

Huey Yon (LKKAUTO)

From: Taufikh (LKKAUTO)
Sent: Monday, 31 July 2023 10:55 PM
To: Dennis Leong
Cc: Huey Yon (LKKAUTO)
Subject: RE: URGENT!! Accident between SMR9201D and your insured SLS6907C on 07/APR/2023 - HLAS's REF: MPC04086/RL
Attachments: SMR9201D Marking.pdf; SMR9201D FINALIZED.pdf

Hi Dennis,

COR p/p \$3340.60, 3 days.

Subject to insurance approval

Regards
Taufikh
Lkk Auto

From: Dennis Leong <dennisleong@motorimage.net>
Sent: Saturday, July 29, 2023 4:22 PM
To: Taufikh (LKKAUTO) <Taufikh@lkkauto.com>
Cc: LKINSTEAM <LKINSTEAM@tanchong.org>; Admin A <admin-a@lkkauto.com>
Subject: RE: URGENT!! Accident between SMR9201D and your insured SLS6907C on 07/APR/2023 - HLAS's REF: MPC04086/RL

WITHOUT PREJUDICE

Dear Taufikh,

Our COR computation is attached for your agreement.

COR: \$3,340.60 before GST.

03 repair days (not including preparation of estimate, wait for survey/authorization/spare parts, Sat/Sun/PH).

Kindly confirm the above as soon as possible.

*****Kindly reply to all for easier follow-up*****

Best Regards.

DENNIS LEONG

Insurance Claim
Motor Image Enterprises Pte Ltd
25 Leng Kee Road
Singapore 159097
DID: (65) 6703 8164
HP: (65) 9489 9000
Email: dennisleong@motorimage.net

From: Taufikh (LKKAUTO) <Taufikh@lkkauto.com>

Sent: Wednesday, 14 June 2023 12:53 pm

To: Dennis Leong <dennisleong@motorimage.net>

Subject: RE: URGENT!! Accident between SMR9201D and your insured SLS6907C on 07/APR/2023 - HLAS's REF: MPC04086/RL

Hi Dennis,

Please proceed for supplementary item.

Regards
Taufikh
Lkk Auto

From: Dennis Leong <dennisleong@motorimage.net>

Sent: Wednesday, June 14, 2023 11:54 AM

To: Taufikh (LKKAUTO) <Taufikh@lkkauto.com>

Cc: LKINSTEAM <LKINSTEAM@tanchong.org>

Subject: FW: URGENT!! Accident between SMR9201D and your insured SLS6907C on 07/APR/2023 - HLAS's REF: MPC04086/RL

Importance: High

Hi Taufikh,

Kindly refer to attach photos as supplementary parts & labour.

Please revert back we seeking your approval.

Best Regards.

DENNIS LEONG

Insurance Claim
Motor Image Enterprises Pte Ltd
25 Leng Kee Road
Singapore 159097
DID: (65) 6703 8164
HP: (65) 9489 9000
Email: dennisleong@motorimage.net

From: Romeo Jonnalyn Alaan <Jonnalyn.Romeo@hls.com.sg>

Sent: Thursday, 8 June 2023 5:05 pm

To: Jeffery Tan <jefferytan@motorimage.net>; assignments <assignments@lkkauto.com>

Cc: LKINSTEAM <LKINSTEAM@tanchong.org>; SUR <sur@lkkauto.com>

Subject: URGENT!! Accident between SMR9201D and your insured SLS6907C on 07/APR/2023 - HLAS's REF: MPC04086/RL

Importance: High

Without Prejudice

Dear Jeffery,

We have instructed LKK to proceed with direct settlement (see attached). Anyway, we will handle this claim.

Dear LKK – Please provide survey report to us soonest. Thank you.

Best Regards,
Lynn Romeo
Claims Executive

11 Keppel Road #11-01, ABI Plaza, Singapore 089057

T +65 6922 6025 | F +65 6221 3782

jonnalyn.romeo@hlas.com.sg | www.hlas.com.sg

Reaching out to you at [Facebook](#) | [Twitter](#) | [LinkedIn](#) |

From: Jeffery Tan [<mailto:jefferytan@motorimage.net>]

Sent: Thursday, 8 June 2023 11:56 am

To: Romeo Jonnalyn Alaan <Jonnalyn.Romeo@hlas.com.sg>; assignments <assignments@lkkauto.com>

Cc: LKINSTEAM <LKINSTEAM@tanchong.org>; SUR <sur@lkkauto.com>

Subject: RE: Accident between SMR9201D and your insured SLS6907C on 07/APR/2023 - HLAS's REF: MPC04086/RL

Dear Romeo,

I tried reaching out to you on the number provided from your signature but was not able to get a hold of you.

