

Asher Sng (LKKAUTO)

From: josey.loh@fwd.com
Sent: Friday, 1 February 2019 3:02 PM
To: Asher Sng (LKKAUTO)
Cc: motorclaims.sg@fwd.com
Subject: RE: SHC4197D - Survey (FWD) Our ref: 1201800006988

Follow Up Flag: Follow up
Flag Status: Completed

Hi Asher,

Please proceed.

Thank you.

Regards,
Josey

From: Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]
Sent: Tuesday, 29 January, 2019 11:52 AM
To: Josey Loh Kah Wai - SGUser
Cc: Motor Claims SG - SG Common
Subject: RE: SHC4197D - Survey (FWD) Our ref: 1201800006988

Hi Josey,

We refer to the above matter.

Police investigation result clearly show that TP was charged for careless driving.

We are of the opinion that BOLA 27 shall be applied and liability is not in third party favour.

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: josey.loh@fwd.com <josey.loh@fwd.com>
Sent: Monday, 28 January 2019 11:05 AM
To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Cc: motorclaims.sg@fwd.com
Subject: RE: SHC4197D - Survey (FWD) Our ref: 1201800006988

Hi Asher,

Please be informed that TP was charged for Careless Driving.

Enclosed PIR for your reference.

Thank you.

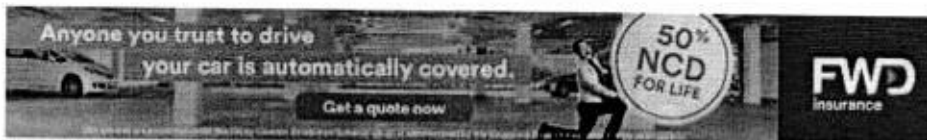
Kind Regards

Josey Loh
Executive, Claims

FWD Singapore Pte. Ltd.
6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

T (65) 6727 5872
E josey.loh@fwd.com
W fwd.com.sg

FWD
insurance



From: Asher Sng (LKKAUTO) [<mailto:AsherSng@lkkauto.com>]
Sent: Tuesday, 22 January, 2019 4:47 PM
To: Josey Loh Kah Wai - SGUser

Cc: Motor Claims SG - SG Common

Subject: RE: SHC4197D - Survey (FWD) Our ref: 1201800006988

Hi Josey,

We refer to the email below.

We are still pending video footage from third party,

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: josey.loh@fwd.com <josey.loh@fwd.com>

Sent: Tuesday, 22 January 2019 4:34 PM

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

Cc: motorclaims.sg@fwd.com

Subject: RE: SHC4197D - Survey (FWD) Our ref: 1201800006988

Hi Asher,

Please update us on the status.

Thank you.

Regards,

Josey

From: Motor Claims SG - SG Common

Sent: Monday, 25 June, 2018 2:22 PM

To: Shu Pei (LKKAuto)

Cc: Asher Sng (LKKAuto); Josey Loh Kah Wai - SGUser

Subject: RE: SHC4197D - Survey (FWD) Our ref: 1201800006988

Hi Shu Pei,

Insured accident report uploaded in Merimen.

Hi Ahser,

Please request for a copy of video footage from TP repairer for our assessment.

Thank you.

Regards,
Clara

From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Monday, 18 June, 2018 5:19 PM

To: Motor Claims SG - SG Common

Cc: Asher Sng (LKKAuto)

Subject: RE: SHC4197D - Survey (FWD)

Dear Josey,

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Admin-D (LKKAuto)

Sent: Monday, 4 June 2018 10:16 AM

To: motorclaims.sg@fwd.com; assignments <assignments@lkkauto.com>

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SHC4197D - Survey (FWD)

Dear Sir/Mdm,

Thank you for the assignment.

BEST REGARDS,

G.Nivitha | 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: motorclaims.sg@fwd.com [<mailto:motorclaims.sg@fwd.com>]

Sent: Monday, 4 June 2018 9:57 AM

To: AsherSng@lkkauto.com; sur@lkkauto.com; assignments@lkkauto.com; admin-a@lkkauto.com; admin-d@lkkauto.com

Subject: FW: SHC4197D - Survey (FWD)

Hi LKK team,

Please refer to the email below and liaise with TP repairer for survey arrangement.

Attached is the repair estimate and TP GIA report.

Please request for a copy of video footage from TP and create the case in Merimen.

Our insured has yet reported the accident to us.

Thank you.

