrote:

Dear Ivie,

Any updates?

Best Regards,

Veron Chen | 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)

From: Veron Chen (LKKAuto)

Sent: Wednesday, April 26, 2023 8:13 AM

To: Finalization <finalization@lkkauto.com>; claims@jewmotors.com

Subject: FW: JEW MOTORS - Pending Finalization-SMJ 9468T

Dear Ivie,

Any updates?

Best Regards,

Veron Chen | 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)

From: Finalization <finalization@lkkauto.com>

Sent: Friday, April 21, 2023 9:10 AM

To: Claims Department <claims@jewmotors.com>

Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Subject: JEW MOTORS - Pending Finalization-SMJ 9468T

Hi Ivie,

Revise finalize. We have counter check the part calculate amount is \$2633.80.

We will be advising our principal for the costs of repairs in \$3200.00 (L/S, before GST), 5 days. Subject to their approval.

Best Regards,

Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | fax: 6256-4315

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

From: Claims Department <claims@jewmotors.com>
Sent: Thursday, April 20, 2023 11:00 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: Finalization <finalization@lkkauto.com>
Subject: Re: FW: JEW MOTORS - Pending Finalization-SMJ 9468T

WITHOUT PREJUDICE

Dear Veron,

Thank you for your email. There is a supplementary for this case which you may have missed. Please refer to the attached and include the items in the final amount.

Also, our Parts total (prior to discount) on the adjusted marked estimate is at \$ 2,683.80 (vs your \$2,633.80). Kindly assist to double check this amount and adjust accordingly.

We really appreciate your help on this.

Yours faithfully,

Ivie

J.E.W. MOTORS PTE. LTD.

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On Wed, 19 Apr 2023 at 14:16, Veron Chen (LKKAuto) <veronchen@lkkauto.com> wrote:

Dear Ivie,

Any update

Best Regards,

Veron Chen | 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)

From: Finalization <finalization@lkkauto.com>
Sent: Monday, April 17, 2023 11:00 AM
To: Claims Department <claims@jewmotors.com>
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Subject: JEW MOTORS - Pending Finalization-SMJ 9468T

Re-attached finalize calculation. Thanks

From: Finalization <finalization@lkkauto.com>
Sent: Monday, April 17, 2023 10:59 AM
To: Claims Department <claims@jewmotors.com>
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Subject: JEW MOTORS - Pending Finalization-SMJ 9468T

Hi Ivie,

We will be advising our principal for the costs of repairs in \$2950.00 (L/S, before GST), 5 days. Subject to their approval.

Best Regards,

Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | fax: 6256-4315

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

From: Claims Department <claims@jewmotors.com>

Sent: Wednesday, April 5, 2023 11:54 PM

To: Huey Yon (LKKAUTO) <hueyyon@lkkauto.com>; Guo Qiang (LKKAUTO) <GuoQiang@lkkauto.com>; Taufikh (LKKAUTO) <Taufikh@lkkauto.com>; Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>

Subject: Re: JEW MOTORS - Pending Finalization

WITHOUT PREJUDICE

Dear Huey Yon and surveyors,

Sending you the latest status of the cases that are still outstanding on our collated list. Looking forward to your continued cooperation to get these finalized soon.

CARPLATE	DOA	INSURANCE COMPANY	SURVEYOR	DATE OF SURVEY	Status as of 05/04/2023
SMJ9468T	18/05/2022	MS First Capital Insurance Limitd	Taufikh	09/06/2022	No update received
SMP3225K	05/11/2021	China Taiping Insurance (Singapore) Pte Limited	Taufikh	10/11/2021	
SLJ1675B	16/11/2021	China Taiping Insurance (Singapore) Pte Limited	Taufikh	24/11/2021	
SME2917L	04/06/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	06/08/2022	
SKZ2397A	15/01/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	21/01/2022	
SJM4420H	25/04/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	11/05/2022	
SNE5555R	04/10/2022	Sompo Insurance Singapore Pte Ltd	Adrian Ling	10/10/2022	
SNE8006P	19/07/2022	Lonpac Insurance Bhd	Taufikh	02/08/2022	
SMR228L	06/11/2021	AIG Asia Pacific Insurance Pte Ltd	Taufikh	10/11/2021	We will respond to you.
SKL6702A	10/06/2022	India International Insurance Pte Ltd	Taufikh	17/06/2022	No update received
SNB9068U	20/10/2022	MS First Capital Insurance Limited	Taufikh	01/11/2022	
SJS105M	28/01/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	22/02/2022	
SJJ1197M	28/07/2022	Lonpac Insurance Bhd	Taufikh	04/08/2022	

Thank you.

