

Hsiao Tong (LKKAuto)

From: Chen James <chen.james@libertyinsurance.com.sg>
Sent: Wednesday, 4 May 2022 1:49 PM
To: Hsiao Tong (LKKAuto)
Subject: FW: Recovery Action due to fallen tree in Ministry of Defence dated 26/04/2021
Vehicle No.SMR3604P Claim No: AVS21/1357 (Part 2)
Attachments: Survey Report.pdf

Continued Part 2.

Thank you

Best regards,

James Chen
Claims Department

Liberty Insurance Pte Ltd
51 Club Street #03-00 Liberty House
Singapore 069428
DID: (65) 6328 0605



From: Chen James
Sent: Wednesday, 4 May 2022 1:48 PM
To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>
Subject: FW: Recovery Action due to fallen tree in Ministry of Defence dated 26/04/2021 Vehicle No.SMR3604P
Claim No: AVS21/1357 (Part 1)

Hi Hsiao Tong,

Due to the size of the documents, the first email was not delivered successfully. I shall split the email into parts.

Enclosed for documents for your onward handling.

Thank you

Best regards,

James Chen
Claims Department

Liberty Insurance Pte Ltd
51 Club Street #03-00 Liberty House
Singapore 069428
DID: (65) 6328 0605

From: Chen James
Sent: Wednesday, 4 May 2022 1:40 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Claims_Recovery (SG) <claimsrecovery@libertyinsurance.com.sg>; DHEVA SEELAN S O MANOKARAN <DHEVASEELAN_Manokaran@defence.gov.sg>
Subject: Recovery Action due to fallen tree in Ministry of Defence dated 26/04/2021 Vehicle No.SMR3604P Claim No: AVS21/1357

Dear Hsiao Tong & Dheva,

The above captioned matter requires your immediate attention.

Please be informed that we are the insurer for vehicle no SMR3604P which was damaged at an open space carpark at along Ministry of Defence Carpark C on the 27 Apr 2021. During the material time of accident, our insured's vehicle was parked stationary at the aforesaid carpark when an uprooted tree collapsed causing extensive damages to the entire vehicle.

Having said, we had since completed all repairs to the affected vehicle and our claim is set forth hereunder :

DESCRIPTION	AMOUNT
Final Cost of Repair	\$ 114,769.98
Final Cost of Rental	\$ 3,107.28
Policy Excess	\$ 842.00
Total	\$ 118,719.26

Copies of the following documents are enclosed for your attention.

1. Accident Report
2. Repair Invoice
3. Discharged Voucher
4. Survey Report & Photos
5. Rental Invoice

As such, we look to you to reimburse us the sum of S\$118,719.26 (being 100% of S\$118,719.26) within 30 days, on or before 03/06/2022.

Should you have any query, please do not hesitate to contact the undersigned.

Thank You.

Best regards,

James Chen
Claims Department

Liberty Insurance Pte Ltd
51 Club Street #03-00 Liberty House

Singapore 069428
DID: (65) 6328 0605



From: Chen James <chen.james@libertyinsurance.com.sg>
Sent: Thursday, 7 April 2022 5:19 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Claims_Recovery (SG) <claimsrecovery@libertyinsurance.com.sg>; Low Poh Khim <low.pohkhim@libertyinsurance.com.sg>
Subject: RE: Notification of Insurance Claim Due to fallen tree in Ministry of Defence dated 26/04/2021 Vehicle No.SMR3604P ClaimNo: AVS21/1357

Hi Hsiao Tong,

Thank you for your email.

Kindly hold hands as we are still in the midst of finalising the claim.

Thank you

Best regards,

James Chen
Claims Department

Liberty Insurance Pte Ltd
51 Club Street #03-00 Liberty House
Singapore 069428
DID: (65) 6328 0605



From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, 7 April 2022 4:29 PM
To: Chen James <chen.james@libertyinsurance.com.sg>
Cc: Claims_Recovery (SG) <claimsrecovery@libertyinsurance.com.sg>; Low Poh Khim <low.pohkhim@libertyinsurance.com.sg>
Subject: {EXTERNAL} RE: Notification of Insurance Claim Due to fallen tree in Ministry of Defence dated 26/04/2021 Vehicle No.SMR3604P ClaimNo: AVS21/1357

Without Prejudice

Dear Sirs/Mdm,

We have yet hear from you till date.

We would like to request for a copy of the following documents for our necessary action: -

- Survey report for SMR3604P.
- Survey & resurvey photos for SMR3604P.
- Repair invoice for SMR3604P.
- Rental invoice.
- Policy Excess document.

Appreciate early reply. 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: Chen James <chen.james@libertyinsurance.com.sg>

Sent: Monday, 14 March 2022 6:03 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Claims_Recovery (SG) <claimsrecovery@libertyinsurance.com.sg>; Low Poh Khim <low.pohkhim@libertyinsurance.com.sg>

Subject: RE: Notification of Insurance Claim Due to fallen tree in Ministry of Defence dated 26/04/2021 Vehicle No.SMR3604P ClaimNo: AVS21/1357

Hi Hsiao Tong,

Thank you for your email.

Please be informed that we are currently in the midst of finalising the cost of repairs. We will provide you with all pertinent documents soonest possible.

Thank you

Best regards,

James Chen

Claims Department

Liberty Insurance Pte Ltd
51 Club Street #03-00 Liberty House
Singapore 069428
DID: (65) 6328 0605

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Monday, 14 March 2022 5:57 PM
To: Chen James <chen.james@libertyinsurance.com.sg>
Cc: Claims_Recovery (SG) <claimsrecovery@libertyinsurance.com.sg>
Subject: {EXTERNAL} RE: Notification of Insurance Claim Due to fallen tree in Ministry of Defence dated 26/04/2021
Vehicle No.SMR3604P ClaimNo: AVS21/1357

REMINDER

Without Prejudice

Dear Sirs/Mdm,

We are appointed by MINDEF to handle the matter.

We would like to request for a copy of the following documents for our necessary action: -

- Survey report for SMR3604P.
- Survey & resurvey photos for SMR3604P.
- Repair invoice for SMR3604P.
- Rental invoice.
- Policy Excess document.

Appreciate early reply. 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, 4 March 2022 9:44 AM
To: chen.james@libertyinsurance.com.sg
Cc: claimsrecovery@libertyinsurance.com.sg
Subject: Notification of Insurance Claim Due to fallen tree in Ministry of Defence dated 26/04/2021 Vehicle
No.SMR3604P ClaimNo: AVS21/1357

Without Prejudice

Dear Sirs/Mdm,

We are appointed by MINDEF to handle the matter.

We would like to request for a copy of the following documents for our necessary action: -

- Survey report for SMR3604P.
- Survey & resurvey photos for SMR3604P.
- Repair invoice for SMR3604P.
- Rental invoice.
- Policy Excess document.

Appreciate early reply. 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)

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