

Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: Monday, 29 July 2019 2:03 PM
To: Cecilia Lee Peng Geok
Cc: Admin A
Subject: RE: [Reject Third party claim] AIG/LKK Ref: TBA CDGE Ref: T0418/SH9000Z/AT >> Acc on 06.04.2018 invlg SH9000Z & SLM5786Y [AIG]

Tracking:	Recipient	Delivery
	Cecilia Lee Peng Geok	
	Admin A	
	Meikwan@lkkauto.com	Delivered: 29/7/2019 2:03 PM
	shupeil@lkkauto.com	Delivered: 29/7/2019 2:03 PM
	olivialau@lkkauto.com	Delivered: 29/7/2019 2:03 PM

WITHOUT PREJUDICE

Dear Sir/Madam,

The above matter refers.

Based on the video footage, we note that your client whom was behind our Insured vehicle had squeezed through when it is a single lane.

As such, we opine that the liability is down against your client and we were instructed by our principal to reject the claim and to deny the liability.

We regret that we are unable to assist your claim and will proceed to close the file as per our principal's instructions.

Thank you.

Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Aileen Tan Lee Noi [<mailto:aileentan@cdge.com.sg>]
Sent: Friday, 5 July 2019 10:49 AM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: [Reminder] AIG/LKK Ref: TBA CDGE Ref: T0418/SH9000Z/AT >> Acc on 06.04.2018 invlg SH9000Z & SLM5786Y [AIG]

Dear Ms Joy Irene

M/s LKK Auto Consultants Pte Ltd

Please let us have your reply to our email of 10 April 2019.

Best Regards

Aileen Tan

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8735 | Fax: 6214 1843

From: Aileen Tan Lee Noi

Sent: Wednesday, 10 April 2019 17:07

To: Joy Irene (LKKAuto)

Cc: Admin A

Subject: AIG/LKK Ref: TBA CDGE Ref: T0418/SH9000Z/AT >> Acc on 06.04.2018 invlg SH9000Z & SLM5786Y [AIG]

WITHOUT PREJUDICE

Ms Joy Irene

M/s LKK Auto Consultants Pte Ltd

We refer to subject matter resting with our email dated 13 February 2019.

We attach the following two CCTV footage for your attention:-

1. Part 1 - Taxi stopped on the left of SLM5786Y due to red traffic lights.
2. Part 2 - Taxi moved forward when traffic lights turned green and side-swiped by SLM5786Y on its right

Please let us have your reply with offer to resolve this long outstanding claim. Thank you.

Best Regards

Aileen Tan

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8735 | Fax: 6214 1843

From: Cecilia Lee Peng Geok

Sent: Wednesday, 13 February 2019 15:24

To: Joy Irene (LKKAuto)

Cc: KK Lau LKK; Aileen Tan Lee Noi

Subject: Re: SH 9000Z ON 06.04.2018 / AIG SLM 5786Y

Without Prejudice

Dear Sir/Madam

There's no response received by us since our last email on 17 Aug 2018. Please review and revert by **20/02/2019**.

Thank you.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok
Sent: Friday, 17 August 2018 9:13 AM
To: Joy Irene (LKKAUTO)
Subject: Re: SH 9000Z ON 06.04.2018 / AIG SLM 5786Y

Without Prejudice

Dear Sir/Madam

Your insured disputes that there was no collision happened. Attached video shows your insured stopped and alighted after the collision. Your insured's statement is not credible.

Note: The video footage(s) is/are solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage(s) in whole or in part, to any third party.

Thank you.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843

From: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>
Sent: Thursday, 16 August 2018 4:31 PM
To: Cecilia Lee Peng Geok
Cc: Admin A
Subject: RE: SH 9000Z ON 06.04.2018 / AIG SLM 5786Y

WITHOUT PREJUDICE

Dear Cecilia,

This is pending AIG's instruction and they are waiting for the longer video clip requested for their review and mandate.

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

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From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Friday, 3 August 2018 11:33 AM

To: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>

Subject: RE: SH 9000Z ON 06.04.2018 / AIG SLM 5786Y

Without Prejudice

Dear Sir/Madam

Please review & let us have your settlement offer.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok/sparkcarcare/cdge/delgronotes

To: "Joy Irene (LKKAUTO)" <JoyIrene@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>, CS A Team <cs-a@lkkauto.com>

Date: 18/06/2018 04:41 PM

Subject: RE: SH 9000Z ON 06.04.2018 / AIG SLM 5786Y

Without Prejudice

Dear Sir/Madam

Attached screenshot that shows your driver alighted from his car after the collision. If no collision happened as alleged, why would he alighted the car?

Please let us have your settlement offer.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: "Joy Irene (LKKAUTO)" <JoyIrene@lkkauto.com>

To: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Cc: Admin A <admin-a@lkkauto.com>, CS A Team <cs-a@lkkauto.com>

Date: 05/06/2018 05:07 PM

Subject: RE: SH 9000Z ON 06.04.2018 / AIG SLM 5786Y

WITHOUT PREJUDICE

Dear Cecilia,

We forwarded your video to our principal M/s AIG and they requested to obtain a longer video clip.

Kindly send us a video covering 20 seconds before the incident.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108

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

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From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Friday, 25 May 2018 5:22 PM

To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

Subject: Re: SH 9000Z ON 06.04.2018 / AIG SLM 5786Y

Without Prejudice

Dear Sir/Madam

Attached video footage. Please note that the video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: "Joy Irene (LKKAuto)" <JoyIrene@lkkauto.com>

To: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Date: 27/04/2018 11:14 AM

Subject: SH 9000Z ON 06.04.2018 / AIG SLM 5786Y

WITHOUT PREJUDICE

Dear Cecilia,

We would like to request for your reported video. Our insured reported no collision/no damage.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108

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

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[attachment "E-FILE-SLM 5786Y.pdf" deleted by Cecilia Lee Peng Geok/sparkcarcare/cdge/delgronotes]

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