

## Vic (LKKAUTO)

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**From:** Vic (LKKAUTO)  
**Sent:** Thursday, 17 October, 2019 2:12 PM  
**To:** Ace Auto Solution  
**Cc:** Admin A; Vic (LKKAUTO)  
**Subject:** 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 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](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:** Ace Auto Solution [mailto:[aceautosolution@gmail.com](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](mailto: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](mailto: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](mailto: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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** Ace Auto Solution [mailto:[aceautosolution@gmail.com](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](mailto: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 Peil** Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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**From:** Ace Auto Solution <[aceautosolution@gmail.com](mailto:aceautosolution@gmail.com)>

**Sent:** Wednesday, 31 July 2019 8:35 AM

**To:** Admin A <[admin-a@lkkauto.com](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:joyirene@lkkauto.com) | Fax: 6741-4108

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

**Sent:** Friday, 8 February 2019 9:19 AM

**To:** Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto: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](mailto: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](mailto: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 20, 2018 at 9:25 AM Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto: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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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

On Thu, Nov 29, 2018 at 10:50 AM Ace Auto Solution <[aceautosolution@gmail.com](mailto:aceautosolution@gmail.com)> wrote:

Hi Thin Thin,

Have you received all my 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, Nov 22, 2018 at 9:52 AM Ace Auto Solution <[aceautosolution@gmail.com](mailto:aceautosolution@gmail.com)> wrote:

Hi Thin Thin,

Have you received all my 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 Tue, Nov 13, 2018 at 12:13 PM Ace Auto Solution <[aceautosolution@gmail.com](mailto:aceautosolution@gmail.com)> wrote:

Hi Thin Thin,

Have you received all my 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 Fri, Nov 9, 2018 at 11:31 AM Ace Auto Solution <[aceautosolution@gmail.com](mailto:aceautosolution@gmail.com)> wrote:

Hi Thin Thin,

Have you received all 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.

----- Forwarded message -----

From: **Ace Auto Solution** <[aceautosolution@gmail.com](mailto:aceautosolution@gmail.com)>

Date: Fri, Nov 9, 2018 at 12:08 AM

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

To: <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

Hi,

Can i know who the OIC is for this accident case? I would like to check if they have received all documents such as LOD and invoices for this accident case from my side

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, Oct 26, 2018 at 12:48 PM Ace Auto Solution <[aceautosolution@gmail.com](mailto:aceautosolution@gmail.com)> wrote:

Hi,

Can i know who the OIC is for this accident case? I would like to check if they have received all documents such as LOD and invoices for this accident case from my side.

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.