

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Friday, 13 July, 2018 4:01 PM
To: Tony Ong; Faisal - CarCrafters Singapore
Cc: Admin A; Vic (LKKAUTO)
Subject: RE: Re: SKR8555M accident dated 04/07/2018 @ 1515 hrs (Your Insured SLL3525C AIG ASIA Ins)***LKK REF:CC6/AIG18012350/hb3

Without Prejudice

Dear Tony,

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

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



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From: Tony Ong [mailto:tony@carcrafters.sg]
Sent: Friday, 13 July, 2018 1:40 PM
To: Vic (LKKAUTO); Faisal - CarCrafters Singapore
Subject: Fwd: Re: SKR8555M accident dated 04/07/2018 @ 1515 hrs (Your Insured SLL3525C AIG ASIA Ins)***LKK REF:CC6/AIG18012350/hb3

Without Prejudice

Dear Vic

I hope you can get a straight forward answer from the TP OI as we have substantiated our case with video footage and the road markings which indicate clearly who is in the right frame of mind.

I believe this has taken us too long as our client is chasing us for his car repair and on a mutual note we hope not to escalate this case in the hands of lawyers.

We are press in between and I sincerely hope to hear from you before end of the day.

Best Regards

Tony Ong
Manager
Motor Claims Dept

VAG Singapore Pte Ltd / CarCrafters Singapore Pte Ltd
48 Toh Guan Road East #05-155
Enterprise Hub
Singapore 608586

Tel : (65) 6267 9916
Fax : (65) 6267 9313
Towing: (65) 6795 5005

www.carcrafters.sg

----- Forwarded Message -----

Subject:Re: SKR8555M accident dated 04/07/2018 @ 1515 hrs (Your Insured SLL3525C AIG ASIA Ins)***LKK REF:CC6/AIG18012350/hb3

Date:Fri, 13 Jul 2018 10:20:24 +0800

From:Faisal - CarCrafters Singapore <faisal@carcrafters.sg>

To:Vic (LKKAuto) <vicalpeh@lkkauto.com>

CC:assignments <assignments@lkkauto.com>, Tony - CarCrafters Singapore <tony@carcrafters.sg>, Admin A <admin-a@lkkauto.com>

Hi Vic,

As mentioned previous conversation,

please get the liability and let us know the clearance by today.

Thanks.

Best Regards,

Md Faisal Bin Masrif



CarCrafters Singapore Pte Ltd

48 Toh Guan Road East, #05-155 Enterprise Hub
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www.carcrafter.sg

On Tue, Jul 10, 2018 at 3:33 PM, Vic (LKKAuto) <vicalpeh@lkkauto.com> wrote:

Without Prejudice

Dear Faisal,

We refer to your below email and the contents were noted.

As spoken, we are in the midst of engaging and clearing our Insured this matter.

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

Thank you.

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)



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From: Faisal - CarCrafters Singapore [mailto:faisal@carcrafters.sg]

Sent: Tuesday, 10 July, 2018 11:00 AM

To: Vic (LKKAuto)

Cc: assignments; Tony - CarCrafters Singapore; Admin A

Subject: Re: SKR8555M accident dated 04/07/2018 @ 1515 hrs (Your Insured SLL3525C AIG ASIA Ins)***LKK
REF:CC6/AIG18012350/hb3

 [REC_2018_07_04_15_12_07_F.MP4](#)

Hi Vic,

Attached another footage for your reference.

Your insured make a wrong statement saying RIGHT TURN, if he meant to right turn,

it shown he is at wrong as the road maker and lane is meant for turn left and go straight.

Thanks.

Best Regards,

Md Faisal Bin Masrif



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On Tue, Jul 10, 2018 at 10:57 AM, Faisal - CarCrafters Singapore <faisal@carcrafters.sg> wrote:

 **REC_2018_07_04_15_12_07_R.MP4**

Hi Vic,

Your insured is making a false statement and we can file a police report for making a false statement.

Yes, we do concrete and video footage as a evidence to prove your insured is lying on the fact.

I have sent the video on my first email, hence reattach on this email.

If we do not hear the liability by today, we will let legal take action.

Thanks.

