

Vic (LKKAUTO)

From: SC Auto Claims <claims@scauto.com.sg>
Sent: Saturday, 16 June, 2018 2:34 PM
To: Vic (LKKAUTO); Hsiao Tong (LKKAUTO); Bryan Ang (LKKAUTO)
Cc: 'Jason Chow'; Admin A
Subject: RE: REMINDER: RE: PC3165H / SJV9385X - DOA: 09/03/2016 ***LKK REF: CC4/AXA16004577/hg3

Importance: High

Without Prejudice

Hi All,

Please let us have an update on this matter urgently.

Thanks and best regards,

Aelyne Lee Mei Lin
Insurance Claims Department
D 6571 9981

SC AUTO INDUSTRIES (S) PTE LTD
51 Senoko Road Singapore 758133
T 6758 2222 F 6257 6931

scauto.com.sg

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From: Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]
Sent: Tuesday, 28 November 2017 11:11 AM
To: SC Auto Claims <claims@scauto.com.sg>
Cc: SC Workshop Staff1 <workshop1@scauto.com.sg>; Jason Chow <jason@scauto.com.sg>; Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>; LEE Valencia <valencia.lee@axa.com.sg>
Subject: RE: REMINDER: RE: PC3165H / SJV9385X - DOA: 09/03/2016 ***LKK REF: CC4/AXA16004577/hg3

Without Prejudice

Dear Mei Lin,

We refer to your below email and the contents were noted.

We will get back to you shortly for an update.

Kindly hold the matter.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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Pte Ltd

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From: SC Auto Claims [<mailto:claims@scauto.com.sg>]

Sent: Tuesday, 28 November, 2017 10:48 AM

To: Valencia Lee Gek Hong; Vic (LKKAuto)

Cc: SC Workshop Staff1; Jason Chow

Subject: RE: REMINDER: RE: PC3165H / SJV9385X - DOA: 09/03/2016 ***LKK REF: CC4/AXA16004577/hg3

Importance: High

Without Prejudice

Hi Valencia/Vic,

The case has been delayed since Yr 2016, it is a straight forward case with video footage showing the fact.

But till now, AXA has not settled the case.

We do not wish to pass the case to lawyer as we are AXA agent.

Furthermore, the owner (which is also AXA fleet customer) is very unhappy about this issue due to the delay.

Please let us have your settlement urgently.

Thanks and best regards,

Aelyne Lee Mei Lin

Senior Claims Executive

D 6571 9981

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From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Wednesday, 26 July 2017 2:29 PM

To: SC Auto Claims

Cc: 'Catherine'; Admin A; muz@scauto.com.sg; Vic (LKKAuto)

Subject: RE: REMINDER: RE: PC3165H / SJV9385X - DOA: 09/03/2016 ***LKK REF: CC4/AXA16004577/hg3

Without Prejudice

Dear Mei Lin,

We refer to your below email.

Please be informed that we are still pending instructions from our principal.

We will follow up and will get back to you for an update.

Kindly hold the matter.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: SC Auto Claims [<mailto:claims@scauto.com.sg>]
Sent: Saturday, 22 July, 2017 4:55 PM
To: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Cc: 'Catherine' <catherine@scauto.com.sg>; Admin A <admin-a@lkkauto.com>; muz@scauto.com.sg
Subject: RE: REMINDER: RE: PC3165H / SJV9385X - DOA: 09/03/2016 ***LKK REF: CC4/AXA16004577/hg3
Importance: High

Without Prejudice
LAST REMINDER

Hi Vic,

Despite having videos showing your insured reversed onto our client's bus, your insured still disputing on this matter.

We do not think that it is fair to us for waiting such long.

Please check with AXA if they want to settle the claim, otherwise, we will have to pass the case to lawyer and let the Court to decide and even will escalate the cost.

Your prompt reply is much appreciated.

Thanks and best regards,

Aelyne Lee Mei Lin
Senior Claims Executive
SC Auto Industries (S) Pte. Ltd.
51 Senoko Road, Singapore 758133 | Reg. No.: 199800107D
DID: (65) 6571 9981 | HP: (65) 8282 8611 | Fax: (65) 6257 6931
Email: claims@scauto.com.sg | Website: www.scauto.com.sg



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From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]
Sent: Tuesday, 21 February 2017 5:56 PM
To: SC Auto Claims
Cc: 'Catherine'; Admin A; Vic (LKKAuto)
Subject: RE: REMINDER: RE: PC3165H / SJV9385X - DOA: 09/03/2016 ***LKK REF: CC4/AXA16004577/hg3

Without Prejudice

Dear Mei Lin,

We refer to your below email.