Can we get an update if we can proceed this case for a Direct Settlement? I have tried calling up LKK for this as per the email trail, but LKK told me that they did not receive any information from HL to proceed with a Direct Settlement.

So who do we liaise with in regards to this? Your good-self, another officer or LKK? Kindly direct us to the correct person so we can follow up closely on the matter.

Our client is not very happy that HL is not responding to his claim. As an ARC, we are encouraged to proceed with Direct Settlement for any Third-party claims. If HL is not responding, how can we convince the customer to do a Direct Settlement. There is only so much we can do as a repairer and owners have every right to take matters on their own.

We do hope that you are able to revert on the matter on an urgent basis so we can update the client accordingly.

We hope to have a favorable reply from you soon.

Thank you and have a great week ahead.

Best Regards,

Jeffery Tan

Customer Service - Assistant Manager

Motor Image Enterprises Pte Ltd

25 Leng Kee Road, Singapore 159097

HP/WhatsApp: +65 9093 8598

DID: +65 6703 8598

Email: jefferytan@motorimage.net

Website: www.tanchong.com :: www.subaru.asia

From: Dennis Leong <dennisleong@motorimage.net>
Sent: Monday, June 5, 2023 2:58 PM
To: Romeo Jonnalyn Alaan <Jonnalyn.Romeo@hlas.com.sg>; assignments <assignments@lkkauto.com>
Cc: LKINSTEAM <LKINSTEAM@tanchong.org>; SUR <sur@lkkauto.com>
Subject: RE: Accident between SMR9201D and your insured SLS6907C on 07/APR/2023 - HLAS's REF: MPC04086/RL

Hi all,

Can advise if we can proceed with Direct Settlement for this case?

We do hope that you are able to look into the case urgently. Thank you.

*****Kindly reply to all for easier follow-up*****

Best Regards.

DENNIS LEONG

Insurance Claim
Motor Image Enterprises Pte Ltd
25 Leng Kee Road
Singapore 159097
DID: (65) 6703 8164
HP: (65) 9489 9000
Email: dennisleong@motorimage.net

From: Romeo Jonnalyn Alaan <Jonnalyn.Romeo@hlas.com.sg>
Sent: Thursday, 25 May 2023 4:04 pm
To: Dennis Leong <dennisleong@motorimage.net>; assignments <assignments@lkkauto.com>
Cc: LKINSTEAM <LKINSTEAM@tanchong.org>; SUR <sur@lkkauto.com>
Subject: RE: Accident between SMR9201D and your insured SLS6907C on 07/APR/2023 - HLAS's REF: MPC04086/RL

Dear LKK,

Please update us on your survey report. Thank you.

Best Regards,
Lynn Romeo
Claims Executive



11 Keppel Road #11-01, ABI Plaza, Singapore 089057
T +65 6922 6025 | F +65 6221 3782
jonnalyn.romeo@hlas.com.sg | www.hlas.com.sg
Reaching out to you at [Facebook](#) | [Twitter](#) | [Linkedin](#)

From: Dennis Leong [<mailto:dennisleong@motorimage.net>]
Sent: Thursday, 25 May 2023 3:42 pm
To: Romeo Jonnalyn Alaan <Jonnalyn.Romeo@hlas.com.sg>; assignments <assignments@lkkauto.com>
Cc: LKINSTEAM <LKINSTEAM@tanchong.org>; SUR <sur@lkkauto.com>
Subject: RE: Accident between SMR9201D and your insured SLS6907C on 07/APR/2023 - HLAS's REF: MPC04086/RL

Hi all,

We have not heard anything from you regarding this case.

Can advise if we can proceed with Direct Settlement for this case?

Our client is not happy that your side is not responding to us.

We do hope that you are able to look into the case urgently and we do hope to have a favorable reply from you soon.

Thank you.

*****Kindly reply to all for easier follow-up*****

Best Regards.

