

## Vic (LKKAUTO)

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**From:** Vic (LKKAUTO)  
**Sent:** Friday, 5 July, 2019 6:21 PM  
**To:** Justin Ee  
**Cc:** Admin A; Guo Qiang (LKKAUTO); Derek Low; Vic (LKKAUTO)  
**Subject:** RE: Finalize COR- SME4381T Honda FIT TP: AIG INSURANCE SLX833U LKK REF CC4/AIG18018885/Ghb3

WITHOUT PREJUDICE

Dear Justin,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both party, the liability is clear subject to the BOLA guideline settlement.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

Kindly forward the LOD and all supporting documents to us if available to proceed with the settlement.

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)



Auto  
Consultants  
Pte Ltd

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**From:** Justin Ee [mailto:[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)]

**Sent:** Friday, 5 July, 2019 3:44 PM

**To:** Vic (LKKAUTO)

**Cc:** Admin A; Guo Qiang (LKKAUTO); assignments; Derek Low

**Subject:** Re: Finalize COR- SME4381T Honda FIT TP: AIG INSURANCE SLX833U LKK REF CC4/AIG18018885/Ghb3

Hi Vic,

Any update of our claims status?

Much appreciated for your kind reply.

Thanks

**Best regards,  
Justin Ee  
Workshop Executive**

**BW Workshop Services Pte Ltd - [www.bw.com.sg](http://www.bw.com.sg)  
Venture Cars Pte Ltd - [www.venturecars.com.sg](http://www.venturecars.com.sg)  
30 Ubi Road 4 Singapore 408615  
Main: 6289 8800 / Direct Line : 6692 0139 /  
Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

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On Thu, 4 Jul 2019 at 10:36, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Any update of our claims status?

Much appreciated for your kind reply.

Thanks

**Best regards,  
Justin Ee  
Workshop Executive**

**BW Workshop Services Pte Ltd - [www.bw.com.sg](http://www.bw.com.sg)  
Venture Cars Pte Ltd - [www.venturecars.com.sg](http://www.venturecars.com.sg)  
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Main: 6289 8800 / Direct Line : 6692 0139 /  
Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

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On Wed, 3 Jul 2019 at 16:45, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Any update of our claims status?

Much appreciated for your kind reply.

Thanks

**Best regards,  
Justin Ee  
Workshop Executive**

**BW Workshop Services Pte Ltd - [www.bw.com.sg](http://www.bw.com.sg)  
Venture Cars Pte Ltd - [www.venturecars.com.sg](http://www.venturecars.com.sg)  
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Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

**ARC & Nominee Workshop Of :**

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On Wed, 3 Jul 2019 at 09:35, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Any update of our claims status?

Much appreciated for your kind reply.

Thanks

**Best regards,  
Justin Ee  
Workshop Executive**

**BW Workshop Services Pte Ltd - [www.bw.com.sg](http://www.bw.com.sg)  
Venture Cars Pte Ltd - [www.venturecars.com.sg](http://www.venturecars.com.sg)  
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Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

**ARC & Nominee Workshop Of :**

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On Tue, 2 Jul 2019 at 09:37, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Any update of our claims status?

Much appreciated for your kind reply.

Thanks

**Best regards,  
Justin Ee  
Workshop Executive**

BW Workshop Services Pte Ltd - [www.bw.com.sg](http://www.bw.com.sg)  
Venture Cars Pte Ltd - [www.venturecars.com.sg](http://www.venturecars.com.sg)  
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Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)

**ARC & Nominee Workshop Of :**

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On Mon, 1 Jul 2019 at 16:20, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Any update of our claims status?

Much appreciated for your kind reply.

Thanks

Best regards,  
Justin Ee  
Workshop Executive

BW Workshop Services Pte Ltd - [www.bw.com.sg](http://www.bw.com.sg)  
Venture Cars Pte Ltd - [www.venturecars.com.sg](http://www.venturecars.com.sg)  
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Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)

**ARC & Nominee Workshop Of :**

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On Mon, 1 Jul 2019 at 10:34, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Any update of our claims status?

