

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Thursday, 5 July 2018 10:00 AM
To: Coco Lu Ting
Cc: Andre Chow En De; Edwin Abcede Caina; 'jianye.tay@cyclecarriage.com.sg'; 'Don Bong Kiong Hua'
Subject: RE: OUR VEH SJK1101J, YOUR VEH GZ933M ON 08/05/2018 (PART 2) ; Our ref DMCV1800031H

WITHOUT PREJUDICE

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline 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 base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

In order to expedite the claim process, please forward all relevant documents to us (**LKK**) to proceed on negotiate settlement.

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: Admin-D (LKKAuto)
Sent: Friday, 22 June 2018 11:32 AM
To: 'Coco Lu Ting' <coco.lu@cyclecarriage.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: 'Andre Chow En De' <andre.chow@cyclecarriage.com.sg>; 'Edwin Abcede Caina' <edwin.caina@cyclecarriage.com.sg>; 'Tay Jian Ye' <jianye.tay@cyclecarriage.com.sg>; 'Don Bong Kiong Hua' <kionghua.bong@cyclecarriage.com.sg>; 'ECICS Claims' <claims@ecics.com.sg>
Subject: RE: OUR VEH SJK1101J, YOUR VEH GZ933M ON 08/05/2018 (PART 2) ; Our ref DMCV1800031H

Dear Coco,

Noted with thanks.

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: Coco Lu Ting [<mailto:coco.lu@cyclecarriage.com.sg>]

Sent: Friday, 22 June, 2018 11:28 AM

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

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>;

Tay Jian Ye <jianye.tay@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; ECICS Claims <claims@ecics.com.sg>

Subject: RE: OUR VEH SJK1101J, YOUR VEH GZ933M ON 08/05/2018 (PART 2) ; Our ref DMCV1800031H

Hi Cath,

Please arrange survey on Monday after 4:30pm. thank you

Best regards

Coco

From: Janice Goh Siew Geok (ECICS, Claims) [mailto:Janice_Goh@ecics.com.sg]

Sent: Wednesday, 13 June, 2018 4:57 PM

To: Coco Lu Ting; assignments

Cc: Andre Chow En De; Edwin Abcede Caina; Tay Jian Ye; Don Bong Kiong Hua; ECICS Claims

Subject: RE: OUR VEH SJK1101J, YOUR VEH GZ933M ON 08/05/2018 (PART 2) ; Our ref DMCV1800031H

Without Prejudice

Dear Coco

Our insured has reported the accident to us.

Liability is clear for direct settlement.

We would like to appoint LKK for the PRS.

Aside to LKK

Please assist to arrange TP PRS and do direct settlement with them.

Thank you.

Regards,

Janice Goh

Claims Division

DID: +65 6303 0182

FAX: +65 6338 9267

ECICS Limited

7 Temasek Boulevard, #10-01 Suntec Tower One, Singapore 038987

WITH IMMEDIATE EFFECT FOR ALL PRE-REPAIR INSPECTION/SURVEY, please email to motorsurvey@ecics.com.sg directly.

****Please bear with us should we take longer to response as we are currently experiencing a high volume of claims. Thank you for your kind patience and understanding.****

From: Coco Lu Ting [<mailto:coco.lu@cyclecarriage.com.sg>]
Sent: Wednesday, 6 June, 2018 8:34 PM
To: ECICS Claims; Valerie Yap Jia Pei (ECICS, Operations); Lionel Chua Kok Keong (ECICS, Claims); Phoebe Jay Xie (ECICS, Claims)
Cc: Andre Chow En De; Edwin Abcede Caina; Tay Jian Ye; Don Bong Kiong Hua
Subject: RE: OUR VEH SJK1101J, YOUR VEH GZ933M ON 08/05/2018 (PART 2)

Dear Janice,

Please advise us the liability for this case, our customer is chasing us. Thank you

Best regards

Coco Lu

From: Coco Lu Ting
Sent: Wednesday, 23 May, 2018 9:59 AM
To: 'ECICS Claims'; Valerie Yap Jia Pei (ECICS, Operations); Lionel Chua Kok Keong (ECICS, Claims); Phoebe Jay Xie (ECICS, Claims)
Cc: Andre Chow En De; Edwin Abcede Caina; Tay Jian Ye; Don Bong Kiong Hua
Subject: RE: OUR VEH SJK1101J, YOUR VEH GZ933M ON 08/05/2018 (PART 2)

Dear Janice,

May I check is your insured report for the accident ?

Best regards

Coco Lu

From: ECICS Claims [<mailto:claims@ecics.com.sg>]
Sent: Friday, 18 May, 2018 8:55 AM
To: Coco Lu Ting; ECICS Claims; Valerie Yap Jia Pei (ECICS, Operations); Lionel Chua Kok Keong (ECICS, Claims); Phoebe Jay Xie (ECICS, Claims)
Cc: Andre Chow En De; Edwin Abcede Caina; Tay Jian Ye; Don Bong Kiong Hua
Subject: RE: OUR VEH SJK1101J, YOUR VEH GZ933M ON 08/05/2018 (PART 2)

Without Prejudice

Dear Coco

Thank you for your email.

Please be informed that our insured has not reported the accident to us. As such, we are unable to advise liability now. Do you want to arrange the survey first?

Thank you.

Regards,
Janice Goh
Claims Division
DID: +65 6303 0182
FAX: +65 6338 9267

ECICS Limited
7 Temasek Boulevard, #10-01 Suntec Tower One, Singapore 038987

WITH IMMEDIATE EFFECT FOR ALL PRE-REPAIR INSPECTION/SURVEY, please email to motorsurvey@ecics.com.sg directly.

*****Please bear with us should we take longer to response as we are currently experiencing a high volume of claims. Thank you for your kind patience and understanding.*****

From: Coco Lu Ting [<mailto:coco.lu@cyclecarriage.com.sg>]
Sent: Tuesday, 15 May, 2018 9:17 AM
To: ECICS Claims; Valerie Yap Jia Pei (ECICS, Operations); Lionel Chua Kok Keong (ECICS, Claims); Phoebe Jay Xie (ECICS, Claims)
Cc: Andre Chow En De; Edwin Abcede Caina; Tay Jian Ye; Don Bong Kiong Hua
Subject: RE: OUR VEH SJK1101J, YOUR VEH GZ933M ON 08/05/2018 (PART 2)

Dear officer in charge,

Please advise us the liability for this case, we attached the video footage and related documents for your reference.

Best regards

Coco Lu

From: PGMFP06 [<mailto:pgmfp6@cyclecarriage.com.sg>]
Sent: Tuesday, 15 May, 2018 8:33 AM
To: Coco Lu Ting
Subject:

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