

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Tuesday, 30 April, 2019 5:31 PM
To: Alan Quek; Mei Kwan (LKKAUTO)
Cc: Hsiao Tong (LKKAUTO); Admin A; assignments; Vic (LKKAUTO)
Subject: RE: SLB2112U / XD7633Y Date of accident:15-09-2018 *** LKK REF: CC4/ASM18017189/ha3

Without Prejudice

Dear Alan,

We refer to your below email.

Please be informed that we are still pending for our Insured to lodge the GIA report.

We will continue to follow up and will get back to you 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)



Save the Earth. Print only when necessary.

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From: Alan Quek [mailto:alan.quek@cyclecarriage.com.sg]
Sent: Friday, 15 March, 2019 4:00 PM
To: Mei Kwan (LKKAUTO); Vic (LKKAUTO)
Cc: Hsiao Tong (LKKAUTO); Admin A; assignments
Subject: RE: SLB2112U / XD7633Y Date of accident:15-09-2018 *** LKK REF: CC4/ASM18017189/ha3

Dear Officer,

Kindly assist me to check liability for direct settlement. My client is escalating now, it been many months.
Thank you.

Your Sincerely

Alan Quek
Service Advisor

Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



Exceptional Journeys



From: Alan Quek
Sent: Wednesday, 6 March 2019 4:04 PM
To: 'Mei Kwan (LKKAUTO)'; 'Vic (LKKAUTO)'
Cc: 'Hsiao Tong (LKKAUTO)'; 'Admin A'; 'assignments'
Subject: RE: SLB2112U / XD7633Y Date of accident:15-09-2018 *** LKK REF: CC4/ASM18017189/ha3

Dear Officer,

Kindly assist to check liability for direct settlement. Thank you.

Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



Exceptional Journeys



From: Alan Quek
Sent: Monday, 25 February 2019 6:05 PM
To: 'Mei Kwan (LKKAUTO)'; 'Vic (LKKAUTO)'
Cc: 'Hsiao Tong (LKKAUTO)'; 'Admin A'; 'assignments'
Subject: RE: SLB2112U / XD7633Y Date of accident:15-09-2018 *** LKK REF: CC4/ASM18017189/ha3

Hi Officer,

Kindly assist to check AXA insured reported and my client need to know the liability for direct settlement.
It been more than 5 month.

Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



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Exceptional Journeys



From: Alan Quek
Sent: Friday, 22 February 2019 2:34 PM
To: Mei Kwan (LKKAUTO); Vic (LKKAUTO)
Cc: Hsiao Tong (LKKAUTO); Admin A; assignments
Subject: RE: SLB2112U / XD7633Y Date of accident:15-09-2018 *** LKK REF: CC4/ASM18017189/ha3

Hi Officer,

Kindly assist to check AXA insured reported and my client need to know the liability for direct settlement.
It been more than 5 month.

Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



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Exceptional Journeys



From: Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]
Sent: Friday, 4 January 2019 10:46 AM
To: Alan Quek; Vic (LKKAUTO)
Cc: Hsiao Tong (LKKAUTO); Admin A; assignments
Subject: RE: SLB2112U / XD7633Y Date of accident:15-09-2018 *** LKK REF: CC4/ASM18017189/ha3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Alan,

We refer to the above matter.

Please be informed that OI has yet to report the accident till date.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Alan Quek <alan.quek@cyclecarriage.com.sg>

Sent: Thursday, 3 January, 2019 1:54 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: SLB2112U / XD7633Y Date of accident:15-09-2018 *** LKK REF: CC4/ASM18017189/ha3

Dear Officer,

This case pending since Sep 2018. Kindly assist to check liability for direct settlement. Thank you.

Your Sincerely

Alan Quek

Service Advisor

Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd

188 Pandan Loop Service Center

Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272

Website: www.mercedes-benz.com.sg



Please consider the environment before printing this e-mail.

