

Vic (LKKAUTO)

From: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Thursday, 28 March, 2019 9:55 AM
To: Vic (LKKAUTO); KKLau; kianchuan.chan@axa.com.sg
Cc: chris.chionhhs@axa.com.sg; Aileen Tan Lee Noi
Subject: Re: Yr ref : CC4/ASM18016122/K1hb3 (YM 9347 B) VS SHC 3317 G D.O.A. 01.09.18

To escalate to GIA

Outstanding / Protracted : > 6 months. ***

Video footage : 100% ***

(No development)

Without Prejudice.

Dear Vic

Preceding emails and our telephone conversations refer.

Being nothing heard from you and due to the good working relationship, we called and communicated with you.

You informed us that on 08.03.19, you followed up with Kian Chuan and till to date, nothing heard from him. Since, you and or your Principal is not going to settle this matter amicably and current position is status quo, we regret to inform you again that we are escalating matter to GIA.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

From: William Tan Thoo Seng
Sent: Friday, 22 March 2019 1:54 PM
To: Vic (LKKAUTO); KKLau
Cc: chris.chionhhs@axa.com.sg; 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

5th and final reminder ***

Protracted : > 6 months.

Video Footage : 100% ***

Without Prejudice.

Dear Vic / LKK

Preceding emails refer.

Case has been long protracted at your end for the past six months with no sign of any development.

Being no offer received, kindly be informed that we are escalating matter to GIA.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

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

Sent: Thursday, 7 March 2019 2:31 PM

To: William Tan Thoo Seng; KKLau

Cc: chris.chionhhs@axa.com.sg; Aileen Tan Lee Noi; Vic (LKKAuto); Admin A

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.

As spoken earlier, we are still yet to receive the Authorization Letter from our Insured despite several follow ups and we had highlighted the matter to our principal for further instruction.

We will get back to you soonest for an update.

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: William Tan Thoo Seng [<mailto: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

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

From: Vic (LKKAUTO) <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 | 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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