DENNIS LEONG

Insurance Claim
Motor Image Enterprises Pte Ltd
25 Leng Kee Road
Singapore 159097
DID: (65) 6703 8164
HP: (65) 9489 9000
Email: dennisleong@motorimage.net

From: Romeo Jonnalyn Alaan <Jonnalyn.Romeo@hlas.com.sg>
Sent: Tuesday, 16 May 2023 9:28 am
To: Dennis Leong <dennisleong@motorimage.net>; assignments <assignments@lkkauto.com>
Cc: LKINSTEAM <LKINSTEAM@tanchong.org>; SUR <sur@lkkauto.com>
Subject: RE: Accident between SMR9201D and your insured SLS6907C on 07/APR/2023 - HLAS's REF: MPC04086/RL
Importance: High

Without Prejudice

Dear LKK,

Please assist on direct settlement with the TP workshop. Thank you.

Best Regards,
Lynn Romeo
Claims Executive



11 Keppel Road #11-01, ABI Plaza, Singapore 089057
T +65 6922 6025 | F +65 6221 3782
jonnalyn.romeo@hlas.com.sg | www.hlas.com.sg
Reaching out to you at [Facebook](#) | [Twitter](#) | [Linkedin](#) |

From: Dennis Leong [<mailto:dennisleong@motorimage.net>]
Sent: Monday, 15 May 2023 6:23 pm
To: Romeo Jonnalyn Alaan <Jonnalyn.Romeo@hlas.com.sg>; assignments <assignments@lkkauto.com>
Cc: LKINSTEAM <LKINSTEAM@tanchong.org>; SUR <sur@lkkauto.com>
Subject: RE: Accident between SMR9201D and your insured SLS6907C on 07/APR/2023 - HLAS's REF: MPC04086/RL

Without Prejudice

Dear Lynn,

We have not heard anything from you regarding this case.

Can advise if we can proceed with Direct Settlement for this case?

Our client is not happy that your side is not responding to us.

We do hope that you are able to look into the case urgently and we do hope to have a favorable reply from you soon.

Thank you.

*****Kindly reply to all for easier follow-up*****

Best Regards.

DENNIS LEONG

Insurance Claim
Motor Image Enterprises Pte Ltd
25 Leng Kee Road
Singapore 159097
DID: (65) 6703 8164
HP: (65) 9489 9000
Email: dennisleong@motorimage.net

From: Romeo Jonnalyn Alaan <Jonnalyn.Romeo@hlas.com.sg>
Sent: Friday, 5 May 2023 8:57 am
To: Dennis Leong <dennisleong@motorimage.net>; assignments <assignments@lkkauto.com>
Cc: LKINSTEAM <LKINSTEAM@tanchong.org>; SUR <sur@lkkauto.com>
Subject: RE: Accident between SMR9201D and your insured SLS6907C on 07/APR/2023 - HLAS's REF: MPC04086/RL
Importance: High

Dear LKK,

Please upload survey report in merimen. Thank you.

Best Regards,
Lynn Romeo
Claims Executive



11 Keppel Road #11-01, ABI Plaza, Singapore 089057
T +65 6922 6025 | F +65 6221 3782
jonnalyn.romeo@hlas.com.sg | www.hlas.com.sg
Reaching out to you at [Facebook](#) | [Twitter](#) | [Linkedin](#) |

From: Dennis Leong [<mailto:dennisleong@motorimage.net>]
Sent: Friday, 5 May 2023 8:47 am

To: Romeo Jonnalyn Alaan <Jonnalyn.Romeo@hlas.com.sg>; assignments <assignments@lkkauto.com>
Cc: LKINSTEAM <LKINSTEAM@tanchong.org>; SUR <sur@lkkauto.com>
Subject: RE: Accident between SMR9201D and your insured SLS6907C on 07/APR/2023 - HLAS's REF: MPC04086/RL

Dear Lynn,

PRS was done on 19/Apr/2023 ,attached a copy of marked estimate.

We propose for 100% Direct Settlement in our client's favor. Please advise liability as soon as possible.

*****Kindly reply to all for easier follow-up*****

Best Regards.

DENNIS LEONG

Insurance Claim
Motor Image Enterprises Pte Ltd
25 Leng Kee Road
Singapore 159097
DID: (65) 6703 8164
HP: (65) 9489 9000
Email: dennisleong@motorimage.net

From: Romeo Jonnalyn Alaan <Jonnalyn.Romeo@hlas.com.sg>
Sent: Tuesday, 11 April 2023 6:09 pm
To: Dennis Leong <dennisleong@motorimage.net>; assignments <assignments@lkkauto.com>
Cc: LKINSTEAM <LKINSTEAM@tanchong.org>; SUR <sur@lkkauto.com>
Subject: RE: Accident between SMR9201D and your insured SLS6907C on 07/APR/2023 - HLAS's REF: MPC04086/RL

Dear LKK,

Assignment via merimen. Please arrange survey. Thank you.

