

## Vic (LKKAUTO)

---

**From:** Vic (LKKAUTO)  
**Sent:** Tuesday, 26 February, 2019 3:33 PM  
**To:** Cecilia Lee Peng Geok  
**Cc:** Admin A; Vic (LKKAUTO)  
**Subject:** RE: [10 DAYS NOTICE] - TP claiming against AIG - 19 SHA 1506B SJP 2884A LKK  
Ref: CC3/AIG17024553/K1hb3 25/12/2017 Vic  
**Attachments:** DV.pdf

Without Prejudice

Dear Cecilia,

We refer further to our below email.

Purely for an amicable settlement on a without prejudice basis and without admission of any liability, we offer a global sum of **\$1,010.00** (all in) to settle your client's claim.

If agreeable, kindly chop and sign the attached DV and forward back a copy to us for payment processing.

Thank you.

*"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters."*

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



*Save the Earth. Print only when necessary.*

This e-mail contains confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all 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:** Vic (LKKAUTO)  
**Sent:** Monday, 18 February, 2019 11:40 AM  
**To:** Cecilia Lee Peng Geok  
**Cc:** KKLau; Admin A; annie-py.chong@aig.com; Vic (LKKAUTO)  
**Subject:** RE: [10 DAYS NOTICE] - TP claiming against AIG - 19 SHA 1506B SJP 2884A LKK Ref: CC3/AIG17024553/K1hs3 25/12/2017 Vic

Without Prejudice

Dear Cecilia,

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

Kindly hold the matter as our Insured will be back on SG this Wednesday and he can only forward to us the requested document at that time.

We will continue to follow up and will get back to you soonest.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



*Save the Earth. Print only when necessary.*

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all 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:** Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

**Sent:** Friday, 15 February, 2019 2:04 PM

**To:** Vic (LKKAuto)

**Cc:** KKLau; Admin A; [annie-py.chong@aig.com](mailto:annie-py.chong@aig.com)

**Subject:** [10 DAYS NOTICE] - TP claiming against AIG - 19 SHA 1506B SJP 2884A LKK Ref: CC3/AIG17024553/K1hs3 25/12/2017 Vic

**Importance:** High

Without Prejudice

Dear Vic

On 16/08/2018, you informed that you had just recently received your insured's GIA report and will revert with offer soon. Regrettably, the matter is still remains outstanding despite our repeated reminders.

This matter has been unreasonably prolonged. Attached herewith our 10 days notice for your attention.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

---

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

**Sent:** Thursday, 15 November 2018 2:05 PM

**To:** Cecilia Lee Peng Geok

**Cc:** KKLau; Admin A; [annie-py.chong@aig.com](mailto:annie-py.chong@aig.com); Vic (LKKAuto)

**Subject:** RE: 6th Reminder to LKK for Offer - TP claiming against AIG - 19 SHA 1506B SJP 2884A LKK Ref: CC3/AIG17024553/K1hs3 25/12/2017 Vic

Without Prejudice

Dear Cecilia,

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

Please be informed that we are still pending for documents from our Insured.

We will expedite and will get back to you for an update/offer.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



*Save the Earth. Print only when necessary.*

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all 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:** Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

**Sent:** Thursday, 15 November, 2018 1:53 PM

**To:** Vic (LKKAuto)

**Cc:** KKLau; Admin A; [annie-py.chong@aig.com](mailto:annie-py.chong@aig.com)

**Subject:** 6th Reminder to LKK for Offer - TP claiming against AIG - 19 SHA 1506B SJP 2884A LKK Ref: CC3/AIG17024553/K1hs3 25/12/2017 Vic

**Importance:** High

### 6th Reminder

Without Prejudice

Dear Sir/Madam

Your email of 16/08/2018 refers.

Please revert with your offer by **22/11/2018**, failing which we shall escalate the matter to GIA DRM.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

**From:** Cecilia Lee Peng Geok  
**Sent:** Tuesday, 28 August 2018 10:23 AM  
**To:** Vic (LKKAUTO)  
**Cc:** KKLau; Admin A  
**Subject:** Re: 4th Reminder for Offer : Acknowledgement of LOD's - TP claiming against AIG - 19 SHA 1506B SJP 2884A CC3/AIG17024553/K1hs3 25/12/2017 Vic

Without Prejudice

Dear Sir/Madam

Please revert with your offer.

Thank you.

Best Regards  
Cecilia Lee  
Claims Department | ComfortDelGro Engineering Pte Ltd  
Off: 6214 8354 | Fax: 6214 1843

---

**From:** Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Sent:** Thursday, 16 August 2018 11:46 AM  
**To:** Cecilia Lee Peng Geok  
**Cc:** KKLau; Admin A; Vic (LKKAUTO)  
**Subject:** RE: 4th Reminder for Offer : Acknowledgement of LOD's - TP claiming against AIG - 19 SHA 1506B SJP 2884A CC3/AIG17024553/K1hs3 25/12/2017 Vic

Without Prejudice

Dear Cecilia,

We refer to your below email.

