

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Thursday, 22 November, 2018 4:31 PM
To: Faisal - CarCrafters Singapore
Cc: Admin A; Tony - CarCrafters Singapore; Vic (LKKAUTO); minghoej@gmail.com
Subject: RE: FW: SLL5243C accident dated 30/09/2018 @ 1930 hrs (Your Insured SDY207S AIG ASIA Ins) LKK REF CC6/AIG18018058/hb3
Attachments: SDY 207S 300918.mp4

Without Prejudice

Dear Faisal,

We refer to the subject matter.

Please be informed that our principal is in the view that our Insured is not at fault for this accident based on the attached video footage. As such, we are unable to look into your claim.

Meanwhile, our Insured's workshop had confirmed and withdrawn their claim against your client's insurer.

We will now close 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: Faisal - CarCrafters Singapore [mailto:faisal@carcrafters.sg]

Sent: Monday, 29 October, 2018 12:10 PM

To: Vic (LKKAUTO)

Cc: Admin A; assignments; Tony - CarCrafters Singapore

Subject: Re: FW: SLL5243C accident dated 30/09/2018 @ 1930 hrs (Your Insured SDY207S AIG ASIA Ins) LKK REF CC6/AIG18018058/hb3

Hi Vic,

It has been delay for almost 2 weeks.

Kindly update us on the investigation result.

Thanks.

Best Regards,

Md Faisal Bin Masrif



CarCrafters Singapore Pte Ltd
48 Toh Guan Road East, #05-155 Enterprise Hub
Singapore 608586

Tel: (65) 6267 9916
Fax: (65) 6267 9313
Towing: (65) 6795 5005
Spray Paint & Bodywork Specialist
www.carcrafters.sg

On Thu, Oct 18, 2018 at 11:42 AM Vic (LKKAuto) <vicalpeh@lkkauto.com> wrote:

Without Prejudice

Dear Faisal,

We refer to your below email.

Please be informed that till date, we are still pending for further instruction from our principal.

We will 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

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From: Faisal - CarCrafters Singapore [mailto:faisal@carcrafters.sg]
Sent: Thursday, 18 October, 2018 11:19 AM
To: Vic (LKKAUTO)
Cc: Admin A; assignments; Tony - CarCrafters Singapore
Subject: Re: FW: SLL5243C accident dated 30/09/2018 @ 1930 hrs (Your Insured SDY207S AIG ASIA Ins)

Hi Vic,

Kindly do update us on the claim status.

Appreciate your fast reply.

Thanks.

Best Regards,

Md Faisal Bin Masrif



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On Mon, Oct 15, 2018 at 9:41 AM Faisal - CarCrafters Singapore <faisal@carcrafters.sg> wrote:

Hi Vic,

We are unable to wait for another more days as client seeking his car to be repaired soon.

We will wait and hear from you until this Wednesday before client choose to let legal action.

Thanks.

Best Regards,

Md Faisal Bin Masrif



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On Mon, Oct 15, 2018 at 9:33 AM Vic (LKKAuto) <vicalpeh@lkkauto.com> wrote:

WITHOUT PREJUDICE

Dear Faisal,

We refer to the above matter.

Please be informed that liability is **not clear** at the moment. There is no conclusive evidence yet to substantiate either party's version. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, kindly forward to us with any evidence (if any) your client have to support your claim.

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: Faisal - CarCrafters Singapore [mailto:faisal@carcrafters.sg]

Sent: Monday, 15 October, 2018 9:30 AM

To: Shu Pei (LKKAuto); Vic (LKKAuto)

Cc: Admin A; assignments; Tony - CarCrafters Singapore

Subject: Re: FW: SLL5243C accident dated 30/09/2018 @ 1930 hrs (Your Insured SDY207S AIG ASIA Ins)

Hi Vic,

As spoken via tele conversation,

please update us on the liability by today as it has already past 10 days.

Thanks.

Best Regards,

Md Faisal Bin Masrif

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On Tue, Oct 9, 2018 at 11:07 AM Shu Pei (LKKAuto) <shupeil@lkkauto.com> wrote:

Dear Faisal,

We refer to the above matter.

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.

Thank you

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 | fax: 6741-4108

From: Faisal - CarCrafters Singapore <faisal@carcrafters.sg>
Sent: Monday, 8 October 2018 9:34 AM
To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Tony - CarCrafters Singapore <tony@carcrafters.sg>
Subject: Re: SLL5243C accident dated 30/09/2018 @ 1930 hrs (Your Insured SDY207S AIG ASIA Ins)

Dear Shu Pei,

Please update on the liability clearance.

Thanks.

Best Regards,

Md Faisal Bin Masrif

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Singapore 608586

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On Thu, Oct 4, 2018 at 12:23 PM Nivitha (LKK Auto) <admin-d@lkkauto.com> wrote:

Dear Faisal,

Thank you for the email.

Dear Shu Pei,

Kindly assist on liability (new case)

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Faisal - CarCrafters Singapore [mailto:faisal@carcrafters.sg]

Sent: Thursday, 4 October 2018 11:25 AM

To: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Catherine Chong (LKK Auto) <admin-d@lkkauto.com>

Cc: Tony - CarCrafters Singapore <tony@carcrafters.sg>

Subject: SLL5243C accident dated 30/09/2018 @ 1930 hrs (Your Insured SDY207S AIG ASIA Ins)

Dear Sir / Mdm,

Reference to the above incident.

Please find attached herein a copy of our client's Accident Report, Damaged photos & Estimate for your kind perusal.

As our client is claiming against your insured SDY207S, thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with Car Rental of @ \$180 per day x no. of days as recommended by your appointed surveyor and loss of use per day amount.

Kindly have your surveyor to contact us **Faisal @ 86831844** located at **Carcrafters Singapore Pte Ltd , 48 Toh Guan Road East #05-155, Enterprise Hub, S(608586)** for an appointment to inspect our client's vehicle.

Please note our client's vehicle is drive able and ensure that your insured driver has make a **report of accident.**

Your kind attention into the above is greatly appreciated.

Thank you very much in advance!

PS: Under MCF – Insurers to make its decision on liability for TP claims based on BOLA within 5 working days from date of survey.

Best Regards,

Md Faisal Bin Masrif

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