

Asher Sng (LKKAuto)

From: ECICS Claims <claims@ecics.com.sg>
Sent: Friday, 13 April 2018 2:22 PM
To: Asher Sng (LKKAuto); Phoebe Jay Xie (ECICS, Claims); ECICS Claims
Cc: Admin A
Subject: RE: [MANDATE REQUEST] RE: Policy no : MPC16A00228600 SJV9354K DOA 25/10/16 (O/ref: DMPC1600409H)

Hi Asher

Please proceed as recommendation to reject TP claim.
Thank you.

Regards,
Janice Goh
Claims Division
DID: +65 6303 0182
FAX: +65 6338 9267

ECICS Limited
7 Temasek Boulevard, #10-01 Suntec Tower One, Singapore 038987

WITH IMMEDIATE EFFECT FOR ALL PRE-REPAIR INSPECTION/SURVEY, please email to motorsurvey@ecics.com.sg directly.

*****Please bear with us should we take longer to response as we are currently experiencing a high volume of claims.
Thank you for your kind patience and understanding.*****

From: Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]
Sent: Thursday, 12 April, 2018 10:24 AM
To: Phoebe Jay Xie (ECICS, Claims); Janice Goh Siew Geok (ECICS, Claims); ECICS Claims
Cc: Admin A
Subject: [MANDATE REQUEST] RE: Policy no : MPC16A00228600 SJV9354K DOA 25/10/16 (O/ref: DMPC1600409H)
Importance: High

Hi Phoebe / Janice,

We refer to the above matter.

TP reported that OID collided into his vehicle while overtaking OID stationary vehicle.

OI reported that TP overtake his vehicle while he making a right turn.

Enclosed a copy of insured document of successful claim against third party.

In view of the above, we are intending to reject TP claim.

For your approval/ comments/ instruction.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Phoebe Jay Xie (ECICS, Claims) [mailto:PhoebeJay_Xie@ecics.com.sg]

Sent: Thursday, 8 March 2018 5:34 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: Policy no : MPC16A00228600 SJV9354K DOA 25/10/16 (O/ref: DMPC1600409H)

Dear Asher,

As requested.

Thank you.

Best Regards,

Phoebe Jay Xie

ECICS Limited

DID: +65 6303 0180

FAX: +65 6338 9267

Email: phoebejay_xie@ecics.com.sg

From: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

Sent: Thursday, 8 March, 2018 5:19 PM

To: Phoebe Jay Xie (ECICS, Claims)

Cc: Admin A; SUR

Subject: RE: Policy no : MPC16A00228600 SJV9354K DOA 25/10/16 (O/ref: DMPC1600409H)

Hi Phoebe,

Please kindly let us have insured GIA report.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Phoebe Jay Xie (ECICS, Claims) [mailto:PhoebeJay_Xie@ecics.com.sg]
Sent: Thursday, 8 March 2018 5:00 PM
To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Policy no : MPC16A00228600 SJV9354K DOA 25/10/16 (O/ref: DMPC1600409H)

Dear Asher,

Please reopen file and proceed with direct settlement.

Thank you.

Best Regards,

Phoebe Jay Xie

ECICS Limited

DID: +65 6303 0180

FAX: +65 6338 9267

Email: phoebejay_xie@ecics.com.sg

From: Asher Sng (LKKAUTO) [<mailto:AsherSng@lkkauto.com>]
Sent: Thursday, 8 March, 2018 10:00 AM
To: Phoebe Jay Xie (ECICS, Claims)
Cc: Admin A; SUR
Subject: RE: Policy no : MPC16A00228600 SJV9354K DOA 25/10/16 (O/ref: DMPC1600409H)

Hi Phoebe,

We refer to the email below.

Our survey report was submitted to your good office on 30/11/2016.