From: Alan Quek

Sent: Monday, 22 October 2018 4:54 PM

To: Mei Kwan (LKKAuto); Vic (LKKAuto)

Cc: Hsiao Tong (LKKAuto); Admin A; assignments

Subject: RE: SLB2112U / XD7633Y Date of accident:15-09-2018 *** LKK REF: CC4/ASM18017189/ha3

Hi Mei Kwan,

Kindly assist to check liability for direct settlement. This case drag too long, thank you.

Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



Exceptional Journeys



 Please consider the environment before printing this e-mail.

From: Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]
Sent: Monday, 8 October 2018 2:43 PM
To: Alan Quek; Vic (LKKAUTO)
Cc: Hsiao Tong (LKKAUTO); Admin A; assignments
Subject: RE: SLB2112U / XD7633Y Date of accident:15-09-2018 *** LKK REF: CC4/ASM18017189/ha3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Hi Vic,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Alan Quek <alan.quek@cyclecarriage.com.sg>
Sent: Monday, 8 October, 2018 2:19 PM
To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Cc: Vic (LKKAUTO) <vicalpeh@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: SLB2112U / XD7633Y Date of accident:15-09-2018 *** LKK REF: CC4/ASM18017189/ha3

Dear Mei Kwan,

Kindly assist to check liability for direct settlement. Thank you.

Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



Please consider the environment before printing this e-mail.

From: Alan Quek Ai Lun
Sent: Friday, 21 September 2018 5:27 PM
To: Mei Kwan (LKKAUTO)
Cc: Vic (LKKAUTO); Hsiao Tong (LKKAUTO); Admin A; assignments
Subject: RE: SLB2112U / XD7633Y Date of accident:15-09-2018 *** LKK REF: CC4/ASM18017189/ha3

Dear Mei Kwan,

Kindly assist to check liability for direct settlement. Thank you.

Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



Please consider the environment before printing this e-mail.

From: Alan Quek Ai Lun
Sent: Thursday, 20 September 2018 8:03 PM
To: 'Mei Kwan (LKKAUTO)'

Cc: Vic (LKKAuto); Hsiao Tong (LKKAuto); Admin A; assignments

Subject: RE: SLB2112U / XD7633Y Date of accident:15-09-2018 *** LKK REF: CC4/ASM18017189/ha3

Hi Mei Kwan,

There is no video, kindly assist to check your insured report and reply the liability for direct settlement.
Thank you.

Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



 Please consider the environment before printing this e-mail.

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Thursday, 20 September 2018 7:59 PM

To: Alan Quek Ai Lun

Cc: Vic (LKKAuto); Hsiao Tong (LKKAuto); Admin A; assignments

Subject: RE: SLB2112U / XD7633Y Date of accident:15-09-2018 *** LKK REF: CC4/ASM18017189/ha3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident and we are currently **pending verification for direct settlement.**

Please provide us the evidence i.e. video / scene photo and arrange for TP survey.

Please note that for liability, claim negotiation and settlement, please contact Vic at 6841 2096.

Our respective case handler will look into the matter and revert to you in due course.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Alan Quek Ai Lun <alan.quek@cyclecarriage.com.sg>
Sent: Thursday, 20 September, 2018 2:56 PM
To: SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>
Subject: SLB2112U / XD7633Y Date of accident:15-09-2018

AXA INSURANCE SINGAPORE PTE LTD

Attn: Motor Claims Dept

RE: Accident involving motor vehicle nos. **SLB 2112 U & XD 7633 Y.**
Along **DUXTON ROAD.**

We are the owner of motor vehicle no:**SLB 2112 U**, which was involved in the above accident. Our van was badly damaged and we are now claiming against you for costs of repair and other consequential loss.

In order that you are the insurer of vehicle no:**XD 7633 Y** are willing to DIRECT SETTLEMENT and other incidental claims. We shall be grateful if you could kindly settle the cost of repair directly with us. On this note we will be much appreciated and looking forward to your Confirmation of settlement.

Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



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