

## Asher Sng (LKKAUTO)

---

**From:** Asher Sng (LKKAUTO)  
**Sent:** Tuesday, 28 August 2018 12:43 PM  
**To:** Ho Yue Meng  
**Cc:** Affendi; Joy Irene (LKKAUTO); Hsiao Tong (LKKAUTO); Admin A; assignments; Mohamed Razib  
**Subject:** RE: Accident Involving SLZ3218R and SKR4759T on 13/08/2018 \*\*\* LKK REF: CC4/ASM18014863/ea3

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)

---

**From:** Lee Chay Eng Victor <victorlee@phillip.com.sg>  
**Sent:** Tuesday, 28 August 2018 12:40 PM  
**To:** Ho Yue Meng <ho\_yue\_meng@tanchong.com>  
**Cc:** Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Affendi <affendi\_johari@tanchong.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Mohamed Razib <mohamed\_razib@tanchong.com>  
**Subject:** Re: Accident Involving SLZ3218R and SKR4759T on 13/08/2018 \*\*\* LKK REF: CC4/ASM18014863/ea3

Dear Mr Ho,

Please expedite and process so that I can send in my car for repair. The other party had submitted his insurance claim report on 20 Aug 2018. It is already a week and yet we are still unable to proceed a step further.

Would appreciate your usual prompt reply. Thanks.

Warmest regards  
Victor Lee C E

On 24 Aug 2018, at 16:16, Ho Yue Meng <[ho\\_yue\\_meng@tanchong.com](mailto:ho_yue_meng@tanchong.com)> wrote:

Dear Sir,

Thank-you for your e-mail.

It will help to expedite the whole process if you can check with the other party If he can forward a copy of his accident report to you and then you can forward the copy of the accident report to us.

Dear LKK,

Please refer to message from our customer. We would greatly appreciate if you can assist to verify with the insurance company on this matter.

Best Regards  
YM Ho  
TC Autoclinic Pte Ltd  
No 1 Sixth Lok Yang Road  
Singapore 628099  
DID : 67038432

---

**From:** Lee Chay Eng Victor [<mailto:victorlee@phillip.com.sg>]  
**Sent:** 24 August, 2018 3:09 PM  
**To:** Ho Yue Meng <[ho\\_yue\\_meng@tanchong.com](mailto:ho_yue_meng@tanchong.com)>  
**Cc:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Affendi <[affendi\\_johari@tanchong.com](mailto:affendi_johari@tanchong.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Mohamed Razib <[mohamed\\_razib@tanchong.com](mailto:mohamed_razib@tanchong.com)>  
**Subject:** Re: Accident Involving SLZ3218R and SKR4759T on 13/08/2018 \*\*\* LKK REF: CC4/ASM18014863/ea3

Dear Mr Ho,

The other party, Mr Heng Kwang Han who is the driver that hit my vehicle from the rear had report to his insurance on last Monday.

Please check and follow up with them again.

Thanks.

Warmest regards  
Victor Lee C E

On 24 Aug 2018, at 10:58, Ho Yue Meng <[ho\\_yue\\_meng@tanchong.com](mailto:ho_yue_meng@tanchong.com)> wrote:

Dear Sir,

Please refer to the reply from the 3<sup>rd</sup> party insurance company's appointed investigator / surveyor.

Liability is not clear as the other part has not reported the accident till date. There will be expected delay on the liability outcome for this case.

You may want to refer to the GIA website on non-reporting of accident as follows ;

<http://www.gia.org.sg/motor-insurance/23-leasing-renting-of-vehicles/350non-reporting-of-accidents-non-reporting-of-accidents.html>

Best Regards  
YM Ho  
TC Autoclinic Pte Ltd  
No 1 Sixth Lok Yang Road  
Singapore 628099  
DID : 67038432

---

**From:** Lee Chay Eng Victor [<mailto:victorlee@phillip.com.sg>]  
**Sent:** 24 August, 2018 10:40 AM  
**To:** Ho Yue Meng <[ho\\_yue\\_meng@tanchong.com](mailto:ho_yue_meng@tanchong.com)>; Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Affendi <[affendi\\_johari@tanchong.com](mailto:affendi_johari@tanchong.com)>  
**Cc:** Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Joy Irene (LKKAUTO) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Mohamed Razib <[mohamed\\_razib@tanchong.com](mailto:mohamed_razib@tanchong.com)>  
**Subject:** RE: Accident Involving SLZ3218R and SKR4759T on 13/08/2018 \*\*\* LKK REF: CC4/ASM18014863/ea3