We will check and will revert for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: SC Auto Claims [<mailto:claims@scauto.com.sg>]

Sent: Tuesday, 21 February, 2017 5:37 PM

To: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Cc: 'Catherine' <catherine@scauto.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: REMINDER: RE: PC3165H / SJV9385X - DOA: 09/03/2016 ***LKK REF: CC4/AXA16004577/hg3

Importance: High

Without Prejudice

REMINDER

Hi Vic,

This case has been pending almost a year, our client has been chasing us on this matter.

If there is still no settlement, we shall pass this case to our lawyer.

Kindly assist accordingly.

Thanks and best regards,

Aelyne Lee Mei Lin

Senior Claims Executive

SC Auto Industries (S) Pte. Ltd.

51 Senoko Road, Singapore 758133 | Reg. No.: 199800107D

DID: (65) 6571 9981 | HP: (65) 8282 8611 | Fax: (65) 6257 6931

Email: claims@scauto.com.sg | Website: www.scauto.com.sg



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From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Wednesday, December 07, 2016 5:06 PM

To: SC Auto Claims <claims@scauto.com.sg>

Cc: 'Catherine' <catherine@scauto.com.sg>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: REMINDER: RE: PC3165H / SJV9385X - DOA: 09/03/2016 ***LKK REF: CC4/AXA16004577/hg3

Without Prejudice

Dear Mei Lin,

We refer to your below email.

Please be informed that we are yet to receive instructions from our principal as our Insured had strongly denied liability for this accident.

We will follow up and will revert for an update as soon as possible.

Kindly hold the matter.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: SC Auto Claims [<mailto:claims@scauto.com.sg>]

Sent: Wednesday, 7 December, 2016 4:32 PM

To: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Cc: 'Catherine' <catherine@scauto.com.sg>

Subject: REMINDER: RE: PC3165H / SJV9385X - DOA: 09/03/2016 ***LKK REF: CC4/AXA16004577/hg3

Importance: High

Without Prejudice

REMINDER

Hi Vic,

Kindly let us have your offer urgently.

Thanks and best regards,

Aelyne Lee Mei Lin
Senior Claims Executive
SC Auto Industries (S) Pte. Ltd.
51 Senoko Road, Singapore 758133 | Reg. No.: 199800107D
DID: (65) 6571 9981 | HP: (65) 8282 8611 | Fax: (65) 6257 6931
Email: claims@scauto.com.sg | Website: www.scauto.com.sg



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From: Mei Lin [<mailto:claims@scauto.com.sg>]
Sent: Friday, August 12, 2016 6:21 PM
To: Vic (vicalpeh@lkkauto.com) <vicalpeh@lkkauto.com>
Cc: 'Catherine' (catherine@scauto.com.sg) <catherine@scauto.com.sg>
Subject: FW: PC3165H / SJV9385X - DOA: 09/03/2016 ***LKK REF: CC4/AXA16004577/hg3

Without Prejudice

Hi Vic,

Owner is chasing on this matter, kindly assist to expedite this claim.

Thanks and best regards,

Aelyne Lee Mei Lin
Senior Claims Executive
SC Auto Industries (S) Pte. Ltd.
51 Senoko Road, Singapore 758133 | Reg. No.: 199800107D
DID: (65) 6571 9981 | HP: (65) 8282 8611 | Fax: (65) 6257 6931
Email: claims@scauto.com.sg | Website: www.scauto.com.sg



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From: Mei Lin [<mailto:claims@scauto.com.sg>]
Sent: 25 April 2016 14:30
To: 'Vic'
Cc: 'Catherine'; 'Admin A'
Subject: RE: PC3165H / SJV9385X - DOA: 09/03/2016 ***LKK REF: CC4/AXA16004577/hg3

Without Prejudice

Hi Vic,

Any update on this case?

Thanks and best regards,

Aelyne Lee Mei Lin
Senior Claims Executive
SC Auto Industries (S) Pte. Ltd.
51 Senoko Road, Singapore 758133 | Reg. No.: 199800107D
DID: (65) 6571 9981 | HP: (65) 8282 8611 | Fax: (65) 6257 6931
Email: claims@scauto.com.sg | Website: www.scauto.com.sg



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From: Mei Lin [<mailto:claims@scauto.com.sg>]
Sent: 14 April 2016 12:16
To: 'Vic'
Cc: 'Catherine'; 'Admin A'
Subject: RE: PC3165H / SJV9385X - DOA: 09/03/2016 ***LKK REF: CC4/AXA16004577/hg3

Hi Vic,

Please see attached video as per request.

