

Hsiao Tong (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Monday, 17 April 2017 5:03 PM
To: Hsiao Tong (LKKAUTO)
Subject: FW: REMINDER ON ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322
Attachments: image017.wmz; image013.wmz; image022