

Asher Sng (LKKAuto)

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Thursday, 11 April 2019 4:00 PM
To: Asher Sng (LKKAuto)
Subject: URGENT / 2ND REMINDER Re: Accident on 2/10/2018 involving SHB 5253Z & YP 365S (AIG's insured) Our Ref: TAX/10/18/2007/lg)
Attachments: TP WITNESS STATEMENT.PDF; IMG_5684.JPG; our taxi (at scene).JPG

Dear Asher,

We refer to our telephone conversation of this morning.

Our witness do not wish to give any further statement as she has affirmed a SD.

Our driver is very adamant that your insured's lorry had encroached onto his lane and drove off straight across the junction.

Please note that:-

- a) Your insured reported that he 'heard a honk....' Obviously his lorry has encroached onto our driver's lane so logically our driver has to horn to alert him;
- b) Your insured's is a heavy vehicle (2.4 tonnage) box lorry so you think there is any space for our taxi to encroach onto this lane especially with a huge box protruding out;
- c) The fact that your insured had failed to stop immediately after the accident proved that he is trying to escape so our driver is unable to capture any picture of the actual lying position;
- d) If our driver is at fault, our passenger would have not volunteered to be his witness and would not have advised him to make a police report. Our driver has made a report (no. S/D Ref: 66) at the Changi NPC;
- e) Your insured's lorry hit the right wing mirror of our taxi and pushed it outwards. The damage as per photos attached clearly supports our driver's version;
- f) There is no damage to the right front wheel and right front mudguard proved that our taxi was going straight and within his own lane.

Purely for the sake of an amicable settlement, we are prepared to accept a global sum of \$2,000.00 (all in). If your principal is not agreeable to settle our claim as proposed, we will escalate the matter to GIA for their deliberation. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd



From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Sent: 09/04/2019 17:54
To: Asher Sng (LKKAuto)

Subject: URGENT / 2ND REMINDER Re: Accident on 2/10/2018 involving SHB 5253Z & YP 365S (AIG's insured) Our Ref: TAX/10/18/2007/lg)

Dear Asher,

Your offer of \$970.00 is unacceptable. We are prepared to accept \$2,120.00 (including SD fee of \$180.00).

Please reconsider your offer. If your principal is not agreeable to our counter-proposal, we will escalate the matter to GIA for their adjudication. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd



From: Asher Sng (LKKAUTO) [<mailto:AsherSng@lkkauto.com>]

Sent: 02/04/2019 16:31

To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

Subject: RE: URGENT / 2ND REMINDER Re: Accident on 2/10/2018 involving SHB 5253Z & YP 365S (AIG's insured) Our Ref: TAX/10/18/2007/lg)

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir,

We refer to the above matter.

On a without prejudice, for a quick and amicable settlement, we propose the settlement at Global Sum S\$970.00 (all-in).

Please kindly let us have your acceptance.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAUTO)

Sent: Tuesday, 5 March 2019 8:45 AM

To: LeeGek@smrt.com.sg

Cc: Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: FW: URGENT / 2ND REMINDER Re: Accident on 2/10/2018 involving SHB 5253Z & YP 365S (AIG's insured) Our Ref: TAX/10/18/2007/lg)

Dear Lee Gek,

Thank you for your email.

Please note that this case has been re-assigned to Asher.

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 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: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>

Sent: Monday, 4 March 2019 10:22 AM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Olivia Lau (LKKAuto) <olivialau@lkkauto.com>

Subject: URGENT / 2ND REMINDER Re: Accident on 2/10/2018 involving SHB 5253Z & YP 365S (AIG's insured) Our Ref: TAX/10/18/2007/lg)

**URGENT
2ND REMINDER**

Dear All,

Despite our 1st reminder and providing the witness SD, to-date there is still no offer.

Please let us have your offer by **13th March 2019**. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)

Sent: 26/12/2018 14:31

To: Vivian Lau

Subject: URGENT / REMINDER Re: Accident on 2/10/2018 involving SHB 5253Z & YP 365S (AIG's insured) Our Ref: TAX/10/18/2007/lg)

**URGENT
REMINDER**

Dear Vivian,

Please let us have your offer by **4th January 2019**. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd



From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)

Sent: 14/11/2018 09:03

To: Vivian Lau

Subject: LOD Re: Accident on 2/10/2018 involving SHB 5253Z & YP 365S (AIG's insured) Our Ref: TAX/10/18/2007/lg)

Dear Vivian,

Further to our LOD submitted on 5/11/2018, we attach copy of our witness SD for your perusal.

We are claiming for an additional sum of \$180.00 for the oaths fees.

The video footage is not available.

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd



From: Shu Pei (LKKAUTO) [<mailto:shupeil@lkkauto.com>]

Sent: 05/11/2018 09:22

To: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)

Cc: Admin A; CS A Team

Subject: FW: LOD Re: Accident on 2/10/2018 involving SHB 5253Z & YP 365S (AIG's insured) Our Ref: TAX/10/18/2007/lg)

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
CC3/AIG18018153/Nwb3	Vivian

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: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <LeeGek@smrt.com.sg>

Sent: Monday, 5 November 2018 9:19 AM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: LOD Re: Accident on 2/10/2018 involving SHB 5253Z & YP 365S (AIG's insured) Our Ref: TAX/10/18/2007/lg)

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$1403.28
Loss of Rental	\$361.14 (3 days x \$120.38)
Loss of Income	\$180.00 (3 days x \$60.00)
LTA Search Fee	\$7.00
Total	\$1951.42

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) police/GIA reports
- 4) Accident vehicle laid-up report
- 5) LTA search

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd

