

Vivian Lau (LKKAuto)

From: Vivian Lau (LKKAuto)
Sent: Thursday, 12 September, 2019 9:48 AM
To: sinsheng engineeringservices
Cc: Admin A
Subject: RE: Accident Involving GBE3465Y with SHA5974G on 07/04/2018
Attachments: Video - Accident.MP4

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir/Madam,

Accident Involving GBE3465Y with SHA5974G on 07/04/2018

We refer to the above matter

Our insured driver has reiterated that the accident was caused due to the entire negligence of your client. Based on our Insured's video, your client cannot turn from that point. It was an illegal U turn

We attached herewith our insured's CCTV video Footage for your perusal.

Under such circumstances, we have our principal's instruction to deny liability of your client's claim.

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.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: sinsheng engineeringservices [mailto:sinsheng1981@gmail.com]

Sent: Wednesday, 21 August, 2019 11:32 AM

To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

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

Subject: Re: Accident Involving GBE3465Y with SHA5974G on 07/04/2018

Hi Ms Vivian,

8TH REMINDER.

Please have your offer @ ASAP

**** KINDLY NOTE THAT WE ARE ALLOCATED AT NO 8 TUAS AVE 18 (LEVEL 5), SINGAPORE 638892 WITH IMMEDIATE EFFECT ****

Thank You

Regards

Susan

Sin Sheng Engineering Services

No 8 Tuas Ave 18

Singapore 638892

(Level 3_Office)

(Level 5_Workshop)

Tel: 6863 9595

Fax: 6863 6477

On Thu, 25 Jul 2019 at 13:56, Vivian Lau (LKKAuto) <vivianlau@lkkauto.com> wrote:

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Susan,

We refer to the email below.

We are pending our principal mandate approval.

We will get back to you for an update/offer in due course.

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.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: sinsheng engineeringservices [mailto:sinsheng1981@gmail.com]

Sent: Thursday, 25 July, 2019 1:12 PM

To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Cc: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: Accident Involving GBE3465Y with SHA5974G on 07/04/2018

Hi Ms Joy,

7TH REMINDER.

Please assist to revert us with the liability issue/offer if direct settlement is in order.

**** KINDLY NOTE THAT WE ARE ALLOCATED AT NO 8 TUAS AVE 18 (LEVEL 5), SINGAPORE 638892 WITH IMMEDIATE EFFECT ****

*Thank You
Regards*

Susan
*Sin Sheng Engineering Services
No 8 Tuas Ave 18*

Singapore 638892

(Level 3_Office)

(Level 5_Workshop)

*Tel: 6863 9595
Fax: 6863 6477*

On Mon, 15 Jul 2019 at 13:56, Vivian Lau (LKKAuto) <vivianlau@lkkauto.com> wrote:

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Susan,

We refer to the email below.

Kindly be informed that we are in the midst of preparing our report to seek mandate approval(quantum) from our principal.

We will expedite and will get back to you for an update.

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.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: sinsheng engineering services [mailto:sinsheng1981@gmail.com]

Sent: Monday, 15 July, 2019 11:20 AM

To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: Accident Involving GBE3465Y with SHA5974G on 07/04/2018

Hi Ms Joy,

6TH REMINDER.

Please assist to revert us with the liability issue/offer if direct settlement is in order.

**** KINDLY NOTE THAT WE ARE ALLOCATED AT NO 8 TUAS AVE 18 (LEVEL 5), SINGAPORE 638892 WITH IMMEDIATE EFFECT ****

Thank You

Regards

Susan

Sin Sheng Engineering Services

No 8 Tuas Ave 18

Singapore 638892

(Level 3_Office)

(Level 5_Workshop)

Tel: 6863 9595

Fax: 6863 6477

On Mon, 29 Apr 2019 at 12:59, sinsheng engineeringservices <sinsheng1981@gmail.com> wrote:

Hi Ms Joy,

5TH REMINDER.

Please assist to revert us with the OFFER.

Thank You
Regards

Susan
Sin Sheng Engineering Services
3 Tech Park Crescent
Tuas Tech Park
Singapore 638129
Tel: 6863 9595
Fax: 6863 6477

On Fri, 22 Mar 2019 at 15:01, sinsheng engineeringservices <sinsheng1981@gmail.com> wrote:

Hi Ms Joy,

We refer to the above.
Despite several reminder,
unfortunately we still had yet
to received any
response from your end. We
have no choice and to close
the file on our end and will
pass back the case to our
client, any action taken by
our client are not related to
us.

