

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Thursday, 18 April, 2019 10:58 AM
To: Catherine Koh Mui Gek
Cc: Admin A; William Tan Thoo Seng; Vic (LKKAUTO)
Subject: RE: Yr ref CC4/ASM18015849/K1ha3 (SVJ 710 A) VS SHC 3860 D D.O.A. 27.08.18. (List No : 26)
Attachments: img-416132224-0001.pdf

Without Prejudice

Dear Catherine,

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

Please be informed that we are pending for our Principal's instruction with regards to your appeal.

We will get back 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

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



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From: Catherine Koh Mui Gek [<mailto:catherinekoh@cdge.com.sg>]

Sent: Tuesday, 16 April, 2019 1:55 PM

To: Vic (LKKAUTO)

Cc: Admin A; William Tan Thoo Seng

Subject: Re: Yr ref CC4/ASM18015849/K1ha3 (SVJ 710 A) VS SHC 3860 D D.O.A. 27.08.18. (List No : 26)

Dear Vic

As per taxi mileage record, downtime should be 4.5 days, delay caused by your principal failing to appoint surveyor within 48 hrs, see attached email.

Strictly without prejudice, we propose global sum \$3590.00.

Kindly confirm settlement and forward DV soonest.

Thank you.

Best Regards
Catherine Koh
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148733 | Fax : 62141843

From: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: Tuesday, 16 April 2019 1:30 PM
To: Catherine Koh Mui Gek; William Tan Thoo Seng
Cc: Admin A; Vic (LKKAuto)
Subject: RE: Yr ref CC4/ASM18015849/K1ha3 (SVJ 710 A) VS SHC 3860 D D.O.A. 27.08.18. (List No : 26)

Without Prejudice

Dear William,

We refer to the subject matter and to your LOD.

On a without prejudice basis and purely for an amicable settlement and without admission of any liability to our Insured's part, we propose a global sum of **\$3,340.00** (all in) to settle your client's claim.

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

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: Catherine Koh Mui Gek [<mailto:catherinekoh@cdge.com.sg>]
Sent: Tuesday, 16 April, 2019 11:53 AM
To: Vic (LKKAuto)
Cc: William Tan Thoo Seng

Subject: Fw: Yr ref CC4/ASM18015849/K1ha3 (SVJ 710 A) VS SHC 3860 D D.O.A. 27.08.18. (List No : 26)
Importance: High

Dear Vic

Attached as requested. Kindly revert soonest.

Thank you.

Best Regards
Catherine Koh
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148733 | Fax : 62141843

From: Catherine Koh Mui Gek
Sent: Wednesday, 3 April 2019 9:31 AM
To: kklau@lkkauto.com
Cc: Vic (LKKAuto); kianchuan.chan@axa.com.sg; William Tan Thoo Seng
Subject: Re: Yr ref CC4/ASM18015849/K1ha3 (SVJ 710 A) VS SHC 3860 D D.O.A. 27.08.18. (List No : 26)

Dear Mr Lau

On 29.8.18, your good office surveyed our taxi.

On 3.9.18, LOD was submitted to your good office but was rejected with your survey bill/report for \$171.20.

On 14.9.18, your good office requested us to return your bill/report and our LOD for direct settlement. We requested your good office to liaise with your principal as all documents were re-channelled to them on 12.9.18.

On 16.11.18, Kian Chuan instructed your good office to look into the matter and revert to us.

Despite our repeated reminders/follow up, your good office finally admitted you did not follow up with your principal for our LOD, refer our reply on 14.9.18.

Without further protraction, our LOD with enclosures attached, kindly settle our PD claim as per BOLA S15.



Thank you.

Best Regards

Catherine Koh

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148733 | Fax : 62141843

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

Sent: Tuesday, 2 April 2019 4:56 PM

To: William Tan Thoo Seng

Cc: Admin A; Vic (LKKAUTO); KKLau

Subject: RE: Yr ref CC4/ASM18015849/K1ha3 (SJV 710 A) VS SHC 3860 D D.O.A. 27.08.18. (List No : 26)

Without Prejudice

Dear William,

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

As spoken, we are pending for a copy of your LOD for us to seek mandate/offer.

As such, we would like to request a soft copy for us to expedite the matter.

We also attached a copy of our Insured's accident statement for your perusal.

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: William Tan Thoo Seng [<mailto:williamtan@cdege.com.sg>]

Sent: Wednesday, 27 February, 2019 1:59 PM

To: Vic (LKKAuto); stacey.ng@axa.com.sg

Cc: sawtheng.khor@axa.com.sg; kianchuan.chan@axa.com.sg; KKLau

Subject: Yr ref CC4/ASM18015849/K1ha3 (SJV 710 A) VS SHC 3860 D D.O.A. 27.08.18. (List No : 26)

Urgent reminder.

**Outstanding : > 6 months
No development
(Non reporting) *****

Without Prejudice.

Dear Vic

On 16.11.18, we were being informed that you are the case handler.

On 09.01.19, we spoke and you informed us that you are seeking Stacey's mandate to settle.

On 22.02.19, we spoke and you informed us that AXA system error, unable to revert on status.

On 26.02.19, you told us that you are looking for the LOD (???)

Case has been long protracted for the past six months with no sign of any development. Since, your insured driver is not interested to lodge an accident report and without any further protraction, kindly confirm that you and or your Principal is repudiating liability.

Please revert.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

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