

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Tuesday, 14 April, 2020 11:30 AM
To: Ace Auto Solution
Cc: Admin A; Vic (LKKAUTO); Accounts (LKKAUTO)
Subject: <PAYMENT UPDATE> RE: Accident involving SLD521A against SCV8000X (AIG) on 07/09/2018 LKK REF CC6/AIG18016801/Ahb3

Without Prejudice

Dear Suhaimi,

We refer to your below email.

Please be informed that our principal had already processed the payment.

We will update you once we receive the payment.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

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: Ace Auto Solution [mailto:aceautosolution@gmail.com]

Sent: Tuesday, 14 April, 2020 9:55 AM

To: Vic (LKKAUTO)

Cc: Admin A

Subject: Re: Accident involving SLD521A against SCV8000X (AIG) on 07/09/2018 LKK REF CC6/AIG18016801/Ahb3

Hi Vic,

As of today, we have not received any payment from AIG. Can you kindly help me to check on the payment status. Hopefully, the payment will not take a year later, similar to the time it takes for the mandate.

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Fri, Mar 6, 2020 at 12:06 PM Ace Auto Solution <aceautosolution@gmail.com> wrote:

Hi Vic,
Noted with many thanks.

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Fri, Mar 6, 2020 at 8:25 AM Vic (LKKAuto) <vicalpeh@lkkauto.com> wrote:

Without Prejudice

Dear Suhaimi,

We refer to your below email.

Please be informed that we had already closed and forwarded documents to our principal and is currently processing the payment.

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: Ace Auto Solution [mailto:aceautosolution@gmail.com]

Sent: Thursday, 5 March, 2020 11:23 PM

To: Vic (LKKAuto)

Cc: Admin A

Subject: Re: Accident involving SLD521A against SCV8000X (AIG) on 07/09/2018 LKK REF CC6/AIG18016801/Ahb3

Hi Vic,

Has this accident case been closed on your side? After looking through my paperwork, i find that the amount of \$18,600 is too low and i would like to renegotiate for it.

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/claimant.

On Mon, Mar 2, 2020 at 8:50 AM Ace Auto Solution <aceautosolution@gmail.com> wrote:

Hi Vic,

Attached is the signed DV.

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/claimant.

On Sat, Feb 29, 2020 at 11:08 AM Vic (LKKAuto) <vicalpeh@lkkauto.com> wrote:

WITHOUT PREJUDICE

Dear Suhaimi,

We refer further to your 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 a global sum of **\$18,600.00 (all in)** to settle your client's claim.

If agreeable, kindly chop and sign the attached DV and forward back to us copy for our Principal to process the payment.

The above amount is to be made payable to **ACE AUTO SOLUTION**.

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: Ace Auto Solution [mailto:aceautosolution@gmail.com]

Sent: Monday, 3 February, 2020 1:20 PM

To: Vic (LKKAuto)

Cc: Admin A

Subject: Re: Accident involving SLD521A against SCV8000X (AIG) on 07/09/2018 LKK REF CC6/AIG18016801/Ahb3

Hi Vic,

Are there any updates pertaining to the mandate for this accident case?

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Wed, Jan 15, 2020 at 4:54 PM Ace Auto Solution <aceaautosolution@gmail.com> wrote:

Hi Vic,

Are there any updates pertaining to the mandate for this accident case?

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Thu, Dec 19, 2019 at 2:36 PM Ace Auto Solution <aceaautosolution@gmail.com> wrote:

Hi Vic,

Are there any updates pertaining to the mandate for this accident case?

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Fri, Nov 29, 2019 at 2:23 PM Ace Auto Solution <aceautosolution@gmail.com> wrote:

Hi Vic,

Are there any updates pertaining to the mandate for this accident case?

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Thu, Nov 14, 2019 at 11:45 AM Ace Auto Solution <aceautosolution@gmail.com> wrote:

HI Vic,

Any updates pertaining to the mandate for this accident case?

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Tue, Nov 5, 2019 at 1:59 PM Ace Auto Solution <aceautosolution@gmail.com> wrote:

Hi Vic,

Is there any problems pertaining to getting the mandate for this accident case? It's been more than a year since we are waiting for the mandate to be cleared by AIG.

Just what is going on with this case that AIG is taking such a long time to give us a mandate/offer?

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Thu, Oct 17, 2019 at 2:11 PM Vic (LKKAuto) <vicalpeh@lkkauto.com> wrote:

Without Prejudice

Dear Suhaimi,

We refer to your below email.

Please be informed that we are still pending for mandate approval from our principal.

We will follow up on the matter.

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: Ace Auto Solution [mailto:aceautosolution@gmail.com]

Sent: Thursday, 17 October, 2019 1:10 PM

To: Vic (LKKAuto)

Subject: Re: Accident involving SLD521A against SCV8000X (AIG) on 07/09/2018 LKK REF CC6/AIG18016801/Ahb3

Hi Vic,

This case has been pending for more than a year. What's the status update?

