

Celine Fong (LKKAUTO)

From: Ernest Khong <ernest.khong@mclarens.com>
Sent: Wednesday, 25 January 2023 9:37 AM
To: Veron Chen (LKKAUTO); Meng Yan (LKK Auto)
Cc: SUR; assignments; Alice Lee
Subject: RE: [EXTERNAL] - (C22-10/35/PL-III) CHANG SENG (NEE SOON TC ZONE NSC / D20LPL0000985) @ WORKER (UDDIN KAMAL) DRIVING BOC HIT TP VEHICLE (SMK 4078M) DOOR ON 23-11-2022 (III REF: tba)

Dear Veron,

III ref is LPL2022D0010534.

Thank you.

Kind regards,

Ernest Khong ACLA, ANZIIF (Snr Assoc) CIP | McLarens

Senior Engineering Adjuster

Ernest.Khong@mclarens.com

61 Robinson Road
#09-01, 61 Robinson
Singapore 068893
+65 6856 0606 | Office
+65 9732 9763 | Hp
www.mclarens.com



From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: 20 January 2023 09:09 AM
To: Meng Yan (LKK Auto) <mengyan@lkkauto.com>; Ernest Khong <ernest.khong@mclarens.com>
Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Alice Lee <Alice.Lee@mclarens.com>
Subject: RE: [EXTERNAL] - (C22-10/35/PL-III) CHANG SENG (NEE SOON TC ZONE NSC / D20LPL0000985) @ WORKER (UDDIN KAMAL) DRIVING BOC HIT TP VEHICLE (SMK 4078M) DOOR ON 23-11-2022 (III REF: tba)

Dear Ernest,

Kindly provides III claim number.

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: Meng Yan (LKK Auto) <mengyan@lkkauto.com>
Sent: Thursday, 19 January 2023 4:54 PM
To: Ernest Khong <ernest.khong@mclarens.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Alice Lee <Alice.Lee@mclarens.com>
Subject: RE: [EXTERNAL] - (C22-10/35/PL-III) CHANG SENG (NEE SOON TC ZONE NSC / D20LPL0000985) @ WORKER (UDDIN KAMAL) DRIVING BOC HIT TP VEHICLE (SML4078M) DOOR ON 23-11-2022 (III REF: tba)

Dear Ernest,

Thank you for the email.

Dear Veron,

Kindly assist. Our ref : CS/III22011938/Avy3

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Ernest Khong <ernest.khong@mclarens.com>
Sent: Thursday, 19 January 2023 4:24 PM
To: Meng Yan (LKK Auto) <mengyan@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Alice Lee <Alice.Lee@mclarens.com>
Subject: RE: [EXTERNAL] - (C22-10/35/PL-III) CHANG SENG (NEE SOON TC ZONE NSC / D20LPL0000985) @ WORKER (UDDIN KAMAL) DRIVING BOC HIT TP VEHICLE (SML4078M) DOOR ON 23-11-2022 (III REF: tba)

Dear Yan,

We believe the survey to vehicle no.: SML4078M should have been completed.

Please let us have the report and advise the status of the repair of the vehicle.

Thank you.

Kind regards,

Ernest Khong ACLA, ANZIIF (Snr Assoc) CIP | McLarens

Senior Engineering Adjuster

Ernest.Khong@mclarens.com

61 Robinson Road
#09-01, 61 Robinson
Singapore 068893
+65 6856 0606 | Office
+65 9732 9763 | Hp
www.mclarens.com



From: Ernest Khong
Sent: 27 December 2022 02:15 PM

To: Meng Yan (LKK Auto) <mengyan@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Alice Lee <Alice.Lee@mclarens.com>
Subject: RE: [EXTERNAL] - (C22-10/35/PL-III) CHANG SENG (NEE SOON TC ZONE NSC / D20LPL0000985) @ WORKER (UDDIN KAMAL) DRIVING BOC HIT TP VEHICLE (SML4078M) DOOR ON 23-11-2022 (III REF: tba)

Dear Yan,

Please advise status of the survey to SML4078M.

