

## Vic (LKKAUTO)

---

**From:** Vic (LKKAUTO)  
**Sent:** Friday, 11 January, 2019 1:50 PM  
**To:** William Tan Thoo Seng  
**Cc:** TAN Jas; Aileen Tan Lee Noi; KKLau; Admin A; Vic (LKKAUTO)  
**Subject:** RE: Your Ref: T1217/SHC1160D/WT(s)\_ACCIDENT INVOLVING VEHICLES SKP 8083T AND SHC 1160D ON 30.12.2017 - ( video attached ) LKK REF CC4/ASM18000559/Dha3  
**Attachments:** DV.PDF

Without Prejudice

Dear William,

We refer further to your below email.

Please be informed that we had highlighted your appeal to our principal. However, our principal after further review, had instructed us to maintain our offer of a global sum of **\$1,800.00** (all in) to settle your client's claim.

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: [vicalph@lkkauto.com](mailto:vicalph@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:** William Tan Thoo Seng [mailto:[williamtan@cdge.com.sg](mailto:williamtan@cdge.com.sg)]  
**Sent:** Friday, 30 November, 2018 4:11 PM  
**To:** KKLau; Vic (LKKAUTO); [kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)  
**Cc:** TAN Jas; Aileen Tan Lee Noi  
**Subject:** Re: Your Ref: T1217/SHC1160D/WT(s)\_ACCIDENT INVOLVING VEHICLES SKP 8083T AND SHC 1160D ON 30.12.2017 - ( video attached ) LKK REF CC4/ASM18000559/Dha3

**Another gentle reminder**

Outstanding : > 8 months  
Liability : 100%

**Without Prejudice.**

Dear Vic

We refer to the below email.

On 15.11.18, we spoke. We ask how you derived your global offer at \$1,800.00. How many days LOR/I ?  
You told us you don't know and AXA case handler (Jas Tan) did not tell you.

We rejected your offer and explained to you on the breakdown number of days to be settled :

Accident on 30.12.17 @ 7.30 pm. (Sat)

Request for surveyor on 04.01.18 @ 9.50 am. (Thur)  
Surveyed on 08.01.18 @ 3.30 pm. (Mon)  
Surveyor recommend : 2 repair days.  
Weekend involved : 2 days

Mileage record : In on 03.01.18 @ 10.20 am.  
Out on 10.01.18 @ 11.30 pm

A moment ago, we spoke and you told us AXA maintained offer.

**Dear Mr Lau.**

We refer to the above issue.

Since case has been long outstanding for almost a year with no sign of an amicable settlement reached,  
kindly assist to liaise with your Principal to settle amicably at global sum of \$2,000.00, as proposed earlier  
(7 days LOR/I).

Looking forward to receive your kind acceptance.

Thank you.

Best Regards  
William Tan  
Claims Department | ComfortDelgro Engineering Pte Ltd  
Off : 62148737 | Fax : 62141843

---

**From:** Vic (LKKAUTO)

**Sent:** Thursday, 15 November 2018 1:58 PM

**To:** Catherine Koh Mui Gek

**Cc:** KKLau; Aileen Tan Lee Noi; Admin A; Vic (LKKAUTO); William Tan Thoo Seng

**Subject:** RE: Your Ref: T1217/SHC1160D/WT(s)\_ACCIDENT INVOLVING VEHICLES SKP 8083T AND SHC 1160D ON  
30.12.2017 - ( video attached ) LKK REF CC4/ASM18000559/Dha3

Without Prejudice

Dear Catherine,

We refer to the subject matter.

On a without prejudice basis and purely for an amicable settlement and without admission of any liability to our Insured's part, our principal after further review is prepared to improve and increase our offer to a global sum of **\$1,800.00** (all in) to settle your client's claim.

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)



Auto  
Consultants  
Pte Ltd

*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:** Catherine Koh Mui Gek [<mailto:catherinekoh@cdge.com.sg>]

**Sent:** Thursday, 11 October, 2018 10:49 AM

**To:** Vic (LKKAuto)

**Cc:** KKLau; Aileen Tan Lee Noi; [sawtheng.khor@axa.com.sg](mailto:sawtheng.khor@axa.com.sg)

**Subject:** Re: Your Ref: T1217/SHC1160D/WT(s)\_ACCIDENT INVOLVING VEHICLES SKP 8083T AND SHC 1160D ON 30.12.2017 - ( video attached ) LKK REF CC4/ASM18000559/Dha3

Dear Vic

Attached for your reference. Delay was not at our end. Kindly request your principal to reconsider our proposal at global sum \$2000.00.

**Aside to Saw Theng, kindly assist.**

3.1.18	Wed	taxi grounded for repair
4.1.18	Thur	email Axa to appoint surveyor
5.1.18	Fri	
6.1.18	Sat	
7.1.18	Sun	
8.1.18	Mon	nothing heard from Axa, email Axa we shall appoint their panel surveyor as 48 hrs had passed
10.1.18	Wed	taxi repaired/out as recommended by surveyor

Thank you.

Best Regards

Catherine Koh

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148733 | Fax : 62141843

---

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

**Sent:** Thursday, 11 October 2018 10:07 AM

**To:** William Tan Thoo Seng

**Cc:** KKLau; Catherine Koh Mui Gek; Aileen Tan Lee Noi; Vic (LKKAuto); Admin A

**Subject:** RE: Your Ref: T1217/SHC1160D/WT(s)\_ACCIDENT INVOLVING VEHICLES SKP 8083T AND SHC 1160D ON 30.12.2017 - ( video attached ) LKK REF CC4/ASM18000559/Dha3

Without Prejudice

Dear William,

We refer further to your below email.

