

## Jasper Chua (LKK Auto)

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**From:** Jasper Chua (LKK Auto)  
**Sent:** Wednesday, 19 August 2020 4:50 PM  
**To:** wenzheng.moo@bhauto.com.sg  
**Cc:** yunshi.chan@bhauto.com.sg; BHAS - Bernard Kee; Admin A  
**Subject:** RE: LOD - SJP2921B - TP QBE DOA 01.10.2018 - LKK REF: CC4/QBE18018047/Kbb3

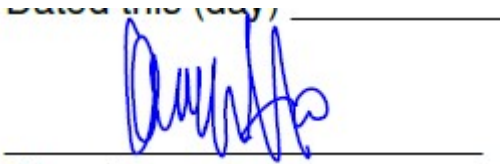
Without Prejudice

Dear Sir/Mdm,

Refer to the email sent on the 5<sup>th</sup> May and spoken over the phone, we did not received any reply or correspondence up to today date.

Please reply to us by within the next 5 working days i.e: 26/08/2020, after that we shall proceed to close file from our end.

Attached signature proof from the supporting documents :



Signature from DV



Signature from Third Party GIA report



Signature from Rental Agreement

Thanks

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

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**From:** Jasper Chua (LKK Auto)  
**Sent:** Tuesday, 5 May 2020 4:59 PM  
**To:** wenzheng.moo@bhauto.com.sg  
**Cc:** Vic (LKKAuto) <vicalpeh@lkkauto.com>  
**Subject:** RE: LOD - SJP2921B - TP QBE DOA 01.10.2018 - LKK REF CC4/QBE18018047/Khb3

Without Prejudice

Dear Wen Zheng,

We refer to the matter above

Based on the documents on hand, it's shows that the owner's signature in DV and rental agreement is different from TP GIA Report.

Kindly get the HO KIEN MUN (owner) 's correct signature on DV and rental agreement for case closing.

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,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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**From:** BHAS - Moo Wen Zheng [<mailto:wenzheng.moo@bhauto.com.sg>]  
**Sent:** Thursday, 30 April, 2020 3:29 PM  
**To:** Vic (LKKAuto)  
**Cc:** Admin A; Jasper Chua (LKK Auto)  
**Subject:** RE: LOD - SJP2921B - TP QBE DOA 01.10.2018 - LKK REF CC4/QBE18018047/Khb3

Dear Vic,

Kindly refer to attachment for signed discharge voucher.

Appreciate if can expedite on the process payment.

Thank you.

Best Regards,

Wen Zheng  
Claim Department



**BH AUTO SERVICES PTE LTD**

BLK 1 SIN MING INDUSTRIAL ESTATE SECTOR C #01-111/113/115/117  
SINGAPORE 575636 TEL: (65) 6559 8944 FAX: (65) 6269 2404  
CO. REG. NO.: 200917512K GST REG. NO.: 200917512K

(W) +65-6559 8945 (F) +65-6269 2404 (HP) +65 9621 2084  
(E) [wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg) <http://www.bhauto.com.sg>



---

**From:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Sent:** Thursday, 30 April 2020 11:24 AM

**To:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Subject:** RE: LOD - SJP2921B - TP QBE DOA 01.10.2018 - LKK REF CC4/QBE18018047/Khb3

Without Prejudice

Dear Wen Zheng,

We refer to our below email.

For your acceptance please.

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.**

*"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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** Vic (LKKAuto)

**Sent:** Monday, 17 February, 2020 8:40 AM

**To:** BHAS - Moo Wen Zheng

**Cc:** Admin A; Vic (LKKAuto)

**Subject:** RE: LOD - SJP2921B - TP QBE DOA 01.10.2018 - LKK REF CC4/QBE18018047/Khb3

Without Prejudice

Dear Wen Zheng,

We refer to our below email.

Please forward to us a copy of the duly signed DV 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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** BHAS - Moo Wen Zheng [<mailto:wenzheng.moo@bhauto.com.sg>]

**Sent:** Saturday, 14 December, 2019 9:40 AM

**To:** Vic (LKKAuto)

**Cc:** Admin A

**Subject:** RE: LOD - SJP2921B - TP QBE DOA 01.10.2018 - LKK REF CC4/QBE18018047/Khb3

Dear Vic,

We had informed that owner to arrange sign the discharge voucher.