Yours faithfully,

Ivie

J.E.W. MOTORS PTE. LTD.

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On Wed, 22 Mar 2023 at 02:12, Claims Department <claims@jewmotors.com> wrote:

WITHOUT PREJUDICE

Dear Huey Yon and surveyors,

Thank you for providing us an update on one of the cases we highlighted on our last email dated 08 March. We will be responding to you soon.

Please continue to prioritize the remaining on the table below and **reply to the respective email chains unique to every case for better traceability.**

CARPLATE	DOA	INSURANCE COMPANY	SURVEYOR	DATE OF SURVEY	Status as of 08/03/2023
SMJ9468T	18/05/2022	MS First Capital Insurance Limited	Taufikh	09/06/2022	No update received
SMP3225K	05/11/2021	China Taiping Insurance (Singapore) Pte Limited	Taufikh	10/11/2021	
SLJ1675B	16/11/2021	China Taiping Insurance (Singapore) Pte Limited	Taufikh	24/11/2021	
SME2917L	04/06/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	06/08/2022	
SKZ2397A	15/01/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	21/01/2022	
SJM4420H	25/04/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	11/05/2022	
SNE5555R	04/10/2022	Sompo Insurance Singapore Pte Ltd	Adrian Ling	10/10/2022	
SJP863Z	21/12/2021	China Taiping Insurance (Singapore) Pte Limited	Guo Qiang	23/12/2021	
SNE8006P	19/07/2022	Lonpac Insurance Bhd	Taufikh	02/08/2022	
SMR228L	06/11/2021	AIG Asia Pacific Insurance Pte Ltd	Taufikh	10/11/2021	We will respond to you.
SKL6702A	10/06/2022	India International Insurance Pte Ltd	Taufikh	17/06/2022	No update received
SNB9068U	20/10/2022	MS First Capital Insurance Limited	Taufikh	01/11/2022	
SJS105M	28/01/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	22/02/2022	

SJJ1197M	28/07/2022	Lonpac Insurance Bhd	Taufikh	04/08/2022	
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Yours faithfully,

Ivie

J.E.W. MOTORS PTE. LTD.

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On Wed, 8 Mar 2023 at 23:13, Claims Department <claims@jewmotors.com> wrote:

WITHOUT PREJUDICE

Dear Huey Yon and surveyors,

We refer to our email dated 07 Feb 2023 regarding the list of aging cases surveyed by your team. We have yet to receive an update. From the list, there are a few which have been open **since 2021**. I have highlighted these cases below for your reference and prioritization. We would appreciate it if these can be finalized at the soonest time.

CARPLATE	DOA	INSURANCE COMPANY	SURVEYOR	DATE OF SURVEY	Status as of 08/03/2023
SMJ9468T	18/05/2022	MS First Capital Insurance Limited	Taufikh	09/06/2022	No update received
SMP3225K	05/11/2021	China Taiping Insurance (Singapore) Pte Limited	Taufikh	10/11/2021	
SLJ1675B	16/11/2021	China Taiping Insurance (Singapore) Pte Limited	Taufikh	24/11/2021	
SME2917L	04/06/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	06/08/2022	
SKZ2397A	15/01/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	21/01/2022	
SJM4420H	25/04/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	11/05/2022	

SNE5555R	04/10/2022	Sompo Insurance Singapore Pte Ltd	Adrian Ling	10/10/2022
SJP863Z	21/12/2021	China Taiping Insurance (Singapore) Pte Limited	Guo Qiang	23/12/2021
SNE8006P	19/07/2022	Lonpac Insurance Bhd	Taufikh	02/08/2022
SMR228L	06/11/2021	AIG Asia Pacific Insurance Pte Ltd	Taufikh	10/11/2021
SKL6702A	10/06/2022	India International Insurance Pte Ltd	Taufikh	17/06/2022
SNB9068U	20/10/2022	MS First Capital Insurance Limited	Taufikh	01/11/2022
SJS105M	28/01/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	22/02/2022
SJJ1197M	28/07/2022	Lonpac Insurance Bhd	Taufikh	04/08/2022

Thank you.

Yours faithfully,

Ivie

J.E.W. MOTORS PTE. LTD.

