

Meng Yan (LKK Auto)

From: Meng Yan (LKK Auto)
Sent: Tuesday, 14 February 2023 2:10 PM
To: Suraidah B Saidi PTCBC; Darryl Andrew Quek; Celine Fong (LKKAuto); Carine Yeo TCBC; assignments; SUR
Cc: James Jordan; Dion Wang; Ashlyn Chng; June Choo PTCBC
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 Sir / Mdm,

Appointment confirmed.

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: 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]

CAUTION: This email originated from outside of the organization (Inchcape). Do not click links or open attachments unless you recognise the sender and know the content is safe.

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



D +65 6411 5349 | M +65 9667 0336
E darrylandrew.quek@hfw.com

HFW, 30 Raffles Place, #24-01, Singapore 048622
T | F +65 6411 5355 | hfw.com



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

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>

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

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>

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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Thank you.

Darryl Andrew Quek
Associate



D +65 6411 5349 | M +65 9667 0336
E darrylandrew.quek@hfw.com

HFW, 30 Raffles Place, #24-01, Singapore 048622
T | F +65 6411 5355 | hfw.com



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>
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

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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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



D +65 6411 5349 | M +65 9667 0336
E darrylandrew.quek@hfw.com

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T | F +65 6411 5355 | hfw.com



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



D +65 6411 5349 | **M** +65 9667 0336
E darrylandrew.quek@hfw.com

HFW, 30 Raffles Place, #24-01, Singapore 048622
T | **F** +65 6411 5355 | hfw.com



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