Please be informed that we had just recently received our Insured's GIA report.

We will expedite the matter and will get back to you for an update/offer the soonest time.

Thank you.

Best Regards,  
**Vic Alpeh** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



*Save the Earth. Print only when necessary.*

This e-mail contains confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all 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:** Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

**Sent:** Thursday, 16 August, 2018 11:42 AM

**To:** Vic (LKKAuto)

**Cc:** KKLau; Admin A

**Subject:** 4th Reminder for Offer : Acknowledgement of LOD's - TP claiming against AIG - 19 SHA 1506B SJP 2884A  
CC3/AIG17024553/K1hs3 25/12/2017 Vic

#### 4th Reminder

Without Prejudice

Dear Sir/Madam

Despite our repeated reminders,

We regret that despite reasonable effort having been made to settle our client's claim, there does not appear to be any reasonable prospects of settlement.

This is a clear cut front-to-rear collision.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

---

**From:** Cecilia Lee Peng Geok

**Sent:** Friday, 3 August 2018 8:49 AM

**To:** Admin A; Vic (LKKAuto)

**Cc:** Hsiao Tong (LKKAuto); Joy Irene (LKKAuto); KKLau; Thin Thin (LKKAuto); Vivian Lau (LKKAuto); Shirley Hiew (LKK Auto)

**Subject:** 3rd Reminder for Offer : Acknowledgement of LOD's - TP claiming against AIG - 19 SHA 1506B SJP 2884A  
CC3/AIG17024553/K1hs3 25/12/2017 Vic

#### 3rd Reminder

Without Prejudice

Dear Sir/Madam

It has been almost 8 months since we submitted our LOD on 05/01/2018 but we have yet to receive any response from you.

Please look into the matter and revert with your offer by **10/08/2018**.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

---

**From:** Cecilia Lee Peng Geok <[cecilialee@sparkcarcare.com](mailto:cecilialee@sparkcarcare.com)>

**Sent:** Monday, 18 June 2018 1:47 PM

**To:** Admin A; Vic (LKKAUTO)

**Cc:** Hsiao Tong (LKKAUTO); Joy Irene (LKKAUTO); KKLau; Thin Thin (LKKAUTO); Vivian Lau (LKKAUTO); Shirley Hiew (LKKAUTO)

**Subject:** 2nd Reminder: Acknowledgement of LOD's - TP claiming against AIG - 19 SHA 1506B SJP 2884A  
CC3/AIG17024553/K1hs3 25/12/2017 Vic

Without Prejudice

Dear Sir/Madam

There's no response received by us. Please revert.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

▼ Cecilia Lee Peng Geok---26/03/2018 02:59:35 PM---Without Prejudice Dear Sir/Madam

From: Cecilia Lee Peng Geok/sparkcarcare/cdge/delgronotes

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

Cc: Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>, "Hsiao Tong (LKKAuto)" <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>, "Jas Khine (LKKAuto)" <[jaskhine@lkkauto.com](mailto:jaskhine@lkkauto.com)>, "[jaminecai@cdge.com.sg](mailto:jaminecai@cdge.com.sg)" <[jaminecai@cdge.com.sg](mailto:jaminecai@cdge.com.sg)>, "Joy Irene (LKKAuto)" <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>, KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>, "Thin Thin (LKKAuto)" <[thinthin@lkkauto.com](mailto:thinthin@lkkauto.com)>, "Vic (LKKAuto)" <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>, "Vivian Lau (LKKAuto)" <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>, "Zaini (LKK Auto)" <[Zaini@lkkauto.com](mailto:Zaini@lkkauto.com)>, "Zayyer (LKKAuto)" <[zayyer@lkkauto.com](mailto:zayyer@lkkauto.com)>

Date: 26/03/2018 02:59 PM

Subject: Reminder: Acknowledgement of LOD's - TP claiming against AIG - 19 SHA 1506B SJP 2884A CC3/AIG17024553/K1hs3 25/12/2017 Vic

|    |           |           |                       |            |     |
|----|-----------|-----------|-----------------------|------------|-----|
| 19 | SHA 1506B | SJP 2884A | CC3/AIG17024553/K1hs3 | 25/12/2017 | Vic |
|----|-----------|-----------|-----------------------|------------|-----|

Without Prejudice

Dear Sir/Madam

NIMA protocol period is over. Please revert with your offer without further delay.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

▼ "Shirley Hiew (LKK Auto)" ---12/01/2018 12:21:30 PM---WITHOUT PREJUDICE Dear Cecilia / Jasmine,

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

To: "[jaminecai@cdge.com.sg](mailto:jaminecai@cdge.com.sg)" <[jaminecai@cdge.com.sg](mailto:jaminecai@cdge.com.sg)>, "[cecilialee@sparkcarcare.com](mailto:cecilialee@sparkcarcare.com)" <[cecilialee@sparkcarcare.com](mailto:cecilialee@sparkcarcare.com)>

