

Vic (LKKAUTO)

From: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>
Sent: Tuesday, 5 March, 2019 10:47 AM
To: Vic (LKKAUTO)
Cc: Admin A; Olivia Lau (LKKAUTO)
Subject: Re: [URGENT]: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Importance: High

Without Prejudice

Dear Vic

You did not answer to our question on the reason why the downtime for PRI & limit offer and weekends were not being considered. We shall write to client for instruction, should he rejects your offer of 14 days, you may wish to settle our repair cost first and deal with client on his loss of use claim.

We shall write to you again.

Thank you.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843

From: Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Sent: Wednesday, 27 February 2019 11:01 AM
To: Cecilia Lee Peng Geok
Cc: Admin A; Olivia Lau (LKKAUTO); Vic (LKKAUTO)
Subject: RE: [URGENT]: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Without Prejudice

Dear Cecilia,

We refer to your below email.

Please be informed that after further review with our principal, we are still instructed to maintain our previous offer made on 08/02/2019 with LOU @ \$80/14 days.

For your acceptance please.

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: Cecilia Lee Peng Geok [mailto:cecilialee@sparkcarcare.com]

Sent: Tuesday, 26 February, 2019 4:58 PM

To: Vic (LKKAuto)

Cc: Admin A; Olivia Lau (LKKAuto)

Subject: Re: [URGENT]: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Without Prejudice

Dear Vic

Apparently, the 14 days offer does not include the downtime for PRI/repair limit offer and weekends involved. Please advise your principal's rationale of 14 days offer for our client's instruction.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

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

Sent: Tuesday, 26 February 2019 4:45 PM

To: Cecilia Lee Peng Geok

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

Subject: RE: [URGENT]: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Without Prejudice

Dear Cecilia,

We refer to your below email and to the attached letter.

Please find below response to your queries.

1. *How do you derived the 14 days loss of Use?* – we noted that our surveyor recommended 14 days for the repair of the vehicle. Please refer to the attached email.
2. *Did you consider the downtime for PRI & repair limit offer? If not, why?* – yes, we did consider the downtime (including weekends) and PRI when we seek for mandate approval to our principal. Repair limit was considered when our surveyor had finalized to your service advisor.

3. *Did you consider the weekends involved during the repair period? If not, why?* – please refer to our response on your query no. 2.

We had already highlighted your appeal to our principal with regards to the days for the LOU, but our principal had strictly instructed us to maintain the offer of 14 days.

We are currently pending for further instructions with regards to the daily rate of the LOU.

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: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Friday, 22 February, 2019 2:50 PM

To: Vic (LKKAuto)

Cc: Admin A; Olivia Lau (LKKAuto)

Subject: Re: [URGENT]: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Importance: High

Without Prejudice

Dear Sir/Madam

Our letter of even date is attached for your attention.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok

Sent: Thursday, 21 February 2019 8:40 AM

To: Vic (LKKAuto)

Cc: Admin A; Olivia Lau (LKKAuto)

Subject: Re: [URGENT]: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Without Prejudice

Dear Vic

Please reply.

Thank you.

cc. client by mail.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok

Sent: Wednesday, 13 February 2019 10:45 AM

To: Vic (LKKAUTO)

Cc: Admin A; Olivia Lau (LKKAUTO)

Subject: Re: [URGENT]: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Without Prejudice

Dear Vic

We are still waiting for your reply. Our client called again.

Thank you & Happy New Year.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok

Sent: Friday, 8 February 2019 3:34 PM

To: Vic (LKKAUTO)

Cc: Admin A; Olivia Lau (LKKAUTO)

Subject: Re: [URGENT]: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Without Prejudice

Dear Vic

Please advise the reason not to consider downtime for PRI and weekends involved.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Sent: Friday, 8 February 2019 3:30 PM

To: Cecilia Lee Peng Geok

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

Subject: RE: [URGENT]: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Without Prejudice

Dear Cecilia,

We refer to your below email.

We noted that our surveyor had recommended 14 days (as attached) and we had also provided extra few days on our mandate request but we were strictly instructed by our principal to offer and maintain 14 days only.

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: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Friday, 8 February, 2019 3:15 PM

To: Vic (LKKAuto)

Cc: Admin A; Olivia Lau (LKKAuto)

Subject: Re: [URGENT]: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Importance: High

Without Prejudice

Dear Vic

Please advise how you derived 14 days? The repair was on hold pending for your offer on repair limit. From the date of accident to the date we received repair limit offer (19/07/2018, Thur @5.45pm), our client had already suffered 6 days loss of use. The repair could only be commenced on 20/07/2018 (Fri). Please note that this is a lumpsum repair where repairer will require more time to source for used parts. The used parts were ordered on next working day, ie 23/07/2018 (Mon). There's no delay in ordering parts. Also, have you considered the weekend involved during the repair period?

Your 14 days offer is ridiculously low, please review and revise for amicable settlement.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

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

Sent: Friday, 8 February 2019 1:58 PM

To: Cecilia Lee Peng Geok

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

Subject: RE: [URGENT]: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

WITHOUT PREJUDICE

Dear Cecilia,

We refer further to your below email.