Kind regards,

Ernest Khong ACLA, ANZIIF (Snr Assoc) CIP | McLaren
Senior Engineering Adjuster
Ernest.Khong@mclarens.com

61 Robinson Road
#09-01, 61 Robinson
Singapore 068893
+65 6856 0606 | Office
+65 9732 9763 | Hp
www.mclarens.com



From: Meng Yan (LKK Auto) <mengyan@lkkauto.com>
Sent: 29 November 2022 10:19 AM
To: Ernest Khong <ernest.khong@mclarens.com>
Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Alice Lee <Alice.Lee@mclarens.com>;
Hasina@iii.com.sg; Geraldine@iii.com.sg
Subject: RE: [EXTERNAL] - (C22-10/35/PL-III) CHANG SENG (NEE SOON TC ZONE NSC / D20LPL0000985) @ WORKER (UDDIN KAMAL) DRIVING BOC HIT TP VEHICLE (SML4078M) DOOR ON 23-11-2022 (III REF: tba)

Dear Ernest,

Thank you for the email.

We will arrange survey by today.

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Ernest Khong <ernest.khong@mclarens.com>
Sent: Monday, 28 November 2022 4:31 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Cc: Geraldine Ang <Geraldine@iii.com.sg>; Hasina Binti M Shahul Hameed <Hasina@iii.com.sg>; Alice Lee <Alice.Lee@mclarens.com>
Subject: RE: [EXTERNAL] - (C22-10/35/PL-III) CHANG SENG (NEE SOON TC ZONE NSC / D20LPL0000985) @ WORKER (UDDIN KAMAL) DRIVING BOC HIT TP VEHICLE (SML4078M) DOOR ON 23-11-2022 (III REF: tba)

Dear Denise,

Hope this email finds you well.

We refer to the subject matter and write to advise that we have instructions from India International Insurance Pte Ltd to engage LKK Auto to conduct a motor survey to the vehicle no.: SML4078M.

We have attached the repair quotation from SM Automotive in this email.

Photos of the damaged vehicle and the background of the incident is outlined in the file "*Nee Soon Town Council...*".

Liability have not yet been established.

Please contact the workshop for your survey and let us have your advice in due course – thank you.

Kind regards,

Ernest Khong [ACLA, ANZIIF \(Snr Assoc\) CIP](#) | McLarens

Senior Engineering Adjuster

Ernest.Khong@mclarens.com

61 Robinson Road
#09-01, 61 Robinson
Singapore 068893
+65 6856 0606 | Office
+65 9732 9763 | Hp
www.mclarens.com



From: Hasina Binti M Shahul Hameed <Hasina@iii.com.sg>

Sent: 28 November 2022 01:51 PM

To: Ernest Khong <ernest.khong@mclarens.com>

Cc: Geraldine Ang <Geraldine@iii.com.sg>

Subject: RE: [EXTERNAL] - (C22-10/35/PL-III) CHANG SENG (NEE SOON TC ZONE NSC / D20LPL0000985) @ WORKER (UDDIN KAMAL) DRIVING BOC HIT TP VEHICLE (SML4078M) DOOR ON 23-11-2022 (III REF: tba

Hi Ernest,

Thank you for your call.

Kindly assist to appoint LKK to survey the motor vehicle.

Thank you - Regards

Hasina

P & C Claims Department

From: Ernest Khong <ernest.khong@mclarens.com>

Sent: Monday, 28 November 2022 1:08 pm

To: Hasina Binti M Shahul Hameed <Hasina@iii.com.sg>

Cc: Geraldine Ang <Geraldine@iii.com.sg>

Subject: RE: [EXTERNAL] - (C22-10/35/PL-III) CHANG SENG (NEE SOON TC ZONE NSC / D20LPL0000985) @ WORKER (UDDIN KAMAL) DRIVING BOC HIT TP VEHICLE (SML4078M) DOOR ON 23-11-2022 (III REF: tba

Dear Hasina,

Thank you for the instructions, we will follow up and update in due course.