Cc: KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>, Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>, "Hsiao Tong (LKKAuto)" <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>, "Vic (LKKAuto)" <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>, "Joy Irene (LKKAuto)" <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>, "Vivian Lau (LKKAuto)" <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>, "Thin Thin (LKKAuto)" <[thinthin@lkkauto.com](mailto:thinthin@lkkauto.com)>, "Jas Khine (LKKAuto)" <[jaskhine@lkkauto.com](mailto:jaskhine@lkkauto.com)>, "Zayyer (LKKAuto)" <[zayyer@lkkauto.com](mailto:zayyer@lkkauto.com)>, "Zaini (LKK Auto)" <[Zaini@lkkauto.com](mailto:Zaini@lkkauto.com)>

Date: 12/01/2018 12:21 PM

Subject: Acknowledgement of LOD's - TP claiming against AIG

**WITHOUT PREJUDICE**

Dear Cecilia / Jasmine,

We acknowledge receipt of your LOD's for the following cases.

| NO | TAXI NO. | OI's NO. | Our reference | DOA | Case Handler / Investigator |
|----|----------|----------|---------------|-----|-----------------------------|
|----|----------|----------|---------------|-----|-----------------------------|

|    |              |              |                       |            |            |
|----|--------------|--------------|-----------------------|------------|------------|
| 1  | SHC<br>2956T | SLG 1209E    | CC3/LCR17024155/K1pa3 | 17/12/2017 | Hsiao Tong |
| 2  | SHC<br>2134Z | SLQ<br>5340D | CC3/LCR17023661/K1pa3 | 11/12/2017 | Hsiao Tong |
| 3  | SHD<br>7076U | SFV<br>2800H | CC3/AIG17023650/K1ha3 | 10/12/2017 | Vic        |
| 4  | SHC<br>1223G | SLG<br>7048M | CC3/LCR17023909/K1ja3 | 14/12/2017 | Joy        |
| 5  | SHD<br>4910G | SLG 3993K    | CC3/AIG17024049/K1ja3 | 14/12/2017 | Joy        |
| 6  | SHC<br>8371R | SLS 9650Y    | CC3/AIG17023911/K1ja3 | 15/12/2017 | Joy        |
| 7  | SHA<br>3203L | SLB<br>4386H | CC3/LCR17024106/K1ja3 | 18/12/2017 | Joy        |
| 8  | SHB<br>6692H | SLG 8952X    | CC3/LCR17022656/K1wa3 | 25/11/2017 | Vivian     |
| 9  | SHA<br>7367X | SLT 988C     | CC3/AIG17022846/K1ub3 | 29/11/2017 | Thin Thin  |
| 10 | SHC<br>2964U | GU 8087D     | CC3/AIG17023110/K1ya3 | 4/12/2017  | Jas        |
| 11 | SHD<br>3110E | SLL 8174Z    | CC3/LCR17023445/K1wa3 | 7/12/2017  | Vivian     |
| 12 | SH 6354Y     | SLQ 4888Y    | CC3/LCR17023653/K1za3 | 9/12/2017  | Zayyer     |
| 13 | SHD<br>6907D | GBF<br>7300H | CC3/AIG17024107/K1ub3 | 19/12/2017 | Thin Thin  |
| 14 | SHA<br>2500K | SLL 601K     | CC3/LCR17024348/K1ws3 | 20/12/2017 | Vivian     |
| 15 | SHA<br>4042C | SLU<br>8894G | CC3/AIG17024373/K1ka3 | 21/12/2017 | Zaini      |
| 16 | SHA<br>7471C | SLK<br>7745M | CC3/LCR17024531/K1jb3 | 22/12/2017 | Joy        |
| 17 | SHA<br>2343Y | SLM<br>3494C | CC3/AIG17024554/K1ps3 | 23/12/2017 | Hsiao Tong |
| 18 | SHA<br>7678Z | SLQ 133T     | CC3/AIG17024448/K1wb3 | 23/12/2017 | Vivian     |
| 19 | SHA<br>1506B | SJP 2884A    | CC3/AIG17024553/K1hs3 | 25/12/2017 | Vic        |
| 20 | SHA<br>3709U | SKA<br>3749T | CC3/AIG17024530/K1ub3 | 27/12/2017 | Thin Thin  |
| 21 | SHC<br>7154H | SLK 3476R    | CC3/LCR17023657/K1za3 | 8/12/2017  | Zayyer     |
| 22 | SHA 9439J    | SKV 471C     | CC3/LCR17024446/K1wb3 | 22/12/2017 | Vivian     |
| 23 | SHA 312A     | SGT 6899X    | CC3/AIG17024703/K1ks3 | 26/12/2017 | Zaini      |

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

***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](mailto:ShirleyHiew@lkkauto.com) | fax: 6741-4108

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