Much appreciated for your kind reply.

Thanks

Best regards,  
Justin Ee  
Workshop Executive

BW Workshop Services Pte Ltd - [www.bw.com.sg](http://www.bw.com.sg)  
Venture Cars Pte Ltd - [www.venturecars.com.sg](http://www.venturecars.com.sg)  
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On Fri, 28 Jun 2019 at 09:08, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Any update of our claims status?

Much appreciated for your kind reply.

Thank you.

**Best regards,  
Justin Ee  
Workshop Executive**

**BW Workshop Services Pte Ltd - [www.bw.com.sg](http://www.bw.com.sg)  
Venture Cars Pte Ltd - [www.venturecars.com.sg](http://www.venturecars.com.sg)  
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Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

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On Tue, 25 Jun 2019 at 11:39, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Any update of our claims status?

Much appreciated for your kind reply.

Thank you.

**Best regards,  
Justin Ee  
Workshop Executive**

**BW Workshop Services Pte Ltd - [www.bw.com.sg](http://www.bw.com.sg)  
Venture Cars Pte Ltd - [www.venturecars.com.sg](http://www.venturecars.com.sg)  
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Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

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On Mon, 24 Jun 2019 at 15:46, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Any update of our claims status?

Much appreciated for your kind reply.

Thank you.

**Best regards,  
Justin Ee  
Workshop Executive**

**BW Workshop Services Pte Ltd - [www.bw.com.sg](http://www.bw.com.sg)  
Venture Cars Pte Ltd - [www.venturecars.com.sg](http://www.venturecars.com.sg)  
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Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

**ARC & Nominee Workshop Of :**



On Fri, 21 Jun 2019 at 16:44, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Good afternoon,

Any update of this case?

Please kindly advice.

Thank you.

**Best regards,  
Justin Ee  
Workshop Executive**

**BW Workshop Services Pte Ltd - [www.bw.com.sg](http://www.bw.com.sg)  
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On Fri, 7 Jun 2019 at 10:09, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Good day,

Can please advice for liability clearance?

We had be send an email and asking for clearance till now, can Please reply to us.

Thank you.

**Best regards,  
Justin Ee  
Workshop Executive**

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On Wed, 15 May 2019 at 15:09, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Good afternoon,

As spoken just now, kindly help us to get liability clearance by next week or end of this month.

Much appreciated for your kind assistance.

Thank you.

**Best regards,  
Justin Ee  
Workshop Executive**

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Venture Cars Pte Ltd - [www.venturecars.com.sg](http://www.venturecars.com.sg)  
30 Ubi Road 4 Singapore 408615  
Main: 6289 8800 / Direct Line : 6692 0139 /**

**Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

On Tue, 14 May 2019 at 12:00, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Any update on this case?

If still drag, owner will pass to Fidrec.

Thank you.

**Best regards,  
Justin Ee  
Workshop Executive**

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Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

On Wed, 24 Apr 2019 at 15:57, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Good day,

Any outcome from your side?

This case you had told us will let know know the liability last month it almost two month we can still waiting your reply.

Please kindly assist and advice.

Thank you.

**Best regards,  
Justin Ee  
Workshop Executive**

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Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

On Thu, 21 Mar 2019 at 19:27, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Still no news from your side?

Please kindly update us please.



Thank you.

**Best regards,**  
**Justin Ee**  
**BW Workshop Services Pte Ltd**  
**30 Ubi Road 4 Singapore 408615**  
**Main: 6289 8800 / Direct Line : 6692 0139 /**  
**Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

On Mon, 18 Mar 2019 at 19:10, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Any update of this case?

Please kindly assist

Thank you.

**Best regards,**  
**Justin Ee**  
**BW Workshop Services Pte Ltd**  
**30 Ubi Road 4 Singapore 408615**  
**Main: 6289 8800 / Direct Line : 6692 0139 /**  
**Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

On Thu, 14 Mar 2019 at 18:52, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Any outcome from your side? As spoken on the phone tuesday evening, kindly help us and also let us know asap.