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On Tue, 21 Feb 2023 at 01:20, Claims Department <claims@jewmotors.com> wrote:

WITHOUT PREJUDICE

Dear Huey Yon and surveyors,

We refer to our email dated 07 Feb 2023 whereby we had collated a list of aging cases which are surveyed by your team. For your convenience, you may refer to the table below with status as of 21 Feb 2023. Kindly give us an update by responding to the **respective email** chains unique to every case for better traceability. If there are any issues with the cases, please send us a follow-up email as to why and how long it has to be placed on hold.

CARPLATE	DOA	INSURANCE COMPANY	SURVEYOR	DATE OF SURVEY	Status as of 21/02/2023
SMJ9468T	18/05/2022	MS First Capital Insurance Limited	Taufikh	09/06/2022	No update received
SMP3225K	05/11/2021	China Taiping Insurance (Singapore) Pte Limited	Taufikh	10/11/2021	
SLJ1675B	16/11/2021	China Taiping Insurance (Singapore) Pte Limited	Taufikh	24/11/2021	
SME2917L	04/06/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	06/08/2022	
SKZ2397A	15/01/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	21/01/2022	
SJM4420H	25/04/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	11/05/2022	
SNE5555R	04/10/2022	Sompo Insurance Singapore Pte Ltd	Adrian Ling	10/10/2022	
SJP863Z	21/12/2021	China Taiping Insurance (Singapore) Pte Limited	Guo Qiang	23/12/2021	
SNE8006P	19/07/2022	Lonpac Insurance Bhd	Taufikh	02/08/2022	
SMR228L	06/11/2021	AIG Asia Pacific Insurance Pte Ltd	Taufikh	10/11/2021	
SKL6702A	10/06/2022	India International Insurance Pte Ltd	Taufikh	17/06/2022	
SNB9068U	20/10/2022	MS First Capital Insurance Limited	Taufikh	01/11/2022	
SJS105M	28/01/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	22/02/2022	
SJJ1197M	28/07/2022	Lonpac Insurance Bhd	Taufikh	04/08/2022	

Thank you for your assistance!

Yours faithfully,

Ivie

J.E.W. MOTORS PTE. LTD.

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On Tue, 7 Feb 2023 at 15:26, Claims Department <claims@jewmotors.com> wrote:

WITHOUT PREJUDICE

Dear Huey Yon and surveyors,

There are a number of cases surveyed some time ago which we have yet to finalise. For your convenience, we have collated a list of aging cases which are surveyed by your team in the form of a table below, and we hope to finalise these cases with you as soon as possible. If there are any issues with the cases, please send us a follow-up email as to why and how long it has to be placed on hold.


We also understand that there are cases which we have to revert as well, so while we work on the cases which are pending our response, we would greatly appreciate your help to finalise the old cases listed in the table.

This email serves as a single reminder on behalf of all the cases, **please respond to the respective email** chains unique to every case for better traceability.

Thank you for your assistance!

CARPLATE	DOA	INSURANCE COMPANY	SURVEYOR	DATE OF SURVEY
SMJ9468T	18/05/2022	MS First Capital Insurance Limited	Taufikh	09/06/2022
SMP3225K	05/11/2021	China Taiping Insurance (Singapore) Pte Limited	Taufikh	10/11/2021
SLJ1675B	16/11/2021	China Taiping Insurance (Singapore) Pte Limited	Taufikh	24/11/2021
SME2917L	04/06/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	06/08/2022
SKZ2397A	15/01/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	21/01/2022
SJM4420H	25/04/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	11/05/2022
SNE5555R	04/10/2022	Sompo Insurance Singapore Pte Ltd	Adrian Ling	10/10/2022
SJP863Z	21/12/2021	China Taiping Insurance (Singapore) Pte Limited	Guo Qiang	23/12/2021
SNE8006P	19/07/2022	Lonpac Insurance Bhd	Taufikh	02/08/2022
SMR228L	06/11/2021	AIG Asia Pacific Insurance Pte Ltd	Taufikh	10/11/2021
SKL6702A	10/06/2022	India International Insurance Pte Ltd	Taufikh	17/06/2022
SNB9068U	20/10/2022	MS First Capital Insurance Limited	Taufikh	01/11/2022
SJS105M	28/01/2022	China Taiping Insurance (Singapore) Pte Limited	Taufikh	22/02/2022
SJJ1197M	28/07/2022	Lonpac Insurance Bhd	Taufikh	04/08/2022

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Best Regards,
Ivie
Motor Claims Department
J.E.W. MOTORS PTE. LTD.