Thanks and best regards,

Aelyne Lee Mei Lin
Senior Claims Executive
SC Auto Industries (S) Pte. Ltd.
51 Senoko Road, Singapore 758133 | Reg. No.: 199800107D
DID: (65) 6571 9981 | HP: (65) 8282 8611 | Fax: (65) 6257 6931
Email: claims@scauto.com.sg | Website: www.scauto.com.sg



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From: Vic [<mailto:vicalpeh@lkkauto.com>]
Sent: 14 April 2016 11:04
To: Mei Lin
Cc: 'Catherine'; Admin A; Vic
Subject: RE: PC3165H / SJV9385X - DOA: 09/03/2016 ***LKK REF: CC4/AXA16004577/hg3

Without Prejudice

Dear Mei Lin,

We refer to your below email and the contents were noted.

However, our Insured had strongly disputed on the damages sustained on your client's vehicle.

As such, we would like to further request for any scene photos, CCTV, witnesses available for this accident for our further review.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Mei Lin [<mailto:claims@scauto.com.sg>]
Sent: Wednesday, 16 March, 2016 3:30 PM
To: Vic
Cc: 'Catherine'
Subject: RE: PC3165H / SJV9385X - DOA: 09/03/2016 ***LKK REF: CC4/AXA16004577/hg3

Hi Vic,

Resend as GIA search invoice omitted in our previous email.

Thanks and best regards,

Aelyne Lee Mei Lin
Senior Claims Executive
SC Auto Industries (S) Pte. Ltd.
51 Senoko Road, Singapore 758133 | Reg. No.: 199800107D
DID: (65) 6571 9981 | HP: (65) 8282 8611 | Fax: (65) 6257 6931
Email: claims@scauto.com.sg | Website: www.scauto.com.sg



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From: Mei Lin [<mailto:claims@scauto.com.sg>]
Sent: 16 March 2016 15:20
To: Vic (vicalpeh@lkkauto.com)
Cc: 'Catherine' (catherine@scauto.com.sg)
Subject: RE: PC3165H / SJV9385X - DOA: 09/03/2016 ***LKK REF: CC4/AXA16004577/hg3

Without Prejudice

Dear Vic,

Please find attached our LOD & Final Bill for your attention.
We await your prompt offer.

Thanks and best regards,

Aelyne Lee Mei Lin
Senior Claims Executive
SC Auto Industries (S) Pte. Ltd.
51 Senoko Road, Singapore 758133 | Reg. No.: 199800107D



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From: Agnes Lim (LKK Auto) [<mailto:AgnesLim@lkkauto.com>]
Sent: 10 March 2016 17:27
To: Mei Lin
Cc: Calvin Ang; 'Catherine'; Admin A; Vic; Jas Khine (LKK Auto)
Subject: RE: PC3165H / SJV9385X - DOA: 09/03/2016 ***LKK REF: CC4/AXA16004577/hg3

Dear Mei Lin,

Please be informed that our insured haven't reporting the said accident.

We will follow up with our principal and revert in due course.

Kindly note that for liability, claim negotiation and settlement, please contact Vic at 6841 2096.

Our respective case handler will look into the matter and revert to you in due course.

Kindly bear with us for the time being.

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

From: Mei Lin [<mailto:claims@scauto.com.sg>]
Sent: Thursday, 10 March, 2016 4:57 PM
To: Admin A <admin-a@lkkauto.com>
Cc: Calvin Ang <kalvinang@lkkauto.com>; 'Catherine' <catherine@scauto.com.sg>
Subject: RE: PC3165H / SJV9385X - DOA: 09/03/2016

Dear Sirs,

Your surveyor had surveyed the bus this morning, please advise on the liability for this case.

Thanks and best regards,

Aelyne Lee Mei Lin
Senior Claims Executive
SC Auto Industries (S) Pte. Ltd.
51 Senoko Road, Singapore 758133 | Reg. No.: 199800107D
DID: (65) 6571 9981 | HP: (65) 8282 8611 | Fax: (65) 6257 6931
Email: claims@scauto.com.sg | Website: www.scauto.com.sg



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From: Catherine Sim [<mailto:catherine@scauto.com.sg>]
Sent: 09 March 2016 14:53
To: 'AXA SGP - Motor Survey'
Cc: 'Mei Lin'
Subject: PC3165H - DOA: 09/03/2016

WITHOUT PREJUDICE

Yr Ref: SJV9385X

Dear Sirs,

We are writing with regards to the above accident.

Kindly advise us if your end is keen in direct settlement for this case & whether we have a clearance in liability.

Our report is attached.

Please arrange for PRI soonest possible & advise which surveyor firm you are appointing.

Thanks and Best Regards,

Catherine Sim
Insurance Sales & Claims
SC Auto Industries (S) Pte. Ltd.
51 Senoko Road, Singapore 758133 | Reg No. 199800107D
DID: (65) 6571 9972 | Fax: (65) 6257 6931
Email: insurance@scauto.com.sg | Website: www.scauto.com.sg

