

Vic (LKKAUTO)

From: Winnie Chai <connect3winnie@gmail.com>
Sent: Friday, 14 September, 2018 2:23 PM
To: Vic (LKKAUTO)
Cc: Admin A; Olivia Lau (LKKAUTO); Rasul (LKKAUTO)
Subject: Re: Your Ref: SLJ 5644P_ACCIDENT INVOLVING VEHICLES XD 9525M AND SLJ 5644P ON 06/05/2018 LKK REF CC4/QBE18008483/R1hb3q2
Attachments: DV.jpg

Hi

Attached is the duly chopped & signed Dv for yr ref.

The original DV will be posted to yr office tdy via mail.

Thanks

On Fri, Sep 14, 2018 at 10:48 AM, Vic (LKKAUTO) <vicalpeh@lkkauto.com> wrote:

Without Prejudice

Dear Winnie,

We refer further to our below email.

Purely for an amicable settlement on a without prejudice basis and without admission of liability to our Insured's part, we have our principal's mandate and we offer settlement as below:

Cost of Repair	\$ 13,724.01
Loss of Use (\$60 x 12 days)	\$ 720.00
TOTAL	\$ 14,454.01

If agreeable, kindly let the owner sign the attached DV then forward back to us a copy for payment processing.

The above amount is to be made payable to **CONNECT3**.

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 | fax: 6741-4108

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



Auto
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From: Vic (LKKAuto)

Sent: Friday, 14 September, 2018 9:36 AM

To: Winnie Chai

Cc: Admin A; Olivia Lau (LKKAuto); Rasul (LKKAuto); Vic (LKKAuto)

Subject: RE: Your Ref: SLJ 5644P_ACCIDENT INVOLVING VEHICLES XD 9525M AND SLJ 5644P ON 06/05/2018 LKK REF CC4/QBE18008483/R1hb3q2

Without Prejudice

Dear Winnie,

We refer to the below email.

Please be informed that we are pending for mandate approval from our principal.

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

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vivian Lau (LKKAuto)

Sent: Friday, 7 September, 2018 5:02 PM

To: Winnie Chai; Vic (LKKAuto)

Cc: Admin A; Olivia Lau (LKKAuto); Rasul (LKKAuto)

Subject: RE: Your Ref: SLJ 5644P_ACCIDENT INVOLVING VEHICLES XD 9525M AND SLJ 5644P ON 06/05/2018

WITHOUT PREJUDICE

Dear Winnie,

Thank you for the email

Dear Vic,

Kindly assist [CC4/QBE18008483/R1hb3](#)

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

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From: Winnie Chai [<mailto:connect3winnie@gmail.com>]

Sent: Friday, 7 September, 2018 4:56 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Subject: Re: Your Ref: SLJ 5644P_ACCIDENT INVOLVING VEHICLES XD 9525M AND SLJ 5644P ON 06/05/2018

Hi Vivian

Pls kindly advise on the offer for this case.

Thanks

On Tue, Aug 14, 2018 at 10:47 AM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi Vivian

I have attached the LOD, LOA & Tax inv for yr ref.

Pls kindly revert on the offer for this case once QBE side approved.

Thanks

On Tue, Aug 14, 2018 at 10:19 AM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi

Confirmed on finalization.

Thanks

On Tue, Aug 14, 2018 at 9:39 AM, Vic (LKKAuto) <vicalpeh@lkkauto.com> wrote:

Without Prejudice

Dear Winnie,

We refer further to the below email.

Our surveyor noted that the below items were already been given:

PARTS	Same with Item No.
32. Back Door Lower	5. Tailgate Trim Board
33. Back Door	9. Tailgate Handle
34. Back Door	9. Tailgate Handle
35. Back Door Handle	10. Tailgate Number Plate Garnish

Furthermore, our surveyor had also recommended the below parts and labour prices:

PARTS	PRICE
31. Over Fender RR RH	\$ 483.00
LABOUR	
43. Remove and Refit Rear Inner Trims	\$ 60.00

As such, our surveyor recommends COR @ **P/P \$13,734.01 with 12 Days.**

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Rasul (LKKAUTO)

Sent: Monday, 13 August, 2018 2:42 PM

To: Winnie Chai; Vic (LKKAUTO)

Cc: Admin A; Olivia Lau (LKKAUTO)

Subject: RE: Your Ref: SLJ 5644P_ACCIDENT INVOLVING VEHICLES XD 9525M AND SLJ 5644P ON 06/05/2018

Hi Winnie,

Will do

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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From: Winnie Chai [<mailto:connect3winnie@gmail.com>]

Sent: Monday, 13 August, 2018 2:39 PM

To: Vic (LKKAUTO)

Cc: Rasul (LKKAUTO); Admin A; Olivia Lau (LKKAUTO)

Subject: Re: Your Ref: SLJ 5644P_ACCIDENT INVOLVING VEHICLES XD 9525M AND SLJ 5644P ON 06/05/2018

Hi Rasul

Is the finalization ready?