On a without prejudice basis and purely for an amicable settlement and without admission of any liability to our Insured's part, our principal is prepared to increase the offer and propose in full and final amount of global sum of **\$1,500.00** (all in) to settle your client's claim.

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)



Auto  
Consultants  
Pte Ltd

*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:** William Tan Thoo Seng [<mailto:williamtan@cdege.com.sg>]

**Sent:** Wednesday, 3 October, 2018 11:16 AM

**To:** Vic (LKKAuto); TAN Jas

**Cc:** KKLau; Catherine Koh Mui Gek; Aileen Tan Lee Noi

**Subject:** Re: Your Ref: T1217/SHC1160D/WT(s)\_ACCIDENT INVOLVING VEHICLES SKP 8083T AND SHC 1160D ON 30.12.2017 - ( video attached ) LKK REF CC4/ASM18000559/Dha3

**Outstanding : > 6 months**

**Liability : 100%**

Without Prejudice.

Dear Vic and Jas

Preceding emails refer.

As spoken, we are unable to accept your offer at two days LOR/I and at \$1,406.10.

Without regard to the number of days to settle, kindly refer to your file documents. There was a holiday and weekend involved. Also, there was a delay of more than 4 days in surveying our taxi.

Strictly and purely for the purpose of an amicable settlement, Kindly settle this matter at seven days LOR/I and at a global sum of \$2,000.00.

**Without any delay, please confirm settlement.**

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

---

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

**Sent:** Wednesday, 3 October 2018 10:31 AM

**To:** William Tan Thoo Seng

**Cc:** Admin A; Catherine Koh Mui Gek; Vic (LKKAuto)

**Subject:** RE: Your Ref: T1217/SHC1160D/WT(s)\_ACCIDENT INVOLVING VEHICLES SKP 8083T AND SHC 1160D ON 30.12.2017 - ( video attached ) LKK REF CC4/ASM18000559/Dha3

Without Prejudice

Dear William,

We refer to the above matter.

On a without prejudice basis and purely for an amicable settlement and without admission of any liability to our Insured's part, we have our principal's mandate and we offer settlement as below:

Cost of Repair (w/gst) \$ 797.01

Loss of Rental (\$125.40 x 2 days) \$ 501.60

Loss of Income (\$50 x 2 days) \$ 100.00

LTA Search Fee \$ 7.49

<b>TOTAL</b>	<b>\$ 1,406.10</b>
--------------	--------------------

For your acceptance please.

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)



Auto  
Consultants  
Pte Ltd

*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:** Vic (LKKAuto)

**Sent:** Tuesday, 12 June, 2018 2:26 PM

**To:** William Tan Thoo Seng

**Cc:** Admin A; Vic (LKKAuto); Catherine Koh Mui Gek

**Subject:** RE: Your Ref: T1217/SHC1160D/WT(s)\_ACCIDENT INVOLVING VEHICLES SKP 8083T AND SHC 1160D ON 30.12.2017 - ( video attached ) LKK REF CC4/ASM18000559/Dha3

Without Prejudice

Dear William,

We refer to the subject matter and to our telephone conversation earlier.

Please be informed that our Insured got dispute on the matter and we are currently in the midst of clearing his query.

Kindly bear with us for the time being and we will get back to you for an update/offer soon.

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:** Catherine Koh Mui Gek [<mailto:catherinekoh@cdge.com.sg>]

**Sent:** Monday, 16 April, 2018 2:20 PM

**To:** Vic (LKKAuto)

**Subject:** Re: Your Ref: T1217/SHC1160D/WT(s)\_ACCIDENT INVOLVING VEHICLES SKP 8083T AND SHC 1160D ON 30.12.2017 - ( video attached )

Dear Vic

Attached as requested. Your principal's insured was the author of this accident. He reversed onto the taxi behind him. Kindly revert on our PD claim soonest.

Thank you.

Best Regards

Catherine Koh

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148733 | Fax : 62141843

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

To: William Tan Thoo Seng <[williamtan@cdge.com.sg](mailto:williamtan@cdge.com.sg)>

Cc: Catherine Koh Mui Gek <[catherinekoh@cdge.com.sg](mailto:catherinekoh@cdge.com.sg)>, Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>, "Vic (LKKAuto)" <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

Date: 11/04/2018 01:11 PM

Subject: Your Ref: T1217/SHC1160D/WT(s)\_ACCIDENT INVOLVING VEHICLES SKP 8083T AND SHC 1160D ON 30.12.2017

---

Your Ref: T1217/SHC1160D/WT(s) Without Prejudice

Our Ref: CC4/ASM18000559/Dha3

Dear William,

ACCIDENT INVOLVING VEHICLES SKP 8083T AND SHC 1160D ON 30.12.2017

We refer to the above matter.

We would like to request for a copy of your client's CCTV footage for our further action. Below is a copy of our Insured's statement for your reference.

SKETCH PLAN

NTUC

Parked cars.

Killiney

Road divider

SKP8083T

towards River valley Rd.

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

*I stop, noticed too close to cars parked besides. I turn slight out to make ~~space~~ space for passenger to drop. Suddenly I notice noise behind. Inspected my car, noticed some slight scratches on my car rear RHS bumper. The taxi front bumper is in good condition. The taxi driver said has a scratch like but I couldn't see it.*

*I called AXA at about 8.30pm ~~on~~ on that day (30/12/17) to report the accident. I didn't realise that I have to make report at ~~an~~ authorised reporting centre until I receive a letter from AXA dated 15/1/18*

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)



Auto  
Consultants  
Pte Ltd

*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.



---

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

---

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

---

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

---

---

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.



ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

---