

## Joy Irene (LKKAUTO)

---

**From:** Tan, Wilson-KL <Wilson-KL.Tan@aig.com>  
**Sent:** Wednesday, 7 February 2018 11:40 AM  
**To:** Joy Irene (LKKAUTO); Tee, Chee-Wah  
**Cc:** Khoo, Kay-Eng; 'Eileen, May Hwee Yap'; Admin A; Vivian Lau (LKKAUTO); Hsiao Tong (LKKAUTO)  
**Subject:** RE: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION

Joy

Noted. Please proceed to send to us as your office has done the survey of the Third party vehicle.

**Wilson Tan**  
**AIG**

Senior Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1753 | Fax +(65) 6835 7416

[Wilson-KL.Tan@aig.com](mailto:Wilson-KL.Tan@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Joy Irene (LKKAUTO) [mailto:JoyIrene@lkkauto.com]  
**Sent:** Wednesday, February 07, 2018 9:28 AM  
**To:** Tan, Wilson-KL; Tee, Chee-Wah  
**Cc:** Khoo, Kay-Eng; 'Eileen, May Hwee Yap'; Admin A; Vivian Lau (LKKAUTO); Hsiao Tong (LKKAUTO)  
**Subject:** RE: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION

Dear Wilson,

Our bill is at \$250.00 (GST excluded).

Thank you.

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

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**From:** Tan, Wilson-KL [<mailto:Wilson-KL.Tan@aig.com>]  
**Sent:** Wednesday, 7 February 2018 9:20 AM  
**To:** Joy Irene (LKKAUTO) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Tee, Chee-Wah <[Chee-Wah.Tee@aig.com](mailto:Chee-Wah.Tee@aig.com)>  
**Cc:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>; 'Eileen, May Hwee Yap' <[eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vivian Lau (LKKAUTO) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Subject:** RE: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION

Irene

Thank you.

Please confirm whether your office will be billing us for the services rendered so far??

If yes, please advise us the amount to be charged to us

Thank you

**Wilson Tan**  
**AIG**

Senior Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1753 | Fax +(65) 6835 7416

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**From:** Joy Irene (LKKAUTO) [<mailto:JoyIrene@lkkauto.com>]  
**Sent:** Wednesday, February 07, 2018 9:01 AM  
**To:** Tan, Wilson-KL; Tee, Chee-Wah  
**Cc:** Khoo, Kay-Eng; 'Eileen, May Hwee Yap'; Admin A; Vivian Lau (LKKAUTO)  
**Subject:** RE: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION

Dear Wilson,

TP had confirmed not pursuing TP claim.

We will close file on our end and submit our report to your good-office.

Thank you.

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

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**From:** Joy Irene (LKKAuto)  
**Sent:** Tuesday, 6 February 2018 5:23 PM  
**To:** Tan, Wilson-KL <[Wilson-KL.Tan@aig.com](mailto:Wilson-KL.Tan@aig.com)>; Tee, Chee-Wah <[Chee-Wah.Tee@aig.com](mailto:Chee-Wah.Tee@aig.com)>  
**Cc:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>; Eileen, May Hwee Yap <[eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION

Dear Wilson,

Please hold as we wait for TP's confirmation.

We will revert as soon as we receive their reply.

Thank you.

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

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**From:** Tan, Wilson-KL [<mailto:Wilson-KL.Tan@aig.com>]  
**Sent:** Tuesday, 6 February 2018 5:19 PM  
**To:** Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Tee, Chee-Wah <[Chee-Wah.Tee@aig.com](mailto:Chee-Wah.Tee@aig.com)>  
**Cc:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>; Eileen, May Hwee Yap <[eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)>  
**Subject:** RE: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION

AIG REF: 0714633656SG003

Dear Joy

Refer to this matter.

Can you confirm that Volkswagen (vehicle owner SLL3813X) has agreed and will not pursue their claim against Our Insured (aka LCR vehicle) for this accident?

Please reply as we need to decide whether to delete the reserve set for this claim.

Thank you.

**Wilson Tan**

**AIG**

Senior Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1753 | Fax +(65) 6835 7416

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**From:** Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]

**Sent:** Wednesday, January 10, 2018 4:53 PM

**To:** Tee, Chee-Wah

**Cc:** Tan, Wilson-KL; Khoo, Kay-Eng; Eileen, May Hwee Yap

**Subject:** RE: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION

Dear Sirs,

We would like to update you that TP claimant M/s Volkswagen is chasing for clearance of liability.

TP had informed us that they will engage legal to recover the cost of repair if the direct settlement fails.

Kindly advise further instruction for us to revert to TP.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6749-5792 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108

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

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**From:** Joy Irene (LKKAuto)

**Sent:** Wednesday, 10 January 2018 1:08 PM

**To:** 'Khoo, Kay-Eng' <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>; Eileen, May Hwee Yap <[eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)>; Tee, Chee-Wah <[Chee-Wah.Tee@aig.com](mailto:Chee-Wah.Tee@aig.com)>  
**Cc:** Ng, Hai-Chuan <[Hai-Chuan.Ng@aig.com](mailto:Hai-Chuan.Ng@aig.com)>; Tan, Wilson-KL <[Wilson-KL.Tan@aig.com](mailto:Wilson-KL.Tan@aig.com)>  
**Subject:** RE: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION

Dear All,

Noted.