We will inform workshop to expedite on the LOD to be send to your good office.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Phoebe Jay Xie (ECICS, Claims) [mailto:PhoebeJay_Xie@ecics.com.sg]
Sent: Thursday, 8 March 2018 9:55 AM
To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: FW: Policy no : MPC16A00228600 SJV9354K DOA 25/10/16 (O/ref: DMPC1600409H)

Dear Asher,

Please advise on this survey as we have not receive the letter of demand.

Thank you.

Best Regards,

Phoebe Jay Xie

ECICS Limited

DID: +65 6303 0180

FAX: +65 6338 9267

Email: phoebejay_xie@ecics.com.sg

From: Ashley Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Thursday, 24 November, 2016 2:48 PM

To: Phoebe Jay Xie (ECICS, Operations / Claims); ASSIGNMENTS@LKKAUTO.COM

Cc: sur@lkkauto.com

Subject: RE: Policy no : MPC16A00228600 SJV9354K DOA 25/10/16

Dear Phoebe,

Thank you for the assignment.

Best Regards,

Ashley Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Phoebe Jay Xie (ECICS, Operations / Claims) [mailto:PhoebeJay_Xie@ecics.com.sg]

Sent: Thursday, 24 November, 2016 2:49 PM

To: Ashley Chong (LKK Auto); SUR

Subject: Policy no : MPC16A00228600 SJV9354K DOA 25/10/16

Dear Ashley,

Please survey SHD5491S and submit your report to us, thank you

Best Regards,

Phoebe Jay Xie

ECICS Limited

DID: +65 6303 0180

FAX: +65 6338 9267

Email: phoebejay_xie@ecics.com.sg

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follow us on  twitter
visit our website  ecics.com.sg



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Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Friday, 13 April 2018 2:31 PM
To: 'yuqing.teo'; 'Ng Wai Yin'; 'Jasmine Tan'
Cc: 'claims@transcab.com.sg'
Subject: RE: Your Ref: AAD1610-306--SJV9354K & SHD5491S on 25.10.16
Attachments: OI SKETCH PLAN.pdf; OI COUNTER CLAIM SETTLEMENT.pdf

Without Prejudice

Hi Sir/Mdm,

We refer to the above matter.

We attached here with a copy of our insured's accident statement and insured document of successful claim against your client for your easy reference.

Under such a circumstances, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's claim.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Asher Sng (LKKAUTO)
Sent: Friday, 6 April 2018 10:18 AM
To: 'yuqing.teo' <yuqing.teo@transcab.com.sg>; 'Ng Wai Yin' <waiyin.ng@transcab.com.sg>
Cc: 'Jasmine Tan' <jasminetan@transcab.com.sg>; claims@transcab.com.sg
Subject: RE: Your Ref: AAD1610-306--SJV9354K & SHD5491S on 25.10.16

Without Prejudice

Hi Yu Qing,

We refer to the email below.

We are still pending instruction from our principal.

Shall revert to you in due course.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: yuqing.teo [<mailto:yuqing.teo@transcab.com.sg>]

Sent: Friday, 6 April 2018 10:04 AM

To: 'Ng Wai Yin' <waiyin.ng@transcab.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: 'Jasmine Tan' <jasminetan@transcab.com.sg>; claims@transcab.com.sg

Subject: RE: Your Ref: AAD1610-306--SJV9354K & SHD5491S on 25.10.16

Dear Asher,

Are there any updates?

Thank you.

Best Regards,

Teo Yu Qing

Finance Department

TEL: 6603 1265 Ext.306

***** Please be reminded that all claims correspondence to be send to claims@transcab.com.sg**



TRANS-CAB SERVICES PTE LTD

No. 2 Ang Mo Kio Street 63, Singapore 569111

Main Line: (65) 6287 6666 Fax Line: (65) 6287 7764

Website: www.transcab.com.sg

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From: Ng Wai Yin [<mailto:waiyin.ng@transcab.com.sg>]

Sent: Friday, 9 March, 2018 12:43 PM

To: 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>

Cc: 'Jasmine Tan' <jasminetan@transcab.com.sg>; 'claims@transcab.com.sg' <claims@transcab.com.sg>

Subject: FW: Your Ref: AAD1610-306--SJV9354K & SHD5491S on 25.10.16

WITHOUT PREJUDICE

Dear Asher

Enclosed is the GIA report and LOD for your perusal and action.

Original hard copy will pass to Kenneth's to bring back to your office.

Thank You

Best Regards,

Ng Wai Yin

Finance Department

TEL: 6603 1265 Ext.308

*** Please be reminded that all claims correspondence to be send to claims@transcab.com.sg



TRANS-CAB SERVICES PTE LTD

No. 2 Ang Mo Kio Street 63, Singapore 569111

Main Line: (65) 6287 6666 Fax Line: (65) 6287 7764

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From: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

Sent: Thursday, 8 March, 2018 10:05 AM

To: Ng Wai Yin <waiyin.ng@transcab.com.sg>

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: Your Ref: AAD1610-306

Hi Wai Yin,

We refer to our tele-conversation.

Please kindly expedite the LOD and send it to our principal ECICS soon.

Please kindly attn the LOD to Phoebe Jay Xie.

ECICS Claims <claims@ecics.com.sg>

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

To: Asher

Trans-Cab Services Pte Ltd

No. 2 Ang Mo Kio Street 63

Tel No.: 6287 6666 Fax No. 6281 1400

Co./GST Reg. No. 200303878K

Our Ref : AAD1610-306

Your Ref : SJV9354K

Date : 08.March 2018

ECICS LIMITED

Dear Sir/Madam,

ACCIDENT INVOLVING SHD5491S AND SJV9354K ON 25/10/16 09:00 PM ALONG BLK 472 SEGAR ROAD

It appears that the above accident was caused by your insured's negligence. We, therefore seeking compensation from you for our financial loss as itemized below :-

1.	Cost of Repair (inclusive of 7% GST)	\$	2,461.00
2.	Loss of Rental for <u>7</u> days @ \$ <u>96.3</u> per day	\$	674.10
3.	Loss of Income for <u>7</u> days @ \$ <u>50</u> per day	\$	350.00
4.	LTA Search Fee	\$	6.00
5.	Survey Fee	\$	0.00
	Total	\$	3,491.10

We enclose a copy of the following documents for your consideration :-

GIA report lodged by our driver
Certificate of Insurance
Original final repair bill

Rental rate and mileage records
Authorization To Act
LTA Search Fee

Kindly let us have the discharge voucher within the next 14 days, failing which we shall proceed to hand over the conduct of this matter to our solicitors without further reference to you.

Yours Faithfully

Trans-Cab Services Pte Ltd



Jasmine Tan

General Manager

Tel No. : 6603 1250 (DID)

Note : Please email any further correspondence to claims@transcab.com.sg (6603 1259)

Trans-Cab Auto Services Pte Ltd

No. 2 Ang Mo Kio Street 63 Singapore 569111

Tel: 6287 6666

Fax: 6287 7764

Co. Reg. No.: 201019626G

GST Reg. No.: 201019626G

Tax Invoice / Debit Note

TO: ECICS LIMITED 6337 4779 7 TEMASEK BOULEVARD #10-01 SUNTEC TOWER ONE 038987 Singapore ATTENTION: 6337 4779	INVOICE NO. : INV1802-191 DATE : 28. February 2018 REFERENCE NO : AAD1610-306 TERMS : DUE DATE : 28. February 2018 PAGE : 1
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NO.	CODE	DESCRIPTION	QTY	UNIT PRICE	AMOUNT
1.	6050101	REPAIR-SHD5491S;DOA 25.10.16(LUMP SUM-18)	1	2,461.00	2,461.00

Total SGD Excl. GST :	2,300.00
7% GST :	161.00
Total SGD Incl. GST :	2,461.00

****** TWO THOUSAND FOUR HUNDRED SIXTY ONE SGD ONLY ******

- 1) All cheques should be crossed and made payable to "Trans-Cab Auto Services Pte Ltd"
- 2) Please quote our Invoice Number during payment.
- 3) We reserve the right to charge interest @ 1.5% per month on overdue invoice.
- 4) Any dispute as to the accuracy, charges etc of this invoice must be communicated within 10 days from the date hereof failing which it shall be deemed to have been unconditionally accepted.