Kind regards,

Ernest Khong ACLA, ANZIIF (Snr Assoc) CIP | McLarens

Senior Engineering Adjuster

Ernest.Khong@mclarens.com

61 Robinson Road
#09-01, 61 Robinson
Singapore 068893
+65 6856 0606 | Office
+65 9732 9763 | Hp
www.mclarens.com



From: Hasina Binti M Shahul Hameed <Hasina@iii.com.sg>

Sent: 28 November 2022 09:38 AM

To: Ernest Khong <ernest.khong@mclarens.com>

Cc: Geraldine Ang <Geraldine@iii.com.sg>

Subject: FW: [EXTERNAL] - (C22-10/35/PL-III) CHANG SENG (NEE SOON TC ZONE NSC / D20LPL0000985) @ WORKER (UDDIN KAMAL) DRIVING BOC HIT TP VEHICLE (SML4078M) DOOR ON 23-11-2022 (III REF: tba)

Hi Ernest,

We've received a new claim notification.

Please assist to attend to this matter and liaise with Insured.

Thank you - Regards

Hasina

P & C Claims Department

India International Insurance Pte Ltd
64 Cecil Street
#05-00 IOB Building
Singapore 049711
Tel: (65) 6347 6100 Ext: 249
Email: hasina@iii.com.sg

From: Kevin Tay <kevintay@adventins.com.sg>

Sent: 25 November 2022 14:21

To: kendra@changseng.com.sg; Bobby Koh <Bobby@iii.com.sg>

Cc: ooi_teongyew@cleansolutions.com.sg; jingwen@changseng.com.sg; 'CSS Grace' <grace_tey@changseng.com.sg>; admin@adventins.com.sg; kevintay@adventins.com.sg; sally@adventins.com.sg

Subject: [EXTERNAL] - (C22-10/35/PL-III) CHANG SENG (NEE SOON TC ZONE NSC / D20LPL0000985) @ WORKER (UDDIN KAMAL) DRIVING BOC HIT TP VEHICLE (SML4078M) DOOR ON 23-11-2022 (III REF: tba)

Note: For easy reference, please quote the above subject heading in future correspondences & please select "Reply to All" when responding. Without prejudice & the completion of the Claim Form does not tantamount to an admission of liability. SK REF: C22-11/18/PL-III | III REF: T B A

Hi Kendra (CSS)

Noted your report of the above incident. Please provide us the following documents/info ASAP.

- 1) Complete the attached Liability Claim Form (LCF) and scan us a copy & post out the original to us. - **attached**
- 2) CCTV footage of the incident, if any - **o/s**
- 3) Photos - **attached**

- 4) Police Report, if any - o/s
5) Third Party vehicle repair quotation - \$ 8,450.00 before GST - attached

Please note not to admit, discuss or negotiate liability with the tenant and forward any correspondence unanswered to us immediately for our Insurer reply. By the way there is an excess of \$ 2,000.00 under your PL policy, should you need further clarification, please contact me directly

Hi Bobby (III)

FYI, please arrange for the OIC to **acknowledge within the next 3 to 5 working days** and advise III Claim Reference Number. Can arrange for a LA to investigate this case as the repair cost look high.

Warmest Regards,
Kevin Tay (HP: 91554411)



SK SOLUTIONS PTE LTD

(Company Registration Number : 201620900M)

50, Gambas Crescent, #10-48 (Level 2) Proxima @ Gambas, Singapore 757022.

Tel : 64849121 / Fax : 67533515 / Email : kevintay@adventins.com.sg

From: Kendra Loh <kendra@changseng.com.sg>

Sent: Friday, 25 November 2022 12:08 pm

To: 'Kevin Tay' <kevintay@adventins.com.sg>; '(ADV/SK) Sally Tay' <sally@adventins.com.sg>; admin@adventins.com.sg;
'(ADV/SK) Amy Lee' <amy@adventins.com.sg>

Cc: 'CSS Jing Wen' <jingwen@changseng.com.sg>; 'CSS Yew' <yew@changseng.com.sg>; grace_tey@changseng.com.sg

Subject: RE: PL Case @ NEE SOON TOWN COUNCIL (ZONE NSC) - BOC hit onto vehicle SMK4078M 23.11.2022

Hi Kevin,

Enclosed the quotation from third party for your reference. Please advise. Thank you.