Forward to you once we received from owner.

Thank you.

Best Regards,

**Wen Zheng**

**Claim Department**



**BH AUTO SERVICES PTE LTD**

BLK 1 SIN MING INDUSTRIAL ESTATE SECTOR C #01-111/113/115/117  
SINGAPORE 575636 TEL: (65) 6559 8944 FAX: (65) 6269 2404  
CO. REG. NO.: 200917512K GST REG. NO.: 200917512K

(W) +65-6559 8945 (F) +65-6269 2404 (HP) +65 9621 2084  
(E) [wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg) <http://www.bhauto.com.sg>



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**From:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Sent:** Friday, 13 December 2019 7:29 PM

**To:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; BHAS - Chan Yun Shi <[yunshi.chan@bhauto.com.sg](mailto:yunshi.chan@bhauto.com.sg)>; BHAS - Bernard Kee <[Bernard.kee@bhauto.com.sg](mailto:Bernard.kee@bhauto.com.sg)>

**Subject:** RE: LOD - SJP2921B - TP QBE DOA 01.10.2018 - LKK REF CC4/QBE18018047/Khb3

Without Prejudice

Dear Wen Zheng,

We refer to our below email.

For your acceptance please.

Thank you.

***"Best Wishes for Merry Christmas & Happy New Year 2020"***

*"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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** Vic (LKKAuto)

**Sent:** Tuesday, 5 November, 2019 4:09 PM

**To:** 'BHAS - Moo Wen Zheng'

**Cc:** Admin A; Vic (LKKAuto)

**Subject:** RE: LOD - SJP2921B - TP QBE DOA 01.10.2018 - LKK REF CC4/QBE18018047/Khb3

Without Prejudice

Dear Wen Zheng,

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

On a without prejudice basis and purely for an amicable settlement and without admission of any liability to our Insured's part, we are prepared to offer to settle your client's claim as below:

Cost of Repair (w/gst)	\$ 2,782.00
Loss of Rental (\$110 x 7 days)	\$ 700.00
GIA Search Fee	\$ 2.00
<b>TOTAL</b>	<b>\$ 3,484.00</b>

If agreeable, kindly let the owner sign the attached DV and forward back to us for payment processing.

The above amount is to be made payable to **BH AUTO SERVICES PTE LTD.**

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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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---

**From:** Vic (LKKAuto)

**Sent:** Tuesday, 5 November, 2019 8:49 AM

**To:** BHAS - Moo Wen Zheng

**Cc:** Admin A; Vic (LKKAuto)

**Subject:** RE: LOD - SJP2921B - TP QBE DOA 01.10.2018 - LKK REF CC4/QBE18018047/Khb3

Without Prejudice

Dear Wen Zheng,

We refer to your below email.

Please be informed that Loss of Rental is at \$100 / 7 days (rental car @ 1.6cc)

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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** BHAS - Moo Wen Zheng [<mailto:wenzheng.moo@bhauto.com.sg>]

**Sent:** Monday, 4 November, 2019 7:04 PM

**To:** Vic (LKKAuto)

**Cc:** Admin A

**Subject:** RE: LOD - SJP2921B - TP QBE DOA 01.10.2018 - LKK REF CC4/QBE18018047/Khb3

Dear Vic,

Thanks for your email.

Kindly do list down the recommended offer for rental.

Thank you.

Best Regards,

Wen Zheng

Claim Executive



**BH AUTO SERVICES PTE LTD**

BLK 1 SIN MING INDUSTRIAL ESTATE SECTOR C #01-111/113/115/117  
SINGAPORE 575636 TEL: (65) 6559 8944 FAX: (65) 6269 2404  
CO. REG. NO.: 200917512K GST REG. NO.: 200917512K

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(F) +65-6269 2404

(HP) +65 9621 2084

(E) [wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg) <http://www.bhauto.com.sg>



---

**From:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Sent:** Monday, 4 November 2019 4:49 PM



**To:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Subject:** RE: LOD - SJP2921B - TP QBE DOA 01.10.2018 - LKK REF CC4/QBE18018047/Khb3

Without Prejudice

Dear Wen Zheng,

We refer to the above matter.

