

Joy Irene (LKKAuto)

From: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>
Sent: Monday, 2 July 2018 1:24 PM
To: Zayyer (LKKAuto)
Subject: RE: TP CLAIM_SJB2154Y & SLN827R (AIG)_DOA:02/12/2017 *** LKK REF - CC6/LCR17023415/za3

Dear Zayer

This vehicle did not proceed repair at our workshop although the liability is clear.

Thank you.

Best Regards

Mavis Er

Customer Service Executive

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

From: Zayyer (LKKAuto) <zayyer@lkkauto.com>
Sent: Friday, 15 December, 2017 1:47 PM
To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>
Subject: RE: TP CLAIM_SJB2154Y & SLN827R (AIG)_DOA:02/12/2017 *** LKK REF - CC6/LCR17023415/za3

WITHOUT PREJUDICE

Dear Mavis,

Refer to the above matter.

Please be informed that the liability is clear for the above mentioned case (**Subject to the BOLA guideline Settlement**) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.
Please arrange for survey.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

Best Regards,

Zayer | Case Handler

LKK Auto Consultants Pte Ltd

From: Hock Wah Motor Pte Ltd [<mailto:motor@hockwah.com.sg>]
Sent: Friday, 15 December, 2017 11:54 AM
To: Zayyer (LKKAuto) <zayyer@lkkauto.com>
Subject: RE: TP CLAIM_SJB2154Y & SLN827R (AIG)_DOA:02/12/2017 *** LKK REF - CC6/LCR17023415/za3

Dear Zayer

Any updates regarding the case liability?

Thank you.

Best Regards

Mavis Er

Customer Service Executive

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

From: Hock Wah Motor Pte Ltd
Sent: Wednesday, 13 December, 2017 5:49 PM
To: 'Zayyer (LKKAuto)' <zayyer@lkkauto.com>
Subject: RE: TP CLAIM_SJB2154Y & SLN827R (AIG)_DOA:02/12/2017 *** LKK REF - CC6/LCR17023415/za3

Dear Zayer

Any updates regarding the case liability?

Thank you.

Best Regards

Mavis Er

Customer Service Executive

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

From: Zayyer (LKKAuto) [<mailto:zayyer@lkkauto.com>]
Sent: Monday, 11 December, 2017 10:16 AM
To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>
Cc: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Subject: RE: TP CLAIM_SJB2154Y & SLN827R (AIG)_DOA:02/12/2017 *** LKK REF - CC6/LCR17023415/za3

Hi Mavis,

Refer to the below email.

Our insured yet file the report. we will follow up and get back to you. Meanwhile, kindly arrange to survey the car.

Best Regards,

Zayer | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2409, email: zayer@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hock Wah Motor Pte Ltd [<mailto:motor@hockwah.com.sg>]

Sent: Monday, 11 December, 2017 10:02 AM

To: Zayer (LKKAuto) <zayer@lkkauto.com>

Subject: RE: TP CLAIM_SJB2154Y & SLN827R (AIG)_DOA:02/12/2017 *** LKK REF - CC6/LCR17023415/za3

Dear Zayer

Has your insured reported? Please revert the liability.

Thank you.

Best Regards

Mavis Er

Customer Service Executive

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

From: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

Sent: Monday, 11 December, 2017 10:00 AM

To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Zayer (LKKAuto) <zayer@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: RE: TP CLAIM_SJB2154Y & SLN827R (AIG)_DOA:02/12/2017 *** LKK REF - CC6/LCR17023415/za3

Dear Mavis,

We refer to the above matter.

Please be informed that we are currently **pending for our insured's GIA report.**

Kindly note that for liability, claim negotiation and settlement, please contact Zayer at 6841 2409.

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

Meanwhile, please arrange appointment for survey.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

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

From: Hock Wah Motor Pte Ltd [<mailto:motor@hockwah.com.sg>]

Sent: Monday, 11 December, 2017 9:21 AM

To: Admin A <admin-a@lkkauto.com>

Subject: TP CLAIM_SJB2154Y & SLN827R (AIG)_DOA:02/12/2017

Dear sir/madam

Attached herewith our client's GIA report that claim against your insured SLN827R.

The above mention vehicle not in Bedok workshop, please assist to make necessary arrangement.

Please revert the liability of the above case.

Best Regards

Mavis Er

Customer Service Executive

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg