

Mei Kwan (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Thursday, 22 March, 2018 9:35 AM
To: Muhammad Hosni Bin Mubarak / AUTOLUTION UBI; Asher Sng (LKKAuto)
Cc: CS A Team; Hsiao Tong (LKKAuto); Vivian Lau (LKKAuto); Admin A; Marcus Chua (LKKAuto)
Subject: RE: Accident Involving SJC3583E and SKK7945P (AXA) on 22.07.2016 *** LKK REF: CC4/AXA16013818/za3

Dear Hosni,

Please be informed that Zayyer was no longer in service with M/s LKK Auto Consultants Pte Ltd.

This case will re-assign to Asher.

By copy to Asher,

Kindly assist. Our ref: [CC4/AXA16013818/Uea3s2 - 1](#).

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Muhammad Hosni Bin Mubarak / AUTOLUTION UBI [mailto:hosni@tanchong.com]
Sent: Thursday, 22 March, 2018 9:23 AM
To: Zayyer (LKKAuto) <zayyer@lkkauto.com>
Cc: CS A Team <cs-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Marcus Chua (LKKAuto) <MarcusChua@lkkauto.com>
Subject: Re: Accident Involving SJC3583E and SKK7945P (AXA) on 22.07.2016 *** LKK REF: CC4/AXA16013818/za3

Hi,

Could anyone assist on this case? No payment from AXA. No DV from your end. Please assist. Thank you.

Regards

On Sat, Jul 1, 2017 at 12:07 PM, Muhammad Hosni Bin Mubarak / AUTOLUTION UBI <hosni@tanchong.com> wrote:

Hi Zayyer,

Please find repair invoice attached. Kindly arrange someone to collect the repair invoice from us. Thank you.

Regards

On Tue, Jan 24, 2017 at 9:25 AM, Zayyer (LKKAuto) <zayyer@lkkauto.com> wrote:

WITHOUT PREJUDICE

Dear Hosni,

Refer to the above matter.

Please be informed that the liability is clear for the above mentioned case (**Subject to the BOLA guide Settlement**) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

“Wishing you a Happiness and Prosperity New Year”

Best Regards,

Zayer | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2409, email: zayyer@lkkauto.com | fax: 6741-4108

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

From: Muhammad Hosni Bin Mubarak / AUTOLUTION UBI [mailto:hosni@tanchong.com]

Sent: Tuesday, 24 January, 2017 8:50 AM

To: Zayyer (LKKAuto) <zayyer@lkkauto.com>

Cc: CS A Team <cs-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: Accident Involving SJC3583E and SKK7945P (AXA) on 22.07.2016 *** LKK REF: CC4/AXA16013818/za3

Hi Zayyer,

Any news? Please assist. Thank you.

Regards

On Wed, Jan 18, 2017 at 1:54 PM, Muhammad Hosni Bin Mubarak / AUTOLUTION UBI <hosni@tanchong.com> wrote:

Hi Zayyer,

Still no reply from you.

Regards

On Tue, Dec 27, 2016 at 9:27 AM, Muhammad Hosni Bin Mubarak / AUTOLUTION UBI <hosni@tanchong.com> wrote:

Hi Zayyer,

No reply from you till date.

Regards

On Wed, Dec 14, 2016 at 9:30 AM, Muhammad Hosni Bin Mubarak / AUTOLUTION UBI <hosni@tanchong.com> wrote:

Hi Zayyer,

I need an answer from you by tomorrow morning. Owner jumped at me just now and already highlighted to my boss. Please help. Thank you.

Regards

On Fri, Dec 9, 2016 at 11:40 AM, Zayyer (LKKAuto) <zayyer@lkkauto.com> wrote:

Dear Hosni,

My apologies in late reply.

We are now engaging our insured as he is adamant that your client although the road is clear but stopped without any reason and resulted the accident.

We will revert back to you in due course. Kindly bear with us and hold hand. Thanks.

"Wishes you a Merry Christmas & Happy New Year 2017"

Best Regards,

Zayer | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2409, email: zayyer@lkkauto.com fax: 6741-4108

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

From: Muhammad Hosni Bin Mubarak / AUTOLUTION UBI [mailto:hosni@tanchong.com]

Sent: Friday, 9 December, 2016 10:34 AM

To: CS A Team <cs-a@lkkauto.com>; Zayyer (LKKAuto) <zayyer@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: Accident Involving SJC3583E and SKK7945P (AXA) on 22.07.2016 *** LKK REF: CC4/AXA16013818/za3

Hi Zayyer,

Please may I know the outcome of this claim. Thank you.

