

Veron Chen (LKKAUTO)

From: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>
Sent: Friday, 10 March 2023 9:13 AM
To: Darryl Andrew Quek
Cc: Dion Wang; Ashlyn Chng; June Choo PTCBC; Suraidah B Saidi PTCBC; Celine Fong (LKKAUTO); assignments; Meng Yan (LKK Auto); SUR; James Jordan
Subject: RE: Inspection of SMN 9129B due to accident with SATS pallet dolly on 24.01.23 (HFW Ref: 67925-325) [HFW-HFWSP.FID2107681]

Importance: High

Good morning Darryl,

Please to update you that after 4 working days of repair work to our client's damaged, he will be collecting his repaired vehicle today at 9.30am.

If the repair work is up to his satisfactory, then after we will finalize the repair cost with surveyor asap.

Will email you copy of the Repair Bill and Rental Car Invoice upon receiving surveyor finalized itemized repair cost with us.

Hence, we would appreciate if you could advise SATS to make the payment to BORNEO MOTORS (S) PTE LTD the soonest.

Thank You
Carine Yeo

From: Carine Yeo TCBC
Sent: Monday, February 27, 2023 3:40 PM
To: Darryl Andrew Quek <darrylandrew.quek@hfw.com>
Cc: Dion Wang <Dion.Wang@inchcape.com.sg>; Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>; June Choo PTCBC <June.Choo@inchcape.com.sg>; Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; Celine Fong (LKKAUTO) <celinefong@lkkauto.com>; assignments <assignments@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; James Jordan <james.jordan@hfw.com>
Subject: RE: Inspection of SMN 9129B due to accident with SATS pallet dolly on 24.01.23 (HFW Ref: 67925-325) [HFW-HFWSP.FID2107681]
Importance: High

Dear Darryl,

Thank You for your email.

We will proceed with the repair accordance to LKK recommendation.

Best Regards
Carine Yeo

From: Darryl Andrew Quek <darrylandrew.quek@hfw.com>
Sent: Monday, 27 February 2023 2:53 pm
To: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>

Cc: Dion Wang <Dion.Wang@inchcape.com.sg>; Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>; June Choo PTCBC <June.Choo@inchcape.com.sg>; Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; assignments <assignments@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; James Jordan <james.jordan@hfw.com>
Subject: RE: Inspection of SMN 9129B due to accident with SATS pallet dolly on 24.01.23 (HFW Ref: 67925-325) [HFW-HFWSP.FID2107681]

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Dear Carine,

Further to our telephone conversations earlier, please proceed to have the vehicle repaired.

SATS (and/or their insurers) will agree to cover the costs of repairs to the extent that they are liable and subject to the repair costs being agreed.

We, therefore, trust that you will make the necessary arrangements with LKK in relation to the further inspection.

Thank you.

Darryl Andrew Quek
Associate



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E darrylandrew.quek@hfw.com

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From: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>

Sent: Tuesday, 21 February 2023 11:29 am

To: Darryl Andrew Quek <darrylandrew.quek@hfw.com>

Cc: James Jordan <james.jordan@hfw.com>; Dion Wang <Dion.Wang@inchcape.com.sg>; Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>; June Choo PTCBC <June.Choo@inchcape.com.sg>; Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; assignments <assignments@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: [EXTERNAL] RE: Inspection of SMN 9129B due to accident with SATS pallet dolly on 24.01.23 (HFW Ref: 67925-325) [HFW-HFWSP.FID2107681]

Importance: High

Dear Darryl

LKK has surveyed this vehicle on Friday 17 Feb 2023

Kindly let us have your reply on the agreement to have it repair & settle with us soon.

Best Regards
Carine Yeo

From: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>
Sent: Tuesday, 14 February 2023 1:52 pm
To: Darryl Andrew Quek <darrylandrew.quek@hfw.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>; assignments <assignments@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: James Jordan <james.jordan@hfw.com>; Dion Wang <Dion.Wang@inchcape.com.sg>; Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>; June Choo PTCBC <June.Choo@inchcape.com.sg>
Subject: RE: Inspection of SMN 9129B due to accident with SATS pallet dolly on 24.01.23 (HFW Ref: 67925-325) [HFW-HFWSP.FID2107681]

Dear LKK,

Kindly assist to arrange survey on Friday 17 Feb 2023 @ 10.30am.

Thank you

Regards,
Suraidah
On Behalf of Carine
TPR Team, Claims Dept
E: suraidahb.saidi@inchcape.com.sg

From: Darryl Andrew Quek <darrylandrew.quek@hfw.com>
Sent: Tuesday, 14 February 2023 10:32 am
To: Celine Fong (LKKAuto) <celinefong@lkkauto.com>; Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>; assignments <assignments@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: James Jordan <james.jordan@hfw.com>; Dion Wang <Dion.Wang@inchcape.com.sg>; Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>; June Choo PTCBC <June.Choo@inchcape.com.sg>
Subject: RE: Inspection of SMN 9129B due to accident with SATS pallet dolly on 24.01.23 (HFW Ref: 67925-325) [HFW-HFWSP.FID2107681]

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Dear Celine,

Thank you for your email.

Trust that this is suitable for you @Carine Yeo.

If so, we shall be grateful if you could proceed to arrange for inspection at a mutually suitable time.