Thank You
Regards

Susan
Sin Sheng Engineering Services
3 Tech Park Crescent
Tuas Tech Park
Singapore 638129
Tel: 6863 9595
Fax: 6863 6477

On Fri, 21 Dec 2018 at 14:21, sinsheng engineeringservices <sinsheng1981@gmail.com> wrote:

Hi Ms Joy,

FINAL REMINDER

We refer to the above.
Despite several reminder, we
had yet to received any
response.

We could appreciate if can
get your response end of
28/12/2018, failing which we
have no choice and to close
the file on our end.

And will pass back the case
to our client, any action
taken by our client are not
related to us.

Thank You

Regards

Susan

Sin Sheng Engineering Services

3 Tech Park Crescent

Tuas Tech Park

Singapore 638129

Tel: 6863 9595

Fax: 6863 6477

On Mon, 12 Nov 2018 at 10:30, sinsheng engineeringservices <sinsheng1981@gmail.com> wrote:

Hi Ms Joy,

2ND REMINDER

Please assist to revert us with the liability issue/offer if direct settlement is in order.

Thank You

Regards

Susan

Sin Sheng Engineering Services

3 Tech Park Crescent

Tuas Tech Park

Singapore 638129

Tel: 6863 9595

Fax: 6863 6477

On Mon, 15 Oct 2018 at 15:06, sinsheng engineeringservices <sinsheng1981@gmail.com> wrote:

Hi Ms Joy,

REMINDER

Please assist to revert us with the liability issue/offer if direct settlement is in order.

Thank You

Regards

Susan

Sin Sheng Engineering Services

*3 Tech Park Crescent
Tuas Tech Park
Singapore 638129
Tel: 6863 9595
Fax: 6863 6477*

On Tue, 28 Aug 2018 at 16:42, sinsheng engineeringservices <sinsheng1981@gmail.com> wrote:

Hi Ms Joy,

Attached LOC document and ATA for your attention please.

Kindly assist to revert us with the liability issue/offer if direct settlement is in order.

*Thank You
Regards*

*Susan
Sin Sheng Engineering Services
3 Tech Park Crescent
Tuas Tech Park
Singapore 638129
Tel: 6863 9595
Fax: 6863 6477*

On 28 August 2018 at 16:35, sinsheng engineeringservices <sinsheng1981@gmail.com> wrote:

Hi Ms Joy,

We are agreed.

Thank You

Regards

Susan

Sin Sheng Engineering Services

3 Tech Park Crescent

Tuas Tech Park

Singapore 638129

Tel: 6863 9595

Fax: 6863 6477

On 28 August 2018 at 16:15, Joy Irene (LKKAuto) <JoyIrene@lkkauto.com> wrote:

Hi Taufikh,

Kindly respond to the e-mails for finalization.

WITHOUT PREJUDICE

Dear Susan,

We apologize for the inconvenience caused.

Kindly calculate and confirm cost of repairs as follows:

- 1) Parts : \$ 1,488.30
- 2) Nett I : \$ 18.00
- 3) Labour : \$ 980.00
- : \$2,486.30

Our total is at lump sum \$1,950.00 and 4 days for repair.

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: sinsheng engineerservices [mailto:sinsheng1981@gmail.com]

Sent: Tuesday, 28 August 2018 3:12 PM

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

Cc: SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: Re: Accident Involving GBE3465Y with SHA5974G on 07/04/2018

Dear All,

FINAL REMINDER

The SJE for the above mentioned vehicle was conducted by AXA's appointed surveyor, Mr Taufikh on 19/07/2018. The estimate was also given to him on the day of survey. Despite several reminders, we have not received the finalized amount for the repairs.

With reference to the MCF Briefing on the Code of Practice, 5.4, Insurers and repairers to finalize the repair quantum within **2 weeks** upon repair of vehicle.

Kindly assist to revert with the finalized amount **by 01/09/2018**, failing which we have no choice but to forward the claim to our Solicitors. Trust that this will not be necessary.

*Thank You
Regards*

*Susan
Sin Sheng Engineering Services
3 Tech Park Crescent
Tuas Tech Park
Singapore 638129
Tel: 6863 9595
Fax: 6863 6477*

On 16 August 2018 at 12:07, sinsheng engineerservices <sinsheng1981@gmail.com> wrote:

Hi Mr Taufikh,

2rd REMINDER.