Regards

On Thu, Dec 8, 2016 at 5:01 PM, Muhammad Hosni Bin Mubarak / AUTOLUTION UBI <hosni@tanchong.com> wrote:

Hi,

Please get back to me the outcome of this claim by tomorrow. Owner is chasing. Thank you.

Regards

On Fri, Nov 25, 2016 at 10:13 AM, Muhammad Hosni Bin Mubarak / AUTOLUTION UBI
<hosni@tanchong.com> wrote:

Hi Zayyer,

Please confirm liability status by today arrange for survey Monday 10am. Owner waiting. Thank you.

Regards

On Wed, Nov 23, 2016 at 4:41 PM, Muhammad Hosni Bin Mubarak / AUTOLUTION UBI
<hosni@tanchong.com> wrote:

Dear Zayyer,

Already passed to Marcus. Thank you.

Regards

On Wed, Nov 23, 2016 at 4:40 PM, Zayyer (LKKAuto) <zayyer@lkkauto.com> wrote:

Dear Mr Hosni,

We want to check with you. Have you passed the a copy of video footage to our surveyor?

Best Regards,

Zayer | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2409, email: zayer@lkkauto.com | fax: 6741-4108

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

From: Muhammad Hosni Bin Mubarak / AUTOLUTION UBI [mailto:hosni@tanchong.com]

Sent: Wednesday, 23 November, 2016 4:28 PM

To: Zayer (LKKAuto) <zayer@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: Accident Involving SJC3583E and SKK7945P (AXA) on 22.07.2016 *** LKK REF: CC4/AXA16013818/za3

Hi Zayer,

Please let me know the liability outcome by this week. Thank you.

Regards

On Thu, Aug 4, 2016 at 11:36 AM, Zayer (LKKAuto) <zayer@lkkauto.com> wrote:

Dear Hosni,

Thank you for the email and noted below.

We would much appreciate if you pass over the copy of video to our surveyor when drop in to survey in order to follow up with our insured accordingly. Thanks.

Best Regards,

Zayer | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2409, email: zayyer@lkkauto.com fax: 6741-4108

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

From: Muhammad Hosni Bin Mubarak / AUTOLUTION UBI [mailto:hosni@tanchong.com]

Sent: Thursday, 4 August, 2016 11:32 AM

To: Zayer (LKKAuto) <zayyer@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: Accident Involving SJC3583E and SKK7945P (AXA) on 22.07.2016 *** LKK REF: CC4/AXA16013818/za3

Hi Zayer,

My customer had to slow down as there was a pedestrian that was hesitating to cross the road. Please come down to our workshop to get the video footage. Thank you.

Regards

On Thu, Aug 4, 2016 at 11:25 AM, Zayer (LKKAuto) <zayyer@lkkauto.com> wrote:

WITHOUT PREJUDICE

Dear Mr Hosni,

We refer to the below email.

We would like to withdraw below our email liability as our insured had strongly disputed on the liability although he rear ended your client.

Our insured mentioned that your client had suddenly jammed brake no reason and resulted. Our insured said he is only agreeable to settle at 50% of liability.

We are now following up the matter and revert back to you. Thanks.

Best Regards,

Zayer | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2409, email: zayer@lkkauto.com fax: 6741-4108

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

From: Zayer (LKKAuto)

Sent: Wednesday, 27 July, 2016 5:30 PM

To: Muhammad Hosni Bin Mubarak / AUTOLUTION UBI <hosni@tanchong.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Accident Involving SJC3583E and SKK7945P (AXA) on 22.07.2016 *** LKK REF: CC4/AXA16013818/za3

WITHOUT PREJUDICE

Dear Hosni,

Refer to the above matter.

Please be informed that the liability is clear for the above mentioned case and shall proceed with direct settlement for the above mentioned case. **Meanwhile, kindly arrange appointment to survey the vehicle.**

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

Best Regards,

Zayer | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2409, email: zayer@lkkauto.com | fax: 6741-4108

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

From: Mei Kwan (LKKAuto)

Sent: Tuesday, 26 July, 2016 3:13 PM

To: Muhammad Hosni Bin Mubarak / AUTOLUTION UBI <hosni@tanchong.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Zayer (LKKAuto) <zayer@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Accident Involving SJC3583E and SKK7945P (AXA) on 22.07.2016 *** LKK REF: CC4/AXA16013818/za3

Dear Hosni,

We refer to the above matter.

Kindly note that for liability, claim negotiation and settlement, please contact Zayyer at 6841 2409.

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

Meanwhile, kindly arrange appointment for TP survey.

To check availability of the case handler , you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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Md Hosni Bin Mubarak
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