Thank you.

**Best regards,**  
**Justin Ee**  
**BW Workshop Services Pte Ltd**  
**30 Ubi Road 4 Singapore 408615**  
**Main: 6289 8800 / Direct Line : 6692 0139 /**  
**Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

On Tue, 12 Mar 2019 at 13:20, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Any outcome news?

Please kindly advise.

Thank you.

**Best regards,**  
**Justin Ee**  
**BW Workshop Services Pte Ltd**  
**30 Ubi Road 4 Singapore 408615**

**Main: 6289 8800 / Direct Line : 6692 0139 /**  
**Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

On Mon, 11 Mar 2019 at 10:43, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Good day,

Any update of liability clearance?

Thank you.

**Best regards,**  
**Justin Ee**  
**BW Workshop Services Pte Ltd**  
**30 Ubi Road 4 Singapore 408615**  
**Main: 6289 8800 / Direct Line : 6692 0139 /**  
**Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

On Thu, 7 Mar 2019 at 09:51, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Good day,

It had be most three week we have chasing for liability clearance, is there any out come and reply to us?

Please kindly assist.

Thank you.

**Best regards,**  
**Justin Ee**  
**BW Workshop Services Pte Ltd**  
**30 Ubi Road 4 Singapore 408615**  
**Main: 6289 8800 / Direct Line : 6692 0139 /**  
**Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

On Mon, 4 Mar 2019 at 09:17, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Good day,

Any update of liability clearance?

Please kindly assist.

Thank you.

**Best regards,**  
**Justin Ee**  
**BW Workshop Services Pte Ltd**  
**30 Ubi Road 4 Singapore 408615**  
**Main: 6289 8800 / Direct Line : 6692 0139 /**  
**Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

On Thu, 28 Feb 2019 at 18:34, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Any update of liability clearance?

Thank you.

**Best regards,**  
**Justin Ee**  
**BW Workshop Services Pte Ltd**  
**30 Ubi Road 4 Singapore 408615**  
**Main: 6289 8800 / Direct Line : 6692 0139 /**  
**Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

On Thu, 28 Feb 2019 at 09:09, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Good day,

Any update for liability clearance?

Kindly assist.

Thank you.

**Best regards,**  
**Justin Ee**  
**BW Workshop Services Pte Ltd**  
**30 Ubi Road 4 Singapore 408615**  
**Main: 6289 8800 / Direct Line : 6692 0139 /**  
**Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

On Wed, 27 Feb 2019 at 10:20, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Good day,

Any update of liability clearance?

Please kindly assist.

Thank you.

**Best regards,**  
**Justin Ee**  
**BW Workshop Services Pte Ltd**  
**30 Ubi Road 4 Singapore 408615**  
**Main: 6289 8800 / Direct Line : 6692 0139 /**  
**Fax: 6858 2120 / HP : 9731 8883 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

On Wed, 20 Feb 2019 at 18:02, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Kindly refer to my attach file of our clients video.

Kindly assist.

Thank you

**Best regards,**  
**Justin Ee**  
**BW Workshop Services Pte Ltd**  
**30 Ubi Road 4 Singapore 408615**  
**Main: 6289 8800 / Direct Line : 6692 0139 /**  
**Fax: 6858 2120 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

On Wed, 20 Feb 2019 at 12:13, Justin Ee <[justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)> wrote:

Hi Vic,

Noted, We will request with owner and get back to you asap.

Thank you.

**Best regards,**  
**Justin Ee**  
**BW Workshop Services Pte Ltd**  
**30 Ubi Road 4 Singapore 408615**  
**Main: 6289 8800 / Direct Line : 6692 0139 /**  
**Fax: 6858 2120 Email [justin\\_ee@bw.com.sg](mailto:justin_ee@bw.com.sg)**

On Wed, 20 Feb 2019 at 10:41, Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)> wrote:

WITHOUT PREJUDICE

Dear Justin,

We refer to the above matter.

