

Veron Chen (LKKAUTO)

From: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>
Sent: Thursday, 25 January 2018 9:54 AM
To: Ong, Joanna; Puan, Mui Hong; Sheng, Kelly
Cc: assignments; SUR; Admin-D (LKKAUTO)
Subject: RE: Direct Settlement(ST) - Accident Involving SKR1655D and Policy No. ENECR000000237-00-000 DOA 28/10/2017

Importance: High

Dear All,

Kindly revert towards my email on 10.01.2018 **URGENTLY** especially on the liability.

Thank you!

Warmest Regards,
SURAIDAH
TPR TEAM, CLAIMS DEPT
D: 6631 1887 | F: 6872 7260 | E: suraidahb.saidi@inchcape.com.sg
Inchcape Centre
Level 4, Bodycare Centre
2 Pandan Crescent
Singapore 128462
www.borneomotors.com.sg | www.lexus.com.sg | www.toyotasingsapore.com.sg | www.hino.com.sg

From: Suraidah B Saidi PTCBC
Sent: Wednesday, 10 January 2018 10:24 AM
To: Ong, Joanna <Joanna.Ong@sg.gaig.com>
Cc: 'assignments@lkkauto.com' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>; Puan, Mui Hong <MuiHong.Puan@sg.gaig.com>; Sheng, Kelly <Kelly.Sheng@sg.gaig.com>
Subject: RE: Direct Settlement(ST) - Accident Involving SKR1655D and Policy No. ENECR000000237-00-000 DOA 28/10/2017
Importance: High

Dear Joanna,

Appreciate if you could revert on liability & agreement to have the matter settle under direct settlement urgently as this matter has been protracted since our 1st email dated **20.11.2017**.

Warmest Regards,
SURAIDAH
TPR TEAM, CLAIMS DEPT
D: 6631 1887 | F: 6872 7260 | E: suraidahb.saidi@inchcape.com.sg
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From: Ong, Joanna [<mailto:Joanna.Ong@sg.gaig.com>]
Sent: Saturday, 23 December 2017 10:02 AM

To: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>

Cc: 'assignments@lkkauto.com' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>; Puan, Mui Hong <MuiHong.Puan@sg.gaig.com>; Sheng, Kelly <Kelly.Sheng@sg.gaig.com>; Siti Nabilah PTCBC <Siti.Nabilah@inchcape.com.sg>

Subject: RE: Direct Settlement(ST) - Accident Involving SKR1655D and Policy No. ENECR000000237-00-000 DOA 28/10/2017

Without Prejudice

Dear Suraidah,

Claim No. CLENECR000000052

Please be informed that we have appointed our surveyor, LKK Auto Consultants, to conduct survey on your client's vehicle no. SKR1655D on a without prejudice basis.

Kindly take note of them contacting you on this matter.

Best regards,

Joanna Ong, Executive | P. +65 6804 6047 | F. +65 6235 3354 | Joanna.Ong@sg.gaig.com



Claims | 3 Temasek Avenue #16-01 Centennial Tower Singapore 039190



Moody's
A1 (Good)
Affirmed April, 19 2017

Standard & Poor's
A+ (Strong)
Affirmed February 8, 2017

For more information on our financial ratings, visit GAIG.com/FinancialStrength.

From: Suraidah B Saidi PTCBC [<mailto:SuraidahB.Saidi@inchcape.com.sg>]

Sent: Wednesday, December 20, 2017 10:17 AM

To: joanna.ong@sg.gaig.com

Cc: Puan, Mui Hong <MuiHong.Puan@sg.gaig.com>; Sheng, Kelly <Kelly.Sheng@sg.gaig.com>

Subject: Direct Settlement(ST) - Accident Involving SKR1655D and Policy No. ENECR000000237-00-000 DOA 28/10/2017

Dear Joanna,

Since your email on 07.12.2017, appreciate if you could update us on liability towards this accident.

Thank you.

Warmest Regards,

SURAIDAH

TPR TEAM, CLAIMS DEPT

D: 6631 1887 | **F:** 6872 7260 | **E:** suraidahb.saidi@inchcape.com.sg

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From: Ong, Joanna [<mailto:Joanna.Ong@sg.gaig.com>]

Sent: Thursday, December 07, 2017 4:23 PM

To: Siti Nabilah PTCBC <Siti.Nabilah@inchcape.com.sg>

Cc: Puan, Mui Hong <MuiHong.Puan@sg.gaig.com>; Sheng, Kelly <Kelly.Sheng@sg.gaig.com>

Subject: RE: Direct Settlement(ST) - Accident Involving SKR1655D and Policy No. ENECR000000237-00-000 DOA 28/10/2017

Without Prejudice

Dear Siti,

Claim No. CLENECR000000052

Thank you for your email to Kelvyna.

At this juncture, we are pending for our Insured to submit the requested information and documents in order to establish our policy liability on this case.