Thanks

On Fri, Aug 10, 2018 at 3:06 PM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi Vic

I have attached the damaged photos of the over fender RR RH as requested.

Pls revert on the finalization ASAP.

Thanks

On Fri, Aug 10, 2018 at 9:55 AM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi Vic

Pls list which are the items repeated and list down one by one via email.

Thanks & regards

On 10 Aug 2018, at 9:21 AM, Vic (LKKAUTO) <vicalpeh@lkkauto.com> wrote:

Without Prejudice

Dear Winnie,

We refer to your below email.

Please find attached marked estimate for your reference.

Our surveyor is in the view that some items were repeated. Kindly refer to the comments on the attached estimate and also, we would like to request to have item # 31 (Over Fender RR RH) photo showing the damaged/replace part (put arrow/circle).

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Winnie Chai [<mailto:connect3winnie@gmail.com>]

Sent: Wednesday, 8 August, 2018 11:05 AM

To: Vic (LKKAuto)

Cc: Rasul (LKKAuto); Admin A; Olivia Lau (LKKAuto)

Subject: Re: Your Ref: SLJ 5644P_ACCIDENT INVOLVING VEHICLES XD 9525M AND SLJ 5644P
ON 06/05/2018

Hi Vic,

Attached is the amended estimate for Rasul ref.

Pls kindly revert on the finalization by tdy 6pm.

Thanks

On Mon, Aug 6, 2018 at 9:35 AM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi Vic,

As spoken to you earlier, we are advised from you that yr surveyor Rasul was on urgent leave last week and hence unable to revert on the finalization and you will try to revert on the finalization by today.

Pls kindly expedite for this case as it has been dragging for very long.

Thanks

On Tue, Jul 31, 2018 at 9:53 AM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi Rasul

Pls ref to attached photos again for the damaged items.

I have listed one by one for u just in case u are not sure which items belongs to which one for easy ref.

- 1) door back - \$170.00
- 2) RH boot lamp - \$320.00
- 3) Over Fender RR RH - \$560.00
- 4) Back door lower - \$580.00
- 5) Back door - \$350.00
- 6) Back door - \$170.00
- 7) Back door handle - \$50.00
- 8) Side finisher Upper RH - \$ 230.00
- 9) Boot Lamp LH - 390.00

Pls recalculate the finalization and revert back asap.

Thanks

On Mon, Jul 30, 2018 at 4:14 PM, Vic (LKKAuto) <vicalpeh@lkkauto.com> wrote:

Without Prejudice

Dear Winnie,

We refer to your below email.

Please find below our surveyor COR re-finalization.

LIST ITEMS			
1	Rear Wind Screen	\$	1,116.00
2	Tail Gate	\$	2,936.80
3	Tailgate Inner Lock	\$	116.70
4	Tailgate Reflector (RH)	\$	225.90

5	Tailgate Reflector (LH)	\$	225.90
6	Tailgate Trim Board	\$	316.50
7	Tailgate Trim Board Lower	\$	-
8	Tailgate Rubber	\$	158.70
9	Tailgate Emblem (Qashqai)	\$	87.00
10	Tailgate Logo Centre	\$	59.70
11	Tailgate Handle	\$	28.10
12	Tailgate No. Plate Garnish	\$	336.00
13	Tailgate Wiper Arm	\$	63.80
14	Tailgate Wiper Blade	\$	19.60
15	Tailgate Wiper Motor	\$	411.70
16	Tailgate Wiper Arm Cover	\$	14.25
17	Rear Fender (RH)	\$	-
18	Rear Fender Inner Garnish (RH)	\$	231.70
19	Rear Fender Extension (RH)	\$	323.40
20	Rear Fender Wheel Arch Garnish	\$	-
21	Rear Fender Under Cowling Clip	\$	-
22	Rear Fender Inner Duct	\$	75.30
23	Rear End Panel	\$	482.60
24	Rear End Panel Top Inner Garnish	\$	65.30
25	Rear Bumper	\$	717.00
26	Rear Bumper Reinforcement	\$	619.20
27	Rear Bumper Inner Sponge	\$	146.20
28	Rear Bumper Side Retainer	\$	71.80
29	Rear Bumper Bracelet	\$	252.00
30	Rear Bumper Clip (White)	\$	-
31	Rear Bumper Clip	\$	25.00
32	Rear Bumper Tow Hook Cover	\$	26.80
33	Rear Bumper Bracket Cover	\$	-
34	Taillamp (RH)	\$	323.70
35	Taillamp (LH)	\$	323.70
36	Taillamp Clip	\$	50.00
		\$	<u>9,850.35</u>
less 10%		\$	8,865.32