Please have your finalized.

Thank You
Regards

Susan
Sin Sheng Engineering Services
3 Tech Park Crescent
Tuas Tech Park
Singapore 638129
Tel: 6863 9595
Fax: 6863 6477

On 26 July 2018 at 13:34, sinsheng engineering services <sinsheng1981@gmail.com> wrote:

Hi Mr Taufikh,

Please find attached and have your finalized please.

Thank You
Regards

Susan
Sin Sheng Engineering Services
3 Tech Park Crescent
Tuas Tech Park
Singapore 638129
Tel: 6863 9595
Fax: 6863 6477

On 28 June 2018 at 16:02, Joy Irene (LKKAuto) <JoyIrene@lkkauto.com> wrote:

WITHOUT PREJUDICE

Dear Susan,

We are pending instruction from M/s III.

Attached statement for your reference.

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: Admin-D (LKKAuto)

Sent: Thursday, 28 June 2018 10:29 AM

To: 'sinsheng engineeringservices' <sinsheng1981@gmail.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

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

Subject: RE: Accident Involving GBE3465Y with SHA5974G on 07/04/2018

Dear Susan,

Thank you for your email.

Dear Joy,

Kindly assist. Our Ref: CC4/III18006750/ja3

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: sinsheng engineeringservices [<mailto:sinsheng1981@gmail.com>]

Sent: Thursday, 28 June, 2018 10:27 AM

To: sur@lkkauto.com; Catherine Chong (LKK Auto) <admin-d@lkkauto.com>

Cc: Natalie Lee <natalie@iii.com.sg>

Subject: Re: Accident Involving GBE3465Y with SHA5974G on 07/04/2018

Dear Sir/Madam,

Please assist to revert us with the liability issue.

Please provide us for your insurer's report and video (if any).

*Thank You
Regards*

*Susan
Sin Sheng Engineering Services
[3 Tech Park Crescent](#)
Tuas Tech Park
Singapore 638129*

Tel: 6863 9595
Fax: 6863 6477

On 12 April 2018 at 09:15, Motor Claim - III <motorclaim@iii.com.sg> wrote:

Dear Sir / Mdm,

Please conduct a survey on TP vehicle [GBE3465Y](#) and let us have your report urgently.

This claim will be handled by [Ms Natalie](#).

*Kindly upload this survey request email to merimen.

Thank You.

Best Regards,

Gabriel Wee

Motor Claims Dept.

India International Insurance Pte Ltd

[64 Cecil Street | #05](#) IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248

From: sinsheng engineerservices [mailto:sinsheng1981@gmail.com]

Sent: 11 April, 2018 5:32 PM

To: Motor Claim - III <motorclaim@iii.com.sg>

Subject: Re: Accident Involving GBE3465Y with SHA5974G on 07/04/2018

Dear Sir/Madam,

We are selected LKK

Thank You

Regards

Susan

Sin Sheng Engineering Services

3 Tech Park Crescent

Tuas Tech Park

Singapore 638129

Tel: 6863 9595

Fax: 6863 6477

On 11 April 2018 at 17:23, Motor Claim - III <motorclaim@iii.com.sg> wrote:

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Best Regards,

Gabriel Wee

Motor Claims Dept.

India International Insurance Pte Ltd

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248

From: sinsheng engineerservices [mailto:sinsheng1981@gmail.com]
Sent: 11 April, 2018 4:10 PM
To: Motor Claim - III <motorclaim@iii.com.sg>
Subject: Accident Involving GBE3465Y with SHA5974G on 07/04/2018

Dear Officer Incharge,

We are repairer of motor vehicle GBE3465Y . Enclosed Accident Statement and LTA search fee for your attention please. Kindly assist to arrange for the Pre-Repair Inspection to be conducted within two (2) workings days upon received this email.

Kindly let us have your list of 10 norminated surveyors to conduct the Single-Joint Inspection.

Kindly assist to revert the liability issue or offer if direct settlement is in order

*Thank You
Regards*

*Susan
Sin Sheng Engineering Services
3 Tech Park Crescent
Tuas Tech Park
Singapore 638129
Tel: 6863 9595
Fax: 6863 6477*

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

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India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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India International Insurance Pte Ltd.

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