Good morning Mr Ho / Mr Affendi,

Please advise when can I send in my vehicle for repair since surveyor has carried out the survey last week? thanks

*Regards,*

*Victor Lee*

---

**From:** Ho Yue Meng [[ho\\_yue\\_meng@tanchong.com](mailto:ho_yue_meng@tanchong.com)]  
**Sent:** Thursday, August 16, 2018 9:57 AM  
**To:** Mei Kwan (LKKAUTO); Affendi  
**Cc:** Lee Chay Eng Victor; Asher Sng (LKKAUTO); Joy Irene (LKKAUTO); Hsiao Tong (LKKAUTO); Admin A; assignments; Mohamed Razib  
**Subject:** RE: Accident Involving SLZ3218R and SKR4759T on 13/08/2018 \*\*\* LKK REF: CC4/ASM18014863/ea3

Dear LKK,

Kindly arrange for survey of SLZ3218R (3rd Party Direct Settlement)  
on **17/08/2018 (Friday)** between 10.00am and 12.00noon at ;

**Tan Chong Motor Sales Pte Ltd**  
**Auto World Buidling**  
**17 Lorong 8, Toa Payoh**  
**Singapore 319254**  
**DID: 63570757**  
**Attn : Mr Razib**

**Also, please find attached accident video as per your request.**

Dear Mr Affendi,

Kindly print out the attached estimate and assist in this matter.

Owner will send the vehicle to your side on 17/08/2018 (Friday) before 10.00am.  
Owner will collect his vehicle back after the survey and send his vehicle in  
on another day once the liability is confirm to be in his favour.

Also, based on LKK reply, their insured has not file the accident report till  
date. Therefore, there **will** be delay on the liability status for this case.

Thank-you.

Best Regards  
YM Ho  
TC Autoclinic Pte Ltd  
No 1 Sixth Lok Yang Road  
Singapore 628099  
DID : 67038432

---

**From:** Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** 15 August, 2018 4:34 PM  
**To:** Ho Yue Meng <[ho\\_yue\\_meng@tanchong.com](mailto:ho_yue_meng@tanchong.com)>  
**Cc:** [victorlee@phillip.com.sg](mailto:victorlee@phillip.com.sg); Affendi <[affendi\\_johari@tanchong.com](mailto:affendi_johari@tanchong.com)>; Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Joy Irene (LKKAUTO) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: Accident Involving SLZ3218R and SKR4759T on 13/08/2018 \*\*\* LKK REF: CC4/ASM18014863/ea3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident and we are currently **pending verification for direct settlement.**

***Please provide us evidence i.e. video/ scene photo and arrange for TP survey.***

Please note that for liability, claim negotiation and settlement, please contact Asher at 6841 6051.

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

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** Ho Yue Meng <[ho\\_yue\\_meng@tanchong.com](mailto:ho_yue_meng@tanchong.com)>

**Sent:** Wednesday, 15 August, 2018 11:07 AM

**To:** SG AXA Insurance SM AXA SGP - Claims Motor <[claims.motor@axa.com.sg](mailto:claims.motor@axa.com.sg)>; SG AXA Insurance SM Claims Service Team <[cst@axa.com.sg](mailto:cst@axa.com.sg)>

**Cc:** SG AXA Insurance SM AXA SGP - Motor Survey <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>; [victorlee@phillip.com.sg](mailto:victorlee@phillip.com.sg); Affendi <[affendi\\_johari@tanchong.com](mailto:affendi_johari@tanchong.com)>

**Subject:** Accident Involving SLZ3218R and SKR4759T on 13/08/2018

**Importance:** High

Dear Sir,

Our client, owner of vehicle SLZ3218R was involved in an accident with your insured vehicle SKR4759T on 13/08/2018 and our client wanted to make a 3rd Party Direct Settlement with your company.

Please find attached for details.

***We will arrange for survey once liability has been established to be in our client's favour.***

Best Regards  
YM Ho

TC Autoclinic Pte Ltd  
No 1 Sixth Lok Yang Road  
Singapore 628099  
DID : 67038432

<mime-attachment>