Our Insured Driver reported that there was **no collision** between both vehicles. 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](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:** Nur Syafirah [mailto:[syafirah@bw.com.sg](mailto:syafirah@bw.com.sg)]

**Sent:** Friday, 4 January, 2019 10:13 AM

**To:** Guo Qiang (LKKAuto)

**Cc:** Vic (LKKAuto)

**Subject:** Re: Finalize COR- SME4381T Honda FIT TP: AIG INSURANCE SLX833U

Hi GuoQiang,

As per our previous email, we have not finalize the COR yet.

Please do look through it and get back to us asap.

Thank you.

Best regards,  
Nur Syafirah  
BW Workshop Services Pte Ltd

30 Ubi Road 4 Singapore 408615

Main: 6289 8800 Fax 6858 2120 Email [syafirah@bw.com.sg](mailto:syafirah@bw.com.sg)

On Wed, 19 Dec 2018 at 18:00, Nur Syafirah <[syafirah@bw.com.sg](mailto:syafirah@bw.com.sg)> wrote:

Hi Guo Qiang,

As spoken earlier today, please do assist to finalize the COR  
for **SME4381T**.

Please contact me at **62920125** or reply to this email for any further  
information or clarifications.

Best regards,  
Nur Syafirah  
BW Workshop Services Pte Ltd

30 Ubi Road 4 Singapore 408615

Main: 6289 8800 Fax 6858 2120 Email [syafirah@bw.com.sg](mailto:syafirah@bw.com.sg)

On Tue, 27 Nov 2018 at 18:13, Nur Syafirah <[syafirah@bw.com.sg](mailto:syafirah@bw.com.sg)> wrote:

Hi Vic & Guo Qiang,

We hope you could get back to us soon regarding the finalization amount for **SME4381T**.

Please contact me at **62920125** or reply to this email for any further information or clarifications.

Thank you.

Best regards,  
**Nur Syafirah**

BW Workshop Services Pte Ltd

30 Ubi Road 4 Singapore 408615

Main: 6289 8800 Fax 6858 2120 Email [syafirah@bw.com.sg](mailto:syafirah@bw.com.sg)

On Fri, 23 Nov 2018 at 09:47, Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)> wrote:

Dear Syafirah,

Thank you for your email.

Dear Vic,

**FYNA. Our Ref: CC4/AIG18018885/Ghb3**

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

**From:** Nur Syafirah [mailto:[syafirah@bw.com.sg](mailto:syafirah@bw.com.sg)]

**Sent:** Thursday, 22 November, 2018 6:27 PM

**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)

**Cc:** Inn Ee Wong <[inn\\_ee\\_wong@bw.com.sg](mailto:inn_ee_wong@bw.com.sg)>

**Subject:** Re: Finalize COR- SME4381T Honda FIT TP: AIG INSURANCE SLX833U

Dear Guo Qiang & LKK Team,

As per my previous email, we've forwarded you the video footage of the accident.

Please do look through it & get back to us on the finalize COR at the soonest possible so we can close the case.

Thank you.

Best regards,  
**Nur Syafirah**

BW Workshop Services Pte Ltd

30 Ubi Road 4 Singapore 408615



Main: 6289 8800 Fax 6858 2120 Email [syafirah@bw.com.sg](mailto:syafirah@bw.com.sg)

On Fri, 16 Nov 2018 at 03:26, Nur Syafirah <[syafirah@bw.com.sg](mailto:syafirah@bw.com.sg)> wrote:

Dear Guo Qiang & LKK Team,

Attached is the video footage of the accident.

The third party was going against the road signs and bang our clients frt portion of the vehicle.

Please do look through it.

Also, we'll appreciate if you can forward us the finalize repair cost.

Do contact me at **66920125** or [syafirah@bw.com.sg](mailto:syafirah@bw.com.sg) for any further clarifications.

Thank you.

Best regards,  
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