Thank you.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6749-5792 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Khoo, Kay-Eng [<mailto:Kay-Eng.Khoo@aig.com>]  
**Sent:** Wednesday, 10 January 2018 11:54 AM  
**To:** Eileen, May Hwee Yap <[eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)>; Tee, Chee-Wah <[Chee-Wah.Tee@aig.com](mailto:Chee-Wah.Tee@aig.com)>; Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>  
**Cc:** Ng, Hai-Chuan <[Hai-Chuan.Ng@aig.com](mailto:Hai-Chuan.Ng@aig.com)>; Tan, Wilson-KL <[Wilson-KL.Tan@aig.com](mailto:Wilson-KL.Tan@aig.com)>  
**Subject:** FW: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION

Our Ref: 0714633656SG003

Dear Eileen,

Noted on the matter.

Dear Joy,

Please note my colleague Wilson is handling the matter but as he is on leave, please liaise with my colleague Mr Tee for this case.

Dear Tee,

Wilson case and kindly note LCR's advice on the matter for your review please. Thank you.

**Khoo Kay Eng**  
**AIG**

Senior Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1026 | Fax +(65) 6835 7416

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**From:** Eileen, May Hwee Yap [<mailto:eyap@lioncityrentals.com.sg>]  
**Sent:** Wednesday, January 10, 2018 11:44 AM  
**To:** Ng, Hai-Chuan; Khoo, Kay-Eng  
**Cc:** Insurance LCR SG; Admin A; [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com)  
**Subject:** Fwd: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION

Hi Hai Chuan/Kay Eng

Please be advised that our workshop, Ding Auto is claiming against the other party. Their insurer, Allied World mentioned they have policy coverage issue with their insured (SLL3813X).

Meanwhile, please do not settle their claim and would appreciate if you can keep us updated on your next course of action.

Eileen, May Hwee Yap <[eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)>

To: Lee, Jolene, evelyn.lim, Siew, Insurance, Bernard

Hi Ladies

**ACCIDENT INVOLVING SLF7265H & SLL3813X DOA 25 DEC 2017 AT/ALONG KALLANG BAHRU JUNCTION**

Please be advised that our workshop, Ding Auto Pte Ltd is claiming against SLL3813X, insured by Allied World. Allied World have refused to arrange for survey even on a without prejudice basis due to policy coverage issue. Our workshop suggested to have vehicle examined by an independent surveyor but was told that the surveyor fees not claimable. A lady, Catherine from AON have contacted Ding Auto and said they will handle this case and will give a reply by today.

**WITHOUT PREJUDICE**

Dear Fyrene

We spoke earlier.

As mentioned, we are seeking clarification to confirm on policy coverage. And as such, we cannot come forward with our position and survey arrangement.

We will write to you once we have any conclusion.

Thank you.

Regards,

*Kim Wong*  
Allied World Assurance Company, Ltd.  
50, Cross Street, #08-01  
Dear Eileen,

Please see attached email from Allied World which state they have withdraw the claims and it will be took over by their broker Aon Singapore Pte Ltd.

AON Singapore have called me and they will give us a reply by tomorrow.

Thank you so much.

Best Regards,  
Kenneth Ding

Thanks & Regards

Ms Eileen Yap  
Email: [eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)



**Main Office (\*New\*)**

60 Anson Road  
#11-01 Mapletree Anson  
S077914

**Branch @ Parklane Shopping Mall**

35 Selegie Road  
#10-24 S188307

**Branch @ Textile Centre**

200 Jalan Sultan  
#03-33 S199018

**Branch @ Big Box**

1 Venture Ave  
Big Box #02-12U  
Singapore 608521

Office : [\(+65\) 3158 4255](tel:+6531584255)

Web : [www.lioncityrentals.com.sg](http://www.lioncityrentals.com.sg)

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

From: **Joy Irene (LKKAuto)** <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>

Date: Tue, Jan 9, 2018 at 11:35 AM

Subject: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X  
ALONG KALLANG BAHRU JUNCTION

To: Insurance LCR SG <[insurance@lioncityrentals.com.sg](mailto:insurance@lioncityrentals.com.sg)>

Cc: Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

Our Ref: CC3/LCR18000354/ja3

Your Vehicle : **SLF 7265H**

Third-Party : SLL 3813X

Date of Accident : 25 Dec 2017

Time of Accident : 21:30

Location of Accident : Kallang Bahru Junction

Dear Sirs/Madam,

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

We have received a claim from SLL 3813X against your insurance policy.

Based on the information on hand, we are of the opinion that liability may be equally shared between both parties due to conflicting versions.

In the absence concrete evidence such as video, independent witness or scene photographs, we will proceed to negotiate for an amicable settlement with the third-party claimant.

Should you however wish to further discuss on the matter or provide an evidence on your hand prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please call us if you have further queries.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6749-5792 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108

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

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