Best Regards,

Kendra

Tel: +65 6841 5885

Chang Seng Services Pte Ltd

Blk 527 Bedok North St 3 #01-524 S(460527)

From: Kendra Loh [<mailto:kendra@changseng.com.sg>]

Sent: Wednesday, November 23, 2022 4:58 PM

To: 'Kevin Tay' <kevintay@adventins.com.sg>; '(ADV/SK) Sally Tay' <sally@adventins.com.sg>; 'admin@adventins.com.sg' <admin@adventins.com.sg>; '(ADV/SK) Amy Lee' <amy@adventins.com.sg>

Cc: 'CSS Jing Wen' <jingwen@changseng.com.sg>; 'CSS Yew' <yew@changseng.com.sg>; 'grace_tey@changseng.com.sg' <grace_tey@changseng.com.sg>

Subject: PL Case @ NEE SOON TOWN COUNCIL (ZONE NSC) - BOC hit onto vehicle SMK4078M 23.11.2022

Dear Kevin,

Please find the attached **NEE SOON TOWN COUNCIL (ZONE NSC) - BOC hit onto vehicle SMK4078M 23.11.2022** for your kind perusal. The original documents will be passed to you when come to office.

Best Regards,

Kendra

Tel: +65 6841 5885

Chang Seng Services Pte Ltd

Blk 527 Bedok North St 3 #01-524 S(460527)

This email is intended solely for the person to whom it has been addressed. It may contain confidential and/or legally privileged information. If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses. Therefore, we do not accept liability

for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification. If you have sent or are sending personal data, you undertake that the personal data being sent is current, complete and accurate. You understand and consent that the personal data may be processed and retained by India International Insurance Pte Ltd ("III") in line with the purposes in III's Personal Data Policy (<https://www.iii.com.sg/privacy-policy>). For third party's personal data, you undertake that you have obtained the consent from the third party and made the party aware of all matters listed in this policy by referring them to III's website. This message may contain confidential information intended only for the individual named. If you are not the named addressee, do not disseminate, distribute or copy this email. Please notify the sender immediately and delete this email from your system. Any views expressed in the email are those of the individual sender, except where the sender specifically states them to be the view of III. The information and/or comments provided or expressed in this message are not to be construed as legal advice and are not intended to replace legal advice. You should not rely on any information and/or comments provided or expressed in this message/research memorandum as legal advice. III shall not be responsible for any loss or damage arising from your reliance on any information and/or comments provided or expressed in this message."

PRIVACY STATEMENT: We are required to capture and process personal information supplied to us in the fulfilment of our services. Our obligations vary depending on the jurisdiction involved. For further details as to how this information is used, kept secure and your rights, please see the relevant Privacy Statement on our website – <https://www.mclarens.com/privacy-policy/>

This email is intended solely for the person to whom it has been addressed. It may contain confidential and/or legally privileged information. If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses. Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification. If you have sent or are sending personal data, you undertake that the personal data being sent is current, complete and accurate. You understand and consent that the personal data may be processed and retained by India International Insurance Pte Ltd ("III") in line with the purposes in III's Personal Data Policy (<https://www.iii.com.sg/privacy-policy>). For third party's personal data, you undertake that you have obtained the consent from the third party and made the party aware of all matters listed in this policy by referring them to III's website. This message may contain confidential information intended only for the individual named. If you are not the named addressee, do not disseminate, distribute or copy this email. Please notify the sender immediately and delete this email from your system. Any views expressed in the email are those of the individual sender, except where the sender specifically states them to be the view of III. The information and/or comments provided or expressed in this message are not to be construed as legal advice and are not intended to replace legal advice. You should not rely on any information and/or comments provided or expressed in this message/research memorandum as legal advice. III shall not be responsible for any loss or damage arising from your reliance on any information and/or comments provided or expressed in this message."