

## Asher Sng (LKKAuto)

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**From:** Asher Sng (LKKAuto)  
**Sent:** Thursday, 12 July 2018 10:52 AM  
**To:** caymen@tlmotor.com.sg; 'Wei Shong'; 'Johnson Chua'; 'Patricia Tan - Tan Lim Motor Pte Ltd'  
**Subject:** RE: Third party survey - SKU1231C Your insured: SLX9978B DOA: 01.07.2018 (FWD Ref: PNPV2018-00005442)

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](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

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**From:** Caymen [<mailto:caymen@tlmotor.com.sg>]  
**Sent:** Tuesday, 3 July, 2018 9:40 AM  
**To:** Motor Claims SG - SG Common  
**Cc:** [wei.shong@tlmotor.com.sg](mailto:wei.shong@tlmotor.com.sg)  
**Subject:** RE: Third party survey - SKU1231C Your insured: SLX9978B DOA: 01.07.2018 (FWD Ref: PNPV2018-00005442)

Dear Sir/Mdm,

We would like to choose LKK for this survey

Thank you.

Regards,



**Caymen**  
[caymen@tlmotor.com.sg](mailto:caymen@tlmotor.com.sg)

O. +65 6858 5151  
F. +65 6858 0877

**Tan Lim Motor Pte Ltd**  
51 Defu Lane 10  
Singapore 539216  
<http://www.tlmotor.com.sg>

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**From:** [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com) [<mailto:motorclaims.sg@fwd.com>]

**Sent:** 03, Jul, 2018 9:34 AM

**To:** [caymen@tlmotor.com.sg](mailto:caymen@tlmotor.com.sg)

**Cc:** [wei.shong@tlmotor.com.sg](mailto:wei.shong@tlmotor.com.sg); [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)

**Subject:** RE: Third party survey - SKU1231C Your insured: SLX9978B DOA: 01.07.2018 (FWD Ref: PNPV2018-00005442)

**WITHOUT PREJUDICE**

Dear Caymen,

We refer to your letter dated 03 July 2018 of the PRI Notice of your client's vehicle SKU1231C.

Please find our panel surveyors as follows: -

1. LKK AUTO CONSULTANTS PTE LTD
2. INFINITI APPRAISAL SERVICE
3. AJAX INSPECTION SERVICES PTE LTD
4. Appraisals Associates Pte Ltd
5. VICOM Ltd

If you are not agreeable to any of the above, we reserve our rights to request for pre-repair inspection of your client's vehicle.

We look forward to receiving your reply.

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](mailto: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](mailto:josey.loh@fwd.com)



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**From:** Caymen [<mailto:caymen@tlmotor.com.sg>]  
**Sent:** Tuesday, 3 July, 2018 8:38 AM  
**To:** Motor Claims SG - SG Common  
**Cc:** [wei.shong@tlmotor.com.sg](mailto:wei.shong@tlmotor.com.sg)  
**Subject:** RE: Third party survey - SKU1231C Your insured: SLX9978B DOA: 01.07.2018

Dear Sir/Mdm,

Enclose LTA search result for you to re-check.

Thank you.

Regards,



**Caymen**  
[caymen@tlmotor.com.sg](mailto:caymen@tlmotor.com.sg)

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**Tan Lim Motor Pte Ltd**  
51 Defu Lane 10  
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**From:** [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com) [<mailto:motorclaims.sg@fwd.com>]  
**Sent:** 02, Jul, 2018 5:46 PM  
**To:** [caymen@tlmotor.com.sg](mailto:caymen@tlmotor.com.sg)  
**Cc:** [wei.shong@tlmotor.com.sg](mailto:wei.shong@tlmotor.com.sg); [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)  
**Subject:** RE: Third party survey - SKU1231C Your insured: SLX9978B DOA: 01.07.2018

**Without Prejudice**

Dear Caymen,

Based on the vehicle number provided, there is no record that this vehicle is insured with which insurance.

Please kindly check again.

Thank you.

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Kind Regards

**Josey Loh**

Executive, Claims

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

T (65) 6727 5872

E [josey.loh@fwd.com](mailto:josey.loh@fwd.com)

W fwd.com.sg



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**From:** Caymen [<mailto:caymen@tlmotor.com.sg>]

**Sent:** Monday, 2 July, 2018 5:36 PM

**To:** Motor Claims SG - SG Common

**Cc:** [wei.shong@tlmotor.com.sg](mailto:wei.shong@tlmotor.com.sg)

**Subject:** RE: Third party survey - SKU1231C Your insured: SLX9978B DOA: 01.07.2018

Dear Sir/Mdm,

Yes, we have done the search on SLX9978B.

It reflect that is your insured.

Thank you.

Regards,



**Caymen**  
[caymen@tlmotor.com.sg](mailto:caymen@tlmotor.com.sg)

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**Tan Lim Motor Pte Ltd**  
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Singapore 539216  
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**From:** [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com) [<mailto:motorclaims.sg@fwd.com>]  
**Sent:** 02, Jul, 2018 5:22 PM  
**To:** [caymen@tlmotor.com.sg](mailto:caymen@tlmotor.com.sg)  
**Cc:** [wei.shong@tlmotor.com.sg](mailto:wei.shong@tlmotor.com.sg); [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)  
**Subject:** RE: Third party survey - SKU1231C Your insured: SLX9978B DOA: 01.07.2018

**Without Prejudice**

Dear Caymen,

We refer to the above matter.

Kindly confirm if our Insured vehicle is SLX9978B.

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](mailto: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](mailto:josey.loh@fwd.com)  
W fwd.com.sg



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**From:** Caymen [<mailto:caymen@tlmotor.com.sg>]  
**Sent:** Monday, 2 July, 2018 4:53 PM  
**To:** Motor Claims SG - SG Common  
**Cc:** 'Wei Shong'  
**Subject:** Third party survey - SKU1231C Your insured: SLX9978B DOA: 01.07.2018

Your Ref: SLX9978B

Our Ref: SKU1231C

DOA: 01.07.2018

Without Prejudice

Dear All,

We refer to the above matter.

We enclose the following documents for your attention:-

- a. Copy of our client's SAS report and damaged photos;
- b. Copy of the estimated cost of repair.

Pursuant to paragraph 2.3 of Pre-Action Protocol for NIMA Cases, please let us have **a list of 10 motor surveyors** for our selection and please let us know within **2 working days** whether you would like to conduct a pre-repair survey of our client's vehicle. If we do not hear from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

In the event that you request for post repair inspection pursuant to paragraph 4.1 under the NIMA Protocol, you must compensate our client for the loss of use of his/her vehicle for the day that the inspection is conducted.

In addition, please confirm in writing whether you are agreeable to direct settle with us at 100% liability for this case.

**Vehicle is not in our premises**

Thank you.

Regards,



**Caymen**  
[caymen@tlmotor.com.sg](mailto:caymen@tlmotor.com.sg)

O. +65 6858 5151  
F. +65 6858 0877

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