On a without prejudice basis and purely for an amicable settlement and without admission of any liability to our Insured's part, we have our principal's mandate and we offer a global sum of **\$3,480.00** (all in) to settle your client's claim.

If agreeable, kindly let the owner sign the attached DV and forward back to us for payment processing.

The above amount is to be made payable to **BH AUTO SERVICES PTE LTD.**

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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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---

**From:** BHAS - Moo Wen Zheng [<mailto:wenzheng.moo@bhauto.com.sg>]  
**Sent:** Tuesday, 22 October, 2019 3:15 PM  
**To:** Vic (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: LOD - SJP2921B - TP QBE DOA 01.10.2018 - LKK REF CC4/QBE18018047/Khb3

Dear Vic,

Any update of this LOD ?

Best Regards,



Wen Zheng  
Claim Executive



**BH AUTO SERVICES PTE LTD**

BLK 1 SIN MING INDUSTRIAL ESTATE SECTOR C #01-111/113/115/117  
SINGAPORE 575636 TEL: (65) 6559 8944 FAX: (65) 6269 2404  
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(E) [wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg) <http://www.bhauto.com.sg>



---

**From:** BHAS - Moo Wen Zheng  
**Sent:** Saturday, 5 October 2019 3:34 PM  
**To:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: LOD - SJP2921B - TP QBE DOA 01.10.2018 - LKK REF CC4/QBE18018047/Khb3

Dear Vic,

Thank you for your email.

Hope will hear you soon.

Thanks.

Best Regards,

Wen Zheng  
Claim executive



**BH AUTO SERVICES PTE LTD**

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(E) [wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg) <http://www.bhauto.com.sg>



---

**From:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Sent:** Saturday, 5 October 2019 2:58 PM  
**To:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Subject:** RE: LOD - SJP2921B - TP QBE DOA 01.10.2018 - LKK REF CC4/QBE18018047/Khb3

Without Prejudice

Dear Wen Zheng,

We refer to your below email.

Please be informed that we are currently preparing report for mandate approval.

We will expedite and will get back to you for an update/offer.

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:** BHAS - Moo Wen Zheng [<mailto:wenzheng.moo@bhauto.com.sg>]

**Sent:** Saturday, 5 October, 2019 11:42 AM

**To:** CS A Team

**Subject:** RE: LOD - SJP2921B - TP QBE DOA 01.10.2018

Dear all,

Good day. Appreciate if you could kindly assist asap.

Thank you.

**Best Regards,**

**Wen Zheng**

**Claim executive**



**BH AUTO SERVICES PTE LTD**

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(E) [wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg) <http://www.bhauto.com.sg>



---

**From:** BHAS - Chan Yun Shi <[yunshi.chan@bhauto.com.sg](mailto:yunshi.chan@bhauto.com.sg)>

**Sent:** Friday, 27 September 2019 1:41 PM

**To:** 'CS A Team' <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Cc:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>

**Subject:** LOD - SJP2921B - TP QBE DOA 01.10.2018

To All

Case Handler In charge :

This case is handle by Vivian Lau, we know that Vivian Lau is no longer in LKK Auto Consultants Pte Ltd.

May I know who shall I contact in regards to this matter?

Sorry if inconvenient caused.

Kindly assist and highly appreciate it.

Best Regards,

*Yun Shi*



Address: Blk 1, Sector C, Sin Ming Industrial Estate

#01-111/113/115/117 Singapore 575636

(T) +65-6559 8944 / 8942 (F) +65-6515 3144 / +65-6269 2404

Email: [yunshi.chan@bhauto.com.sg](mailto:yunshi.chan@bhauto.com.sg)

Website: <http://www.bhauto.com.sg>

---

**From:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>

**Sent:** Monday, 16 September, 2019 1:21 PM

**To:** Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Cc:** BHAS - Chan Yun Shi <[yunshi.chan@bhauto.com.sg](mailto:yunshi.chan@bhauto.com.sg)>

**Subject:** FW: SJP2921B - Estimate TP QBE DOA 01.10.2018

Dear Vivian,

Any update of this LOD ?