****Please note that we do not accept fax. Hence, please send in any correspondences related to Motor Claims via e-mail to motorclaims.sg@fwd.com. Thank you.***

Kind Regards

Josey Loh

Executive, Claims

FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

T (65) 6727 5872

E josey.loh@fwd.com

W fwd.com.sg



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From: Shanti B Thaiyal Nayagi (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [<mailto:BThaiyalN@smrt.com.sg>]

Sent: Monday, 4 June, 2018 8:10 AM

To: Motor Claims SG - SG Common; Belliana - SGUser

Cc: Yeo Poh Suan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC); Kok Tuck Foo (Auto Svcs/Ext Biz Svcs/AR & SC/ARC); Koo Yew Chung (Auto Svcs/Ext Biz Svcs/AR & SC); Phua Zhi Yang (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR); Grace Ng Siu Ching (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR); Lim Kha Chiew (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR); Lim Wei Siong (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims); Chin Kim Ming (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR)

Subject: RE: SHC4197D - Survey (FWD)

Dear Sir / Mdm

Kindly arrange to survey the vehicle **SHC4197D** within 48 hours according to GIA guide line, involving your insured **FV5701R**

Insurance Company : **FWD SINGAPORE PTE LTD**

Vehicle in **Woodlands. SMRT Depot**

Regards

Shanti

SMRT Automotive Services PTE LTD

Accident Reporting Center (Claims Dept)

6866 2671/2 | bthaiyaln@smrt.com.sg



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Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Tuesday, 9 April 2019 11:19 AM
To: Selena Tan Lee See (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Cc: Shanti B Thaiyal Nayagi (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Subject: RE: SHC4197D - Survey (FWD)
Attachments: OI PIR.pdf; OI SKETCH PLAN.pdf

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir/Mdm,

We refer to the above matter.

We attached here with a copy of our insured's accident statement and our insured police investigation result for your easy reference.

Our principal has reiterated that the accident was caused due to the entire negligence of your client rear ended our insured and your client was charged by the traffic police for Careless driving.

We are of the opinion that liability is not in your client's favor.

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: Selena Tan Lee See (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <TanSelena@smrt.com.sg>
Sent: Wednesday, 4 July 2018 4:34 PM
To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Cc: Shanti B Thaiyal Nayagi (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <BThaiyalN@smrt.com.sg>
Subject: FW: SHC4197D - Survey (FWD)

Hi Asher

My apologies... please ignore the part mentioned about survey.

Regards

Selena Tan

Claims and Insurance Agency
Direct line +65 6866 2653 | Direct fax +65 6368 7421
60 Woodlands Industrial Park E4
Singapore 757705



From: Selena Tan Lee See (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Sent: 04/07/2018 16:19
To: 'Asher Sng (LKKAUTO)'
Cc: Shanti B Thaiyal Nayagi (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Subject: RE: SHC4197D - Survey (FWD)

Dear Asher

Survey is on a "Without Prejudice" basis.

Our CCTV was taken by the Police Officer at the scene. Understand they have concluded the matter and PIR will be mailed to both parties soon.

Kindly arrange survey as any delay will have to be absorbed by your insurer.

Thank you

Regards

Selena Tan

Claims and Insurance Agency
Direct line +65 6866 2653 | Direct fax +65 6368 7421
60 Woodlands Industrial Park E4
Singapore 757705



From: Asher Sng (LKKAUTO) [<mailto:AsherSng@lkkauto.com>]
Sent: 04/07/2018 15:51
To: Selena Tan Lee See (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Subject: RE: SHC4197D - Survey (FWD)

Without Prejudice

Your Ref: SHC 4197D
Our Ref: CC4/FWD18010060/Veb3

Dear Sirs,

ACCIDENT INVOLVING SHC 4197D & FV 5701R ON 01/06/2018

We refer to the above matter.

Please be informed that liability is unclear for this matter. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, we would like to request a copy of video footage/witness statement/scene photos(if any) in order for us to look into the matter.

We shall revert upon hearing from you.

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: Shanti B Thaiyal Nayagi (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [<mailto:BThaiyalN@smrt.com.sg>]

Sent: Monday, 4 June, 2018 8:10 AM

To: Motor Claims SG - SG Common; Belliana - SGUser

Cc: Yeo Poh Suan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC); Kok Tuck Foo (Auto Svcs/Ext Biz Svcs/AR & SC/ARC); Koo Yew Chung (Auto Svcs/Ext Biz Svcs/AR & SC); Phua Zhi Yang (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR); Grace Ng Siu Ching (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR); Lim Kha Chiew (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR); Lim Wei Siong (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims); Chin Kim Ming (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR)

Subject: RE: SHC4197D - Survey (FWD)

Dear Sir / Mdm

Kindly arrange to survey the vehicle **SHC4197D** within 48 hours according to GIA guide line, involving your insured FV5701R

Insurance Company : **FWD SINGAPORE PTE LTD**

Vehicle in **Woodlands. SMRT Depot**

Regards

Shanti

SMRT Automotive Services PTE LTD

Accident Reporting Center (Claims Dept)

6866 2671/2 | bthaiyaln@smrt.com.sg

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