Best Regards,

Darryl Andrew Quek
Associate



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E darrylandrew.quek@hfw.com

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From: Celine Fong (LKKAuto) <celinefong@lkkauto.com>
Sent: Thursday, 9 February 2023 6:25 pm
To: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>; Darryl Andrew Quek <darrylandrew.quek@hfw.com>; assignments <assignments@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: James Jordan <james.jordan@hfw.com>; Dion Wang <Dion.Wang@inchcape.com.sg>; Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>; June Choo PTCBC <June.Choo@inchcape.com.sg>
Subject: [EXTERNAL] RE: Inspection of SMN 9129B due to accident with SATS pallet dolly on 24.01.23 (HFW Ref: 67925-325) [HFW-HFWSP.FID2107681]

Dear Darryl,

You will receive a preliminary report after the inspection by next working day.

Thank you.

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: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>
Sent: Wednesday, 8 February 2023 1:40 PM
To: Darryl Andrew Quek <darrylandrew.quek@hfw.com>; assignments <assignments@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: James Jordan <james.jordan@hfw.com>; Dion Wang <Dion.Wang@inchcape.com.sg>; Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>; June Choo PTCBC <June.Choo@inchcape.com.sg>
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Importance: High

Dear Darryl

Please refer to my reply in BLUE

I believe that LKK (copied herein) are best placed to respond on how long it would take for them to produce their report.

Kindly advise when will you be able to let us have your reply after you have received the surveyor's report.

In relation to the price list attached, I note that it refers to 6% of the quotation value. We shall be grateful if you could let us have a copy of the estimated fees to repair the vehicle for our consideration.

As of now, we only be able to give you in this breakdown.

Estimate inclusive of GST	\$12061.10
Rental inclusive of GST	\$810.00

Aside to LKK,

Kindly advise with regards to this "I believe that LKK (copied herein) are best placed to respond on how long it would take for them to produce their report."

Thank You
Carine Yeo

From: Darryl Andrew Quek <darrylandrew.quek@hfw.com>
Sent: Wednesday, 8 February 2023 12:09 pm
To: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>
Cc: James Jordan <james.jordan@hfw.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Dion Wang <Dion.Wang@inchcape.com.sg>; Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>; June Choo PTCBC <June.Choo@inchcape.com.sg>
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Thank you for your email.

I believe that LKK (copied herein) are best placed to respond on how long it would take for them to produce their report.

In relation to the price list attached, I note that it refers to 6% of the quotation value. We shall be grateful if you could let us have a copy of the estimated fees to repair the vehicle for our consideration.

Thank you.

Darryl Andrew Quek
Associate



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From: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>
Sent: Wednesday, 8 February 2023 11:08 am
To: Darryl Andrew Quek <darrylandrew.quek@hfw.com>
Cc: James Jordan <james.jordan@hfw.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Dion Wang <Dion.Wang@inchcape.com.sg>; Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>; June Choo PTCBC <June.Choo@inchcape.com.sg>
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Importance: High

Dear Darryl

Please refer to my reply in BLUE.

Once survey is conducted, we will have to wait for LKK to provide their survey report before we can take our clients' instructions on any potential settlement. In this regard, we are unable to agree to your proposed settlement timeline.

Kindly advise when will LKK usually complete their report after survey.

Further, we shall be grateful if you could clarify what you mean by the imposition of a charge being "6% of the estimate amount". What is this in reference to?

Please refer to attach, for your easy reference.

Thank You
Carine Yeo

From: Darryl Andrew Quek <darrylandrew.quek@hfw.com>
Sent: Wednesday, 8 February 2023 10:36 am
To: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>
Cc: James Jordan <james.jordan@hfw.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Dion Wang <Dion.Wang@inchcape.com.sg>; Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>; June Choo PTCBC <June.Choo@inchcape.com.sg>
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Dear Carine,

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Further, we shall be grateful if you could clarify what you mean by the imposition of a charge being "6% of the estimate amount". What is this in reference to?

Thank you.

Darryl Andrew Quek
Associate



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From: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>
Sent: Tuesday, 7 February 2023 4:38 pm
To: Darryl Andrew Quek <darrylandrew.quek@hfw.com>
Cc: James Jordan <james.jordan@hfw.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Dion Wang <Dion.Wang@inchcape.com.sg>; Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>; June Choo PTCBC <June.Choo@inchcape.com.sg>
Subject: [EXTERNAL] RE: Inspection of SMN 9129B due to accident with SATS pallet dolly on 24.01.23 (HFW Ref: 67925-325) [HFW-HFWSP.FID2107681]
Importance: High

Dear Darryl

We refer to your email content.

We agree to have vehicle number SMN 9129 B to be survey by LKK, which will be borne by SATS Limited.

Once survey conducted, kindly let us have your agreement to have this matter settle between Sats Limited and Borneo Motors within 7 working days before we can carry out the repair.

Do note that 6% of the Estimate amount to be impose if this vehicle was not repair by Borneo Motors and we reserve our rights.

Best Regards
Carine Yeo

From: Darryl Andrew Quek <darrylandrew.quek@hfw.com>
Sent: Tuesday, 7 February 2023 4:21 pm
To: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>
Cc: James Jordan <james.jordan@hfw.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: Inspection of SMN 9129B due to accident with SATS pallet dolly on 24.01.23 (HFW Ref: 67925-325) [HFW-HFWSP.FID2107681]

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Dear Ms Yeo,

We refer to above matter.

By way of introduction, I am Darryl and along with my colleague James Jordan (copied), we act for SATS Ltd and its insurers.

We understand that the owner of SMN 9129B sent his car to Borneo Motors with a view to having his vehicle repaired. He was then quoted a sum of approximately S\$12,000 as the cost of repairing his vehicle. In light of the above, we have engaged LKK (also copied) to conduct a survey of the claimant's vehicle.

We shall be grateful if you could liaise with them to arrange a survey at a mutually convenient time.

Should you have any queries, please do not hesitate to contact me.

Thank you.

Darryl Andrew Quek
Associate



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