

## **Vic (LKKAUTO)**

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**From:** William Tan Thoo Seng <williamtan@cdge.com.sg>  
**Sent:** Friday, 30 November, 2018 11:53 AM  
**To:** ANG Richard; kianchuan.chan@axa.com.sg; KKLau  
**Cc:** sawtheng.khor@axa.com.sg; Vic (LKKAUTO); Aileen Tan Lee Noi  
**Subject:** Re: Your Ref: CC4AXA18003614/K1hb3 (SHD 244 Y -Transcab) VS SHD 6776 P  
D.O.A. 20/02/2018 AXA loutstanding List No : 232

**Another urgent reminder**  
**Outstanding : > 8 months**  
**Liability : 100%**

Without Prejudice.

**Dear Richard**

Preceding emails refer.

**Kindly be informed that on 02.10.18, 18.10.18, 25.10.18 and 23.11.18, we called but were unable to reach you.**

On 25.10.18, we emailed to you and till today, after more than one month later, nothing was heard from you.

Your Service Provider Vic is still waiting for your mandate to settle.

By the way, if you are not the case handler, kindly let us know and we will then liaise with Kian Chuan directly.

**Dear Mr Lau and Kian Chuan**

Case has been long outstanding for the past eight months with no amicable settlement reached.

With regard to the issue on the number of days to settle, we had earlier explained the breakdown days to Vic. He had also explained to Richard.

Without letting matter to be kept in abeyance, prudently we urge you to settle amicably and expeditiously.

Kindly revert with offer.

Thank you.

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

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**From:** William Tan Thoo Seng  
**Sent:** Thursday, 25 October 2018 5:19 PM  
**To:** ANG Richard; Vic (LKKAUTO); sawtheng.khor@axa.com.sg  
**Cc:** Aileen Tan Lee Noi  
**Subject:** Fw: Your Ref: CC4AXA18003614/K1hb3 (SHD 244 Y -Transcab) VS SHD 6776 P D.O.A. 20/02/2018 AXA loutstanding List No : 232

**Urgent reminder**

**Outstanding : > 7 months.**  
**Liability : 100%**

**Without Prejudice.**

Dear Richard

Preceding emails refer.

We called you several times but was unable to reach you. Are you on long leave ?

Previously, we had rejected your offer at **\$2,392.21** (at 6 days LOR/I)

**On 18.10.18 your Service Provider asked for your mandate to settle at \$2,887.00. Till to day, they are still waiting for your mandate to settle.**

Without any further delay, please forward your instruction to settle.

**Dear Saw Theng**

Please assist to settle this long outstanding case amicably and expeditiously.

Thank you.

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

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**From:** Vic (LKKAUTO) <vicalpeh@lkkauto.com>  
**Sent:** Tuesday, 2 October 2018 3:34 PM  
**To:** William Tan Thoo Seng  
**Cc:** Admin A; Vic (LKKAUTO)  
**Subject:** RE: Your Ref: CC4AXA18003614/K1hb3 (SHD 244 Y -Transcab) VS SHD 6776 P D.O.A. 21/02/2018

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, we have our principal's mandate and we are prepared to settle your client's claim as below:

Cost of Repair (w/gst)	\$	1,402.21
Loss of Rental (\$115 x 6 days)	\$	690.00
Loss of Income (\$50 x 6 days)	\$	300.00
<b>TOTAL</b>	<b>\$</b>	<b>2,392.21</b>

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

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**From:** William Tan Thoo Seng [mailto:[williamtan@cdge.com.sg](mailto:williamtan@cdge.com.sg)]

**Sent:** Friday, 3 August, 2018 3:54 PM

**To:** TAY Ernest

**Cc:** sawtheng.khor@axa.com.sg; Vic (LKKAuto)

**Subject:** Re: Your Ref: CC4AXA18003614/K1hb3 (SHD 244 Y -Transcab) VS SHD 6776 P D.O.A. 21/02/2018

Outstanding : > 4 months.  
Liability : 100%

Without Prejudice.

Dear Ernest

Kindly be informed that on 12.04.18, we had rejected your offer at \$1,730.00. We then propose to your settle Service Provider to settle at \$2,887.21 (with attached documents).

Despite our several follow up with your Service Provider, we were then told that they are still waiting for your reply.

Without any further delay, please confirm settlement at \$2,887.21.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

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

**Sent:** Friday, 3 August 2018 3:07 PM

**To:** William Tan Thoo Seng

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

**Subject:** RE: Your Ref: T0218/SHD6776P/WT(st)\_ACCIDENT INVOLVING VEHICLES SHD 244Y AND SHD 6776P ON 21/02/2018 LKK REF CC4/AXA18003614/K1hb3

Without Prejudice

Dear William,

We refer further to our below email.

Please be informed that we are still pending for our principal's instructions.

We will continue to follow up on the matter.

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

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**From:** Vic (LKKAUTO)

**Sent:** Wednesday, 16 May, 2018 3:55 PM

**To:** Catherine Koh Mui Gek

**Cc:** William Tan Thoo Seng; Admin A; Vic (LKKAUTO)

**Subject:** RE: Your Ref: T0218/SHD6776P/WT(st)\_ACCIDENT INVOLVING VEHICLES SHD 244Y AND SHD 6776P ON 21/02/2018 LKK REF CC4/AXA18003614/K1hb3

Without Prejudice

Dear Catherine,

We refer to the below email.

Please be informed that we are seeking further instructions from our principal with regards to your proposed amount.

We will follow up and will get back for an update.

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

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

**Sent:** Thursday, 12 April, 2018 5:09 PM

**To:** Vic (LKKAuto)

**Cc:** William Tan Thoo Seng

**Subject:** Re: Your Ref: T0218/SHD6776P/WT(st)\_ACCIDENT INVOLVING VEHICLES SHD 244Y AND SHD 6776P ON 21/02/2018

Dear Vic

Attached for your reference, delay not caused at our end. Strictly without prejudice, we propose settlement all in at \$2887.21, loss of use 9 days as per taxi mileage record. Kindly confirm settlement and forward your revised DV.

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: 12/04/2018 01:30 PM

Subject: Your Ref: T0218/SHD6776P/WT(st)\_ACCIDENT INVOLVING VEHICLES SHD 244Y AND SHD 6776P ON 21/02/2018

Your Ref: T0218/SHD6776P/WT(st)  
Our Ref: CC4/AXA18003614/K1hb3

Without Prejudice

Dear William,

ACCIDENT INVOLVING VEHICLES SHD 244Y AND SHD 6776P ON 21/02/2018

We refer to the above matter and we confirmed in receipt of your LOD dated 07/03/2018.

On a without prejudice basis and purely for an amicable settlement and without admission of any liability to our Insured's part, we offer a global sum of **\$1,730.00** (all in) to settle your client's claim.

If agreeable, kindly 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  
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[attachment "DV.pdf" deleted by Catherine Koh Mui Gek/cdge/delgronotes]

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