S. NETT

Rear Number Plate	\$	35.00
Reverse Sensors	\$	<u>330.00</u>
	\$	365.00

LABOUR

Check Wiring	\$	30.00
To replace rear bumper,etc.	\$	1,500.00
Transfer Tailgate Fittings	\$	60.00
To replace Exhaust System	\$	-
To remove & refit rear inner trims	\$	60.00
To remove & refit rear windscreen	\$	120.00
To apply sealant	\$	40.00
To replace reverse sensors	\$	60.00
To replace camera	\$	-

Spray Painting	\$ 1,200.00
	\$ 3,070.00
TOTAL	\$ 12,300.32

As per above, we recommend COR @ P/P **\$12,300.32 with 12 repair days.**

Our surveyor had also confirmed that the camera was not missing at the time of inspection. Please see below photo (circled).

<image003.jpg>

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Winnie Chai [mailto:connect3winnie@gmail.com]

Sent: Monday, 30 July, 2018 9:45 AM

To: Vic (LKKAuto)

Cc: Rasul (LKKAuto); Admin A; Olivia Lau (LKKAuto)

Subject: Re: Your Ref: SLJ 5644P_ACCIDENT INVOLVING VEHICLES XD 9525M AND SLJ 5644P ON 06/05/2018

Morning Vic

As spoken last friday, you stated that yr surveyor Rasul will revert on the finalization tdy.

Pls kindly revert on the finalized amount to us via email by today before 5pm.

Thanks

On Fri, Jul 27, 2018 at 4:59 PM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi Vic,

As spoken earlier on, today your side will still not be able to revert on the finalization.

Pls kindly acknowledge this email.

Thanks

On Wed, Jul 25, 2018 at 2:20 PM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi Vic,

Pls kindly revert by this afternoon for this finalization as agreeded this morning as per our tele-conversation.

Thanks

On Thu, Jul 19, 2018 at 4:42 PM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi Vic

As spoken earlier on in the morning, yr surveyor did not revert back on finalization.

Pls kindly advise are you all still interested in doing the finalization as i have informed QBE regards to this matter.

Thanks

On Wed, Jul 18, 2018 at 2:37 PM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi Vic,

Attached is the sup items estimate which i realized i did not put up for Rasul markings.

Pls also take note that Qashqai price is under nett list price so no 30% discount is given but i saw Rasul discount was 30% for all parts which is wrong.

Pls kindly get him to calculate correctly and revert.

Thanks

On Fri, Jul 13, 2018 at 5:29 PM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi Vic,

Rasul did not contact me at all.

Pls kindly advise is LKK still interested in finalizing this case with us.

If no, we shall inform QBE about this and we shall engage our own independent surveyor to do the report instead.

Thanks

On Fri, Jul 13, 2018 at 9:28 AM, Vic (LKKAuto) <vicalpeh@lkkauto.com> wrote:

Without Prejudice

Dear Rasul,

FYNA please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Winnie Chai [mailto:connect3winnie@gmail.com]
Sent: Friday, 13 July, 2018 9:25 AM
To: Vic (LKKAUTO)
Cc: Admin A; Bevan Lim (LKK Auto); Olivia Lau (LKKAUTO)
Subject: Re: Your Ref: SLJ 5644P_ACCIDENT INVOLVING VEHICLES XD 9525M AND SLJ 5644P ON 06/05/2018

Morning Vic

Pls kindly revert on the finalization to us.

We are unable to get you on yr phone since ytd.

Yr prompt reply is greatly appreciated.

Thanks

On Tue, May 22, 2018 at 10:37 AM, Vic (LKKAUTO)
<vicalpeh@lkkauto.com> wrote:

Your Ref: SLJ 5644P
PREJUDICE”

“WITHOUT

Our Ref: CC4/QBE18008483/R1hb3

Dear Sir/Madam,

**ACCIDENT INVOLVING VEHICLES XD 9525M AND SLJ 5644P ON
06/05/2018**

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both party, the liability is clear subject to the BOLA guideline settlement.

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 and admission of any liability to our Insured's part. 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 forward the LOD and all supporting documents to us if available to proceed with the settlement.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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Winnie Chai

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HP:9850-9666

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