

## Vic (LKKAUTO)

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**From:** William Tan Thoo Seng <williamtan@cdge.com.sg>  
**Sent:** Thursday, 7 March, 2019 2:22 PM  
**To:** Vic (LKKAUTO); KKLau  
**Cc:** chris.chionhhs@axa.com.sg; Aileen Tan Lee Noi  
**Subject:** Re: Yr ref : N.A. (YM 9347 B) VS SHC 3317 G D.O.A. 01.09.18 LKK REF CC4/ASM18016122/K1hb3

### 4th reminder

**Escalating to GIA**  
**Outstanding : 6 months.**  
**Video footage : 100%**

**Without prejudice.**

Dear Vic

Preceding email reminders refer.

We spoke a moment ago. Position status quo at your end. We regret to inform you that we are escalating matter to GIA.

Thank you.

Best Regards  
William Tan  
Claims Department | ComfortDelgro Engineering Pte Ltd  
Off : 62148737 | Fax : 62141843

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**From:** William Tan Thoo Seng  
**Sent:** Wednesday, 20 February 2019 3:05 PM  
**To:** Vic (LKKAUTO); KKLau  
**Cc:** sawtheng.khor@axa.com.sg; Aileen Tan Lee Noi  
**Subject:** Re: Yr ref : N.A. (YM 9347 B) VS SHC 3317 G D.O.A. 01.09.18 LKK REF CC4/ASM18016122/K1hb3

### 3rd reminder

**Outstanding : > 5 months.**  
**Video Footage : 100%**

**Without Prejudice.**

Dear Vic

Preceding emails and our telephone conversations dated 25.01.19, 13.02.19 and 18.02.19 refers.

Prudently, with proper getting up on the matter, **you do not need to take five months to obtain the above authorization letter from your insured's company.**

As mentioned earlier, if we do not receive your offer by **27.02.19**, we will then escalate matter to GIA.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

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**From:** Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Sent:** Wednesday, 20 February 2019 10:18 AM

**To:** William Tan Thoo Seng

**Cc:** sawtheng.khor@axa.com.sg; Aileen Tan Lee Noi; KKLau; Admin A; Vic (LKKAUTO)

**Subject:** RE: Yr ref : N.A. (YM 9347 B) VS SHC 3317 G D.O.A. 01.09.18 LKK REF CC4/ASM18016122/K1hb3

Without Prejudice

Dear William,

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

Kindly hold the matter as we are still pending for our Insured's Authorization Letter for our further action.

We will continue to follow up and will get back to you the soonest time.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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**From:** William Tan Thoo Seng [<mailto:williamtan@cdge.com.sg>]

**Sent:** Wednesday, 20 February, 2019 10:03 AM

**To:** Vic (LKKAUTO); KKLau

**Cc:** sawtheng.khor@axa.com.sg; Aileen Tan Lee Noi

**Subject:** Yr ref : N.A. (YM 9347 B) VS SHC 3317 G D.O.A. 01.09.18

Another reminder

**Outstanding : > 5 months**

**Video Footage : 100% \*\*\***

**Without Prejudice.**

Dear Vic

Sorry to send you another reminder.

Preceding emails and our telephone conversations refer.

We have waited for the past one and a half month and nothing heard from you.

Without letting matter to be further protracted indefinitely at your end, kindly forward offer by **27.02.18**, after which, we will deem that you and or your Principal is not going to deal with this matter amicably, we will then have to escalate matter to GIA.

Prudently, with proper getting up on the case, matter should being settled by now.

Looking forward to receive your offer.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

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