Best Regards,

Md Faisal Bin Masrif



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On Tue, Jul 10, 2018 at 10:53 AM, Vic (LKKAuto) <vicalpeh@lkkauto.com> wrote:

WITHOUT PREJUDICE

Dear Faisal,

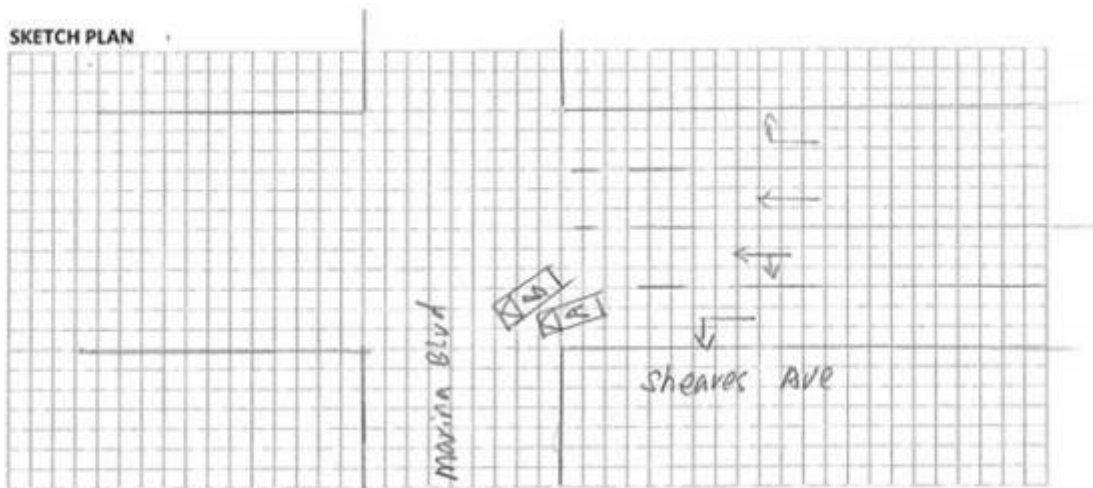
We refer to the above matter.

We are of the opinion that this is a case of **conflicting versions**. There is no conclusive evidence yet to substantiate either party's version. Below 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, kindly forward to us with **any evidence** (if any) your client have to support your claim.

Thank you.



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On 04/07/18 at about 1955Hrs, I was driving along
Sheares Ave make a right turn to Marina Blvd.
The vehicle B: SKR8555M want to overtake to me.
Thus collided into my car's left front portion.

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
Consultants
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From: Faisal - CarCrafters Singapore [mailto:faisal@carcrafters.sg]

Sent: Tuesday, 10 July, 2018 10:15 AM

To: Shu Pei (LKKAuto); Vic (LKKAuto)

Cc: assignments; Tony - CarCrafters Singapore; Admin A

Subject: Re: SKR8555M accident dated 04/07/2018 @ 1515 hrs (Your Insured SLL3525C AIG ASIA Ins)***LKK
REF:CC6/AIG18012350/hb3

Hi Vic,

Kindly advise the liability clearance by today.

Appreciate your fast reply on this.

Thanks.

Best Regards,

Md Faisal Bin Masrif



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On Fri, Jul 6, 2018 at 4:47 PM, Shu Pei (LKKAuto) <shupeilkkauto.com> wrote:

Dear Faisal,

We refer to the above matter.

Please be informed that we are currently **pending for OI GIA report.**

Please note that for liability, claim negotiation and settlement, please contact Vic at 6841 2096.

Our respective case handler will look into the matter and revert to you in due course.

Thank you

To check availability of the case handler, you may contact the undersigned.

Best Regards,

Shu Peil 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: Faisal - CarCrafters Singapore [mailto:faisal@carcrafters.sg]

Sent: Friday, 6 July 2018 2:39 PM

To: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Tony - CarCrafters Singapore <tony@carcrafters.sg>

Subject: Re: SKR8555M accident dated 04/07/2018 @ 1515 hrs (Your Insured SLL3525C AIG ASIA Ins)

Hi Officer Incharge,

Attached is the repair estimate for your perusal.

Please reply to confirm receipt of previous email.

Best Regards,

Md Faisal Bin Masrif



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On Fri, Jul 6, 2018 at 9:16 AM, Faisal - CarCrafters Singapore <faisal@carcrafters.sg> wrote:

Dear Sir / Mdm,

Reference to the above incident.

Please find attached herein a copy of our client's Accident Report, Damaged photos & Estimate for your kind perusal.

As our client is claiming against your insured SLL3525C, thus would appreciate if you could revert to us on the **liability** **urgently** or we could settle the case under Direct Settlement with Car Rental of @ \$180 per day x no. of days as recommended by your appointed surveyor and loss of use per day amount.

Kindly have your surveyor to contact us **Faisal @ 86831844** located at **Carcrafters Singapore Pte Ltd**, **48 Toh Guan Road East #05-155, Enterprise Hub, S(608586)** for an appointment to inspect our client's vehicle.

Please note our client's vehicle is drive able and ensure that your insured driver has make a **report of accident.**

Your kind attention into the above is greatly appreciated.

Thank you very much in advance!

PS: Under MCF – Insurers to make its decision on liability for TP claims based on BOLA within 5 working days from date of survey.

 **REC_2018_07_04_15_12_07_R.MP4**

Best Regards,

Md Faisal Bin Masrif



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