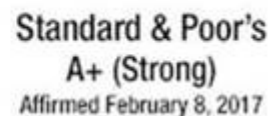
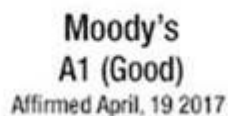
We will get back to you with our advice on liability in due course.

Best regards,

Joanna Ong, Executive | P. +65 6804 6047 | F. +65 6235 3354 | Joanna.Ong@sg.gaig.com



Claims | 3 Temasek Avenue #16-01 Centennial Tower Singapore 039190



For more information on our financial ratings, visit GAIG.com/FinancialStrength.

From: Ngian, Kelvyna

Sent: Thursday, December 07, 2017 11:40 AM

To: Siti Nabilah PTCBC <Siti.Nabilah@inchcape.com.sg>; Ong, Joanna <Joanna.Ong@sg.gaig.com>

Subject: RE: Direct Settlement(ST) - Accident Involving SKR1655D and Policy No. ENECR000000237-00-000 DOA 28/10/2017

WITHOUT PREJUDICE

Dear Siti

My colleague Joanna will assist you on this claim matter

Dear Joanna

Kindly assist Siti

Thanks
Kelvyna

From: Siti Nabilah PTCBC [<mailto:Siti.Nabilah@inchcape.com.sg>]
Sent: Thursday, December 07, 2017 11:29 AM
To: Ngian, Kelvyna <Kelvyna.Ngian@sg.gaig.com>
Cc: Siti Nabilah PTCBC <Siti.Nabilah@inchcape.com.sg>
Subject: RE: Direct Settlement(ST) - Accident Involving SKR1655D and Policy No. ENECR000000237-00-000 DOA 28/10/2017
Importance: High

Hi Kelvyna,

Appreciate if you could revert to us on the office in charge handling the non motor claim case.

Hope to have your prompt response.

Thank you,

Best Regards,
Siti Nabilah

From: Siti Nabilah PTCBC
Sent: Tuesday, December 05, 2017 9:57 AM
To: Ngian, Kelvyna <Kelvyna.Ngian@sg.gaig.com>
Cc: Siti Nabilah PTCBC <Siti.Nabilah@inchcape.com.sg>
Subject: RE: Direct Settlement(ST) - Accident Involving SKR1655D and Policy No. ENECR000000237-00-000 DOA 28/10/2017

Hi Kelvyna,

May I know who's the OIC for this case as to date, there is no update.

Kindly advice so we can liaise directly with the OIC.

Thank you,

Best Regards,
Siti Nabilah

From: Ngian, Kelvyna [<mailto:Kelvyna.Ngian@sg.gaig.com>]
Sent: Friday, December 01, 2017 6:15 PM
To: Siti Nabilah PTCBC <Siti.Nabilah@inchcape.com.sg>
Subject: RE: Direct Settlement(ST) - Accident Involving SKR1655D and Policy No. ENECR000000237-00-000 DOA 28/10/2017

WITHOUT PREJUDICE

Dear Siti

This is a non motor case and is not under my care. My colleague will assist you shortly

Thanks
Kelvyna

From: Siti Nabilah PTCBC [<mailto:Siti.Nabilah@inchcape.com.sg>]
Sent: Wednesday, November 29, 2017 1:16 PM
To: Ngian, Kelvyna <Kelvyna.Ngian@sg.gaig.com>; General Claims <GeneralClaims@sg.gaig.com>
Cc: Siti Nabilah PTCBC <Siti.Nabilah@inchcape.com.sg>
Subject: RE: Direct Settlement(ST) - Accident Involving SKR1655D and Policy No. ENECR000000237-00-000 DOA 28/10/2017
Importance: High

Hi,

To date, we still yet to received any news from you or your good company.

Appreciate if you could revert to us on the liability clearance soonest as our client pressing for the same.

Thank you,

Best Regards,
Siti Nabilah

From: Siti Nabilah PTCBC
Sent: Monday, November 20, 2017 9:09 AM
To: Ngian, Kelvyna <Kelvyna.Ngian@sg.gaig.com>; GeneralClaims@sg.gaig.com
Cc: Siti Nabilah PTCBC <Siti.Nabilah@inchcape.com.sg>
Subject: Direct Settlement(ST) - Accident Involving SKR1655D and Policy No. ENECR000000237-00-000 DOA 28/10/2017
Importance: High

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **Policy No. ENECR000000237-00-000** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with Car Rental of @ \$100 per day x no. of days as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Shashi @ 9336 6875 / 6631 1864** located at **2 Pandan Crescent – Level 4** for an appointment to inspect our client's vehicle soonest as vehicle is in our premises.

As for liability clearance, kindly revert to this email.

Your kind attention into the above is greatly appreciated.

Best Regards,

Siti Nabilah

TPR Team (Claims)

DID 6631 1874 | FAX 6872 7260

Inchcape - Borneo Motors (S) Pte Ltd

Office Address: 2 Pandan Crescent, Inchcape Centre Level 4, Singapore 128462

www.borneomotors.com.sg | www.toyotasingsapore.com.sg



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