E. & O. E.**THIS IS A COMPUTER GENERATED INVOICE WHICH REQUIRES NO SIGNATURE**

Trans-Cab Services Pte Ltd

No. 2 Ang Mo Kio Street 63

Tel No.: 6287 6666 Fax No. 6281 1400

Co./GST Reg. No. 200303878K

08 March, 2018

To Whom It May Concern

Dear Sir / Madam,

Accident on 25/10/16 09:00 PM at BLK 472 SEGAR ROAD

1. We refer to the above-mentioned accident and wish to inform that Trans-Cab Services Pte Ltd is the registered owner of the taxi bearing vehicle registration no. SHD5491S. The taxi was hired to LEE KONG WAH a registered hirer-operator of Trans-Cab Services Pte Ltd at the time of occurrence of the aforementioned accident at a rental rate \$68.48 per day (inclusive of GST).
2. Please be advised that the Taxi is insured with AXA INSURANCE PTE LTD on a third party basis at the material time of the accident.
3. Please liaise with us directly for any settlement of claims in respect of the said accident.

Yours faithfully,

Jasmine Tan

General Manager

Trans-Cab Services Pte Ltd

No. 2 Ang Mo Kio Street 63

Tel No.: 6287 6666 Fax No. 6281 1400

Co./GST Reg. No. 200303878K

Authorization To Act

We, Trans-cab Services Pte Ltd of Company Registration No. 200303878K hereby authorize Trans-cab Auto Services Pte Ltd to act on behalf to claim for all losses incurred for the accident involving SHD5491S and SJV9354K along BLK 472 SEGAR ROAD on 25/10/16 09:00 PM.

In addition, we also hereby authorize the above payment to be made in favour of Trans-cab Auto Services Pte Ltd upon settlement.

Dated this 8 (day) of March 2018

Yours Faithfully

Trans-Cab Services Pte Ltd



Jasmine Tan

General Manager

Trans-Cab Services Pte Ltd

No. 2 Ang Mo Kio Street 63

Tel No.: 6287 6666 Fax No. 6281 1400

Co./GST Reg. No. 200303878K

25-10-2016

Dear Sir/Madam,

Please be informed that the taxi was undergo accident repair in the workshop as follow:

Date In	Date Out	Vehicle No.
Accident No.	AAD1610-306	Accident Date 25-10-2016
26/10/2016	1/11/2016	SHD5491S

Yours Faithfully,

Trans-Cab Services Pte Ltd**Jasmine Tan****General Manager**

Enquire Vehicle & Owner Information (Vehicle No. SJV9354K As At 25 Oct 2016 / 21:00:00)**Law Firm Search Details**

Search Reason: Insurance claim in relation to traffic accident
Law Firm Case No.: TCS(CANDY)SHD5491S

Current Owner Details

Owner ID Type: Singapore NRIC
Owner ID: S83070571
Owner Name: RASHIDAH BINTE RAHMAD
Registered Address Type: HDB / HUDC
Registered Block/House No.: 472
Registered Street Name: SEGAR ROAD
Registered Unit No.: # 15 - 254
Registered Building Name: -
Registered Postal Code: 670472

Current Vehicle Details

Vehicle No.: SJV9354K
Make Description/Model: CITROEN / C4 VTR 1.6 THP BVA AT D/AB 2WD 5DR PSR
Insurance Company Name: ECICS LIMITED

Land Transport  Authority

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