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Mon, Sep 2, 2019 at 11:23 AM Ace Auto Solution <aceautosolution@gmail.com> wrote:

Hi Vic,

Any updates pertaining to the status of this accident claim?

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Tue, Aug 13, 2019 at 11:43 AM Ace Auto Solution <aceautosolution@gmail.com> wrote:

Hi Vic,

Any updates pertaining to the status of this accident claim?

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Wed, Jul 31, 2019 at 6:45 PM Vic (LKKAuto) <vicalpeh@lkkauto.com> wrote:

Without Prejudice

Dear Suhaimi,

We refer to your below email.

Please be informed that we are currently looking into the matter.

We will get back to you for an update/offer in due course.

Kindly bear with us for the time being.

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: Ace Auto Solution [mailto:aceautosolution@gmail.com]

Sent: Wednesday, 31 July, 2019 11:58 AM

To: Vic (LKKAuto)

Subject: Re: Accident involving SLD521A against SCV8000X (AIG) on 07/09/2018 LKK REF CC6/AIG18016801/Ajb3

Hi Vic,

Hope you can help me to expedite this case for me. It has been on hold for months now.

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Wed, Jul 31, 2019 at 9:49 AM Shu Pei (LKKAuto) <shupeil@lkkauto.com> wrote:

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
CC6/AIG18016801/Ahb3	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: Ace Auto Solution <aceautosolution@gmail.com>

Sent: Wednesday, 31 July 2019 8:35 AM

To: Admin A <admin-a@lkkauto.com>

Subject: Re: Accident involving SLD521A against SCV8000X (AIG) on 07/09/2018 LKK REF CC6/AIG18016801/Ajb3

Hi,

Are there any changes in the OIC for this accident case? It seems that no one is responding to my inquiries in regards to this accident case since 22/04/2019.

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Fri, Jul 5, 2019 at 10:16 AM Ace Auto Solution <aceautosolution@gmail.com> wrote:

Hi Joy,

Is there any news in regards to the accident case claim?

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Fri, Jun 21, 2019 at 2:06 PM Ace Auto Solution <aceautosolution@gmail.com> wrote:

Hi Joy,

Any updates pertaining to the status/mandate of this accident claim?

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Wed, May 15, 2019 at 11:49 PM Ace Auto Solution <aceautosolution@gmail.com> wrote:

Hi Joy,

Any updates pertaining to the status/mandate of this accident claim?

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Mon, Apr 22, 2019 at 10:12 AM Ace Auto Solution <aceautosolution@gmail.com> wrote:

Hi Joy,

Any updates pertaining to the status of this accident claim since 08/02/2019?

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Fri, Feb 8, 2019 at 9:57 AM Ace Auto Solution <aceautosolution@gmail.com> wrote:

Hi Joy,

Noted with many thanks.

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Fri, Feb 8, 2019 at 9:59 AM Joy Irene (LKKAuto) <JoyIrene@lkkauto.com> wrote:

Hi Suhaimi,

I just noticed your (2)two e-mails for me, I apologize.

Please hold as our status is pending mandate approval from M/s AIG.

We will send you our offer once approved.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108

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From: Ace Auto Solution [mailto:aceautosolution@gmail.com]

Sent: Friday, 8 February 2019 9:19 AM

To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: Re: Accident involving SLD521A against SCV8000X (AIG) on 07/09/2018
LKK REF CC6/AIG18016801/Ajb3

Hi Joy

I've sent multiple emails to you but there is n reply. Have your side received all paperwork tat i sent out months ago?

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Wed, Jan 23, 2019 at 10:06 AM Ace Auto Solution <aceautosolution@gmail.com> wrote:

Hi Joy,

I would like to check if you have received all original documents such as LOD and invoices for this accident case.

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Thu, Dec 27, 2018 at 11:53 AM Ace Auto Solution <aceautosolution@gmail.com> wrote:

Hi Joy,

I would like to check if you have received all original documents such as LOD and invoices for this accident case.

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

On Thu, Dec 20, 2018 at 9:25 AM Vic (LKKAuto) <vicalpeh@lkkauto.com> wrote:

Without Prejudice

Dear Suhaimi,

We refer to your below email.

Kindly note that Ms Thin Thin is no longer with LKK and this matter is currently taken over by Ms Joy.

We will check and our Ms Joy will get back 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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Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: Ace Auto Solution [mailto:aceautosolution@gmail.com]

Sent: Wednesday, 19 December, 2018 7:48 PM

To: Thin Thin (LKKAuto)

Cc: Admin A

Subject: Re: Accident involving SLD521A against SCV8000X (AIG) on 07/09/2018

Hi Thin Thin,

Have you received all documents such as my LOD and the invoices for this accident case?

Thanks & Regards

Suhaimi / Service Advisor

Ace Auto Solution

Hp : 9189 2617 / Fax : 6844 5185

23 Kaki Bukit Ave 4, #04-01 (South Wing), S'pore 415933

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.