Best Regards,

Wen Zheng

Claim executive



**BH AUTO SERVICES PTE LTD**

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SINGAPORE 575636 TEL: (65) 6559 8944 FAX: (65) 6269 2404  
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(F) +65-6269 2404

(HP) +65 9621 2084



---

**From:** BHAS - Chan Yun Shi <[yunshi.chan@bhauto.com.sg](mailto:yunshi.chan@bhauto.com.sg)>  
**Sent:** Friday, 16 August 2019 10:38 AM  
**To:** 'Vivian Lau (LKKAuto)' <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Cc:** BHAS - Bernard Kee <[Bernard.kee@bhauto.com.sg](mailto:Bernard.kee@bhauto.com.sg)>; BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)  
**Subject:** RE: SJP2921B - Estimate TP QBE DOA 01.10.2018

Dear Vivian,

Kindly refer to attached file is LOD and all support document of our vehicle.  
We had post out all original copy document by today.

Please kindly acknowledge in reply and advice further course of action soonest.  
Awaiting for your favorable reply in due course.

Thank you and have a nice day.

Best Regards,

*Yun Shi*



Address: Blk 1, Sector C, Sin Ming Industrial Estate  
#01-111/113/115/117 Singapore: 575636  
(T) +65-6559 8944 / 8942 (F) +65-6515 3144 / +65-6269 2404  
Email: [yunshi.chan@bhauto.com.sg](mailto:yunshi.chan@bhauto.com.sg)  
Website: <http://www.bhauto.com.sg>

---

**From:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>  
**Sent:** Tuesday, 9 July, 2019 10:19 AM  
**To:** Kenneth Kong (LKKAuto) <[KennethKong@lkkauto.com](mailto:KennethKong@lkkauto.com)>  
**Cc:** BHAS - Chan Yun Shi <[yunshi.chan@bhauto.com.sg](mailto:yunshi.chan@bhauto.com.sg)>; BHAS - Bernard Kee <[Bernard.kee@bhauto.com.sg](mailto:Bernard.kee@bhauto.com.sg)>  
**Subject:** RE: SJP2921B - Estimate TP QBE DOA 01.10.2018

Dear Kenneth,

**COR confirmed at \$2,600.00 B/GST Lump sum 5 days repair.**

Yunshi,

Kindly issue LOD and final bill to QBE.

Thank you.

Best Regards,

Wen Zheng  
Senior Claim Estimator



**BH AUTO SERVICES PTE LTD**

BLK 1 SIN MING INDUSTRIAL ESTATE SECTOR C #01-111/113/115/117  
SINGAPORE 575636 TEL: (65) 6559 8944 FAX: (65) 6269 2404  
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(E) [wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg) <http://www.bhauto.com.sg>



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**From:** Kenneth Kong (LKKAuto) <[KennethKong@lkkauto.com](mailto:KennethKong@lkkauto.com)>

**Sent:** Tuesday, 9 July 2019 8:38 AM

**To:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>

**Subject:** RE: SJP2921B - Estimate TP QBE DOA 01.10.2018

Attach finalised for SJP 2921B.

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**From:** BHAS - Moo Wen Zheng [<mailto:wenzheng.moo@bhauto.com.sg>]

**Sent:** Monday, 8 July, 2019 2:19 PM

**To:** Kenneth Kong (LKKAuto)

**Cc:** BHAS - Chan Yun Shi; BHAS - Bernard Kee

**Subject:** SJP2921B - Estimate TP QBE DOA 01.10.2018

Dear Kenneth,

Please find the attached file for mark the estimate and revert.

This case claim against QBE not AXA.

Thank you.

Best Regards,

Wen Zheng  
Senior Claim Estimator



**BH AUTO SERVICES PTE LTD**

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