Please be informed that our principal had further reviewed the matter based on the recent documents provided and is in the view that the delay in ordering the parts should not be imposed on us. As such, we have mandate to maintain our offer as below:

Cost of Repair (w/gst)	\$ 6,420.00
Loss of Use (\$80 x 14 days)	\$ 1,120.00
GIA Search Fee	\$ 2.00
TOTAL	\$ 7,542.00

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

The above amount is to be made payable to **COMFORTDELGRO ENGINEERING PTE LTD.**

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)



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From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Thursday, 7 February, 2019 9:23 AM

To: Vic (LKKAUTO)

Cc: Admin A; Olivia Lau (LKKAUTO)

Subject: Re: [URGENT]: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Importance: High

Without Prejudice

Dear Vic

Please refer to our email below and revert with your revised offer.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok

Sent: Wednesday, 30 January 2019 8:40 AM

To: Vic (LKKAUTO)

Cc: Admin A; Olivia Lau (LKKAUTO)

Subject: [URGENT]: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Without Prejudice

Dear Vic

14 days is not acceptable. The accident happened on Friday evening and the estimate and PRI could only be prepared and arranged on next working day. PRI was conducted on 18/07/18 afternoon, and repair limit was offered on 19/07/2018 @7.45pm thus the repair could only be commenced on next working day, 20/07/2018. Prior to the repair, our client had already suffered 6 days loss of use. Please also consider the weekends involved during the repair period. Also, our client insists to settle the LOU at \$100/day. Please review and revise your offer as soon as possible.

Attached PO as requested.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Sent: Tuesday, 29 January 2019 5:24 PM

To: Cecilia Lee Peng Geok

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

Subject: RE: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Without Prejudice

Dear Cecilia,

Our principal had directly instructed us to offer 14 days for the LOU.

We are of the view that the above days were based on our surveyor's recommendation.

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: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Tuesday, 29 January, 2019 5:18 PM

To: Vic (LKKAuto)

Cc: Admin A; Olivia Lau (LKKAuto)

Subject: Re: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Without Prejudice

Dear Vic

We are getting the relevant documents from workshop and shall revert.

Btw, please advise how you derived 14 days.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

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

Sent: Tuesday, 29 January 2019 3:59 PM

To: Cecilia Lee Peng Geok

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

Subject: RE: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Without Prejudice

Dear Cecilia,

We refer to the below email.

Please be informed that our principal would like to request for a copy of the order form/email and bill of lading for their reconsideration.

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: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Thursday, 24 January, 2019 10:41 AM

To: Vic (LKKAuto)

Cc: Admin A; Olivia Lau (LKKAuto)

Subject: Re: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Importance: High

Hi Vic

Please revert with your revised offer. Our client called again!

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

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

Sent: Friday, 11 January 2019 11:19 AM

To: Cecilia Lee Peng Geok

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

Subject: RE: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Without Prejudice

Dear Cecilia,

We refer to your below email and to our telephone conversation earlier.

As spoken, we are currently seeking for our principal's instruction with regards to your appeal.

We will get back to you for an update 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: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Thursday, 10 January, 2019 3:03 PM

To: Vic (LKKAuto)

Cc: Admin A; Olivia Lau (LKKAuto)

Subject: Re: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Importance: High

Hi Vic

Any update???

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok

Sent: Friday, 4 January 2019 10:51 AM

To: Vic (LKKAuto)

Cc: Admin A; Olivia Lau LKK

Subject: Re: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Without Prejudice

Dear Vic

Our client called again. Please expedite.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok

Sent: Thursday, 20 December 2018 4:55 PM

To: Vic (LKKAuto)

Cc: Admin A

Subject: Re: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Without Prejudice

Dear Vic

We have our client's instruction to settle the LOU at \$100/day. As for the number of days, the repair period was extended due to parts delay. Attached supplier invoices for your attention and review.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Sent: Wednesday, 19 December 2018 9:21 AM

To: Cecilia Lee Peng Geok

Cc: Admin A; Vic (LKKAUTO)

Subject: RE: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

WITHOUT PREJUDICE

Dear Cecilia,

We refer further to our below email.

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

Cost of Repair (w/gst)	\$ 6,420.00
Loss of Use (\$80 x 14 days)	\$ 1,120.00
GIA Search Fee	\$ <u>2.00</u>
TOTAL	\$ 7,542.00

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

The above amount is to be made payable to **COMFORTDELGRO ENGINEERING PTE LTD.**

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

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From: Vic (LKKAuto)

Sent: Tuesday, 18 December, 2018 1:55 PM

To: Cecilia Lee Peng Geok

Cc: Admin A; Shu Pei (LKKAuto); Vic (LKKAuto)

Subject: RE: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18 LKK REF CC4/ASM18013012/T1ha3

Without Prejudice

Dear Cecilia,

Please be informed that we are seeking for mandate approval to our principal.

We will expedite and 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: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Monday, 17 December, 2018 3:25 PM

To: Vic (LKKAuto)

Cc: Admin A; Shu Pei (LKKAuto)

Subject: Re: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18

Importance: High

Without Prejudice

Dear Vic

Our earlier conversation refers. Please assist to expedite as our client is keep chasing us.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok

Sent: Wednesday, 12 December 2018 9:37 AM

To: Shu Pei (LKKAUTO)

Cc: Admin A; Vic (LKKAUTO)

Subject: Re: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18

Without Prejudice

Dear Sir/Madam

Our client is chasing for settlement. Please look into the matter and revert with your offer soon.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Shu Pei (LKKAUTO) <shupeil@lkkauto.com>

Sent: Monday, 5 November 2018 7:30 PM

To: Cecilia Lee Peng Geok

Cc: Admin A; Vic (LKKAUTO)

Subject: FW: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18

Dear Sir / Madam,

Thank you for your email.

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

Please note that: -

LKK ref	Officer in charge
CC4/ASM18013012/T1ha3	Vic

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

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: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>
Sent: Monday, 5 November 2018 5:01 PM
To: Admin A <admin-a@lkkauto.com>
Subject: LOD against AXA - SGV4964T / SGM5878A DOA 13/7/18

Without Prejudice

Dear Sir/Madam

Attached herewith our LOD of even date for your attention and early settlement.

Thank you.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843