Best Regards,
Lynn Romeo
Claims Executive



11 Keppel Road #11-01, ABI Plaza, Singapore 089057
T +65 6922 6025 | F +65 6221 3782
jonnalyn.romeo@hlas.com.sg | www.hlas.com.sg
Reaching out to you at [Facebook](#) | [Twitter](#) | [Linkedin](#) |

From: Dennis Leong [<mailto:dennisleong@motorimage.net>]
Sent: Tuesday, 11 April 2023 6:00 pm
To: HLAS Claims <claims@hlas.com.sg>; Romeo Jonnalyn Alaan <Jonnalyn.Romeo@hlas.com.sg>
Cc: LKINSTEAM <LKINSTEAM@tanchong.org>
Subject: RE: Accident between SMR9201D and your insured SLS6907C on 07/APR/2023 - HLAS's REF: MPC04086/RL

WITHOUT PREJUDICE

Dear Sirs,

Kindly appoint LKK as surveyors to conduct PRS.

Customer is asking for survey to be carry out by 19/APR/2023 @ 11:00AM here in our premises, 25 Leng Kee Road S159097. Owner will be waiting while the survey is being carry out.

*****Kindly reply to all for easier follow-up*****

Best Regards.

DENNIS LEONG

Insurance Claim
Motor Image Enterprises Pte Ltd
25 Leng Kee Road
Singapore 159097
DID: (65) 6703 8164
HP: (65) 9489 9000
Email: dennisleong@motorimage.net

From: HLAS Claims <claims@hlas.com.sg>

Sent: Tuesday, 11 April 2023 4:18 pm

To: Dennis Leong <dennisleong@motorimage.net>; Romeo Jonnalyn Alaan <Jonnalyn.Romeo@hlas.com.sg>

Cc: LKINSTEAM <LKINSTEAM@tanchong.org>

Subject: FW: Accident between SMR9201D and your insured SLS6907C on 07/APR/2023 - HLAS's REF: MPC04086/RL

WITHOUT PREJUDICE

Dear Sirs,

Below is a list of motor surveyors in our panel. Please revert within 2 working days if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

1) Appraisals Associates Pte Ltd Tel : 6747 2822 Fax: 6747 0070	2) Formteam Adjusters Pte Ltd Tel: 6509 1788 Fax: 6509 6221
3) Vicom Ltd (VICOM) Tel: 6455 5358 Fax: 6452 6621	4) LKK Auto Consultants Pte Ltd Tel: 6256 3561 Fax: 6741 4108
5) Priority Services Tel: 6293 4822 Fax: 6296 3283	6) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155
7) Infiniti Appraisal Service Tel : 9668 4818/9009 9001 Fax: 6458 7432	

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days.

Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

We shall hear from you.

Claims officer in charge of matter is – Ms Lynn, copied herein.

Regards,
Claims Department



11 Keppel Road #11-01, ABI Plaza, Singapore 089057
T +65 6922 6093 / F +65 6224 1923
claims@hlas.com.sg | www.hlas.com.sg

Important: Please note that acceptance and clearing of our settlement cheque/GIRO/PayNow payment constitutes your acceptance of payment which will be in full and final settlement and discharge of all claims that you may have against HL Assurance Pte. Ltd. and/or our insured whichever is applicable in respect of the above subject matter.

From: Dennis Leong [<mailto:dennisleong@motorimage.net>]
Sent: Tuesday, 11 April 2023 9:02 am
To: HLAS Claims <claims@hlas.com.sg>
Cc: LKINSTEAM <LKINSTEAM@tanchong.org>
Subject: Accident between SMR9201D and your insured SLS6907C on 07/APR/2023

Hi all,

Without Prejudice,

Our customer was involved in an accident with your insured (SLS6907C) on 07th April 2023.

Attached a copy of our GIA report & Repair Estimate for your kind reference.

Customer is asking for survey to be carry out by 19/APR/2023 @ 11:00AM here in our premises, 25 Leng Kee Road S159097. Owner will be waiting while the survey is being carry out.

Kindly confirm survey arrangement

*****Kindly reply to all for easier follow-up*****

Best Regards.

DENNIS LEONG

Insurance Claim
Motor Image Enterprises Pte Ltd
25 Leng Kee Road
Singapore 159097
DID: (65) 6703 8164
HP: (65) 9489 9000
Email: dennisleong@motorimage.net



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