

Joy Irene (LKKAuto)

From: Joy Irene (LKKAuto)
Sent: Wednesday, 9 May 2018 11:26 AM
To: Solomon Fang
Cc: Admin A; Beeleng Kang; CS A Team
Subject: RE: ACCIDENT INVOLVING SKS 7475L AND SJL 6300M ON 07/12/2017

Dear Sir,

Status: Pending estimate from third-party claimant.

We will inform you once we receive the same.

Thank you.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Solomon Fang [mailto:solfang@gmail.com]
Sent: Wednesday, 9 May 2018 11:22 AM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Beeleng Kang <beeleng.kang@gmail.com>; CS A Team <cs-a@lkkauto.com>
Subject: Re: ACCIDENT INVOLVING SKS 7475L AND SJL 6300M ON 07/12/2017

Dear Joy,

Your quick email response is appreciated. I look forward to receiving the final estimation of claimant's repairer.

Regards
Solomon Fang

On Wed, 2 May 2018 at 9:33 AM, Joy Irene (LKKAuto) <JoyIrene@lkkauto.com> wrote:

Our ref: CC4/AIG17024289/Kia3

Dear Sir/Madam,

Thank you for your response.

- 1) We have provided you our survey photos on 25/04/2018 by e-mail. We attached herewith again some inspection shots for your reference;
- 2) We are waiting for the final estimation from third-party claimant's repairer, we will be giving you an update once we received it;
- 3) We confirm we are appointed by M/s AIG to resolve this claim against the policy holder's policy. You may call AIG hotline at 6419 3000 for verification any time.

Hope we have answered your queries.

Please expect an update from us soon.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108

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From: Solomon Fang [mailto:solfang@gmail.com]

Sent: Monday, 30 April 2018 11:54 PM

To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

Cc: Beeleng Kang <beeleng.kang@gmail.com>

Subject: Re: ACCIDENT INVOLVING SKS 7475L AND SJL 6300M ON 07/12/2017

Dear Mdm,

WITHOUT PREJUDICE

Please let me know the following;

- 1) please submit a photograph that clearly identify the actual damage on the bumper of SJL6300M
- 2) please itemise the estimated cost of repairs of SJL6300M and other associated cost that I would have to pay if I decide not to claim against the insurance.
- 3) please confirm if you are AIG's appointed insurance loss adjustor.

Thank you,

Yours truly

Solomon Fang

Copy Policy Holder Kang Bee Leng

On Thu, 26 Apr 2018 at 11:07 AM, Solomon Fang <solfang@gmail.com> wrote:

For your information. I advised them that you will not be in Singapore for the next 2 weeks and they can contact me instead should there be a need to do so.

----- Forwarded message -----

From: Solomon Fang <solfang@gmail.com>

Date: Wed, 25 Apr 2018 at 10:41 PM

Subject: Re: ACCIDENT INVOLVING SKS 7475L AND SJL 6300M ON 07/12/2017
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>, Kang Bee Leng
<beeleng.kang@sterlinglaw.com.sg>

Dear Mdm,

Please be advised that Policy holder Alang Bee Leng leaves on 26/4/18 for an extended overseas trip. As such she will only be able to respond to your letter upon her return in 14 days time.

In the meantime, if you need a decision, please call the undersigned, Solomon Fang (the named insured driver of the vehicle) at 97972819.

Yours Truly,

Solomon Fang

On Wed, 25 Apr 2018 at 4:14 PM, Joy Irene (LKKAuto) <JoyIrene@lkkauto.com> wrote:

Our ref: CC4/AIG17024289/Kja3

KANG BEE LENG

Policy Holder

Dear Sir/Madam,

ACCIDENT INVOLVING SKS 7475L AND SJL 6300M ON 07/12/2017

We refer to the above accident where we are acting for AIG Asia Pacific Insurance Pte Ltd to resolve the claim against you under the Auto Insurance policy taken up with them.

With reference to our telephone conversation on 22/01/2018.

We note in your police report that your front bumper had touched the rear bumper of claimant vehicle SJL 6300M however, you stated no damage to both vehicles.

We would like to inform you that our technical expert have inspected the claimant's vehicle and observed a vertical indentation to the rear bumper of SJL 6300M which damage likely corresponds to your vehicle's front Mercedes Benz logo.

We attached herewith our inspection photos for your reference.

In view of your admission of contact between your vehicle's front portion to claimant's rear bumper and damage observed per our surveyor's inspection, we are of the opinion that it would be best to proceed to negotiate for an amicable settlement with the Third Party to prevent further escalation of cost.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 7 days from the date of this letter.

Please note that your No-Claim Discount (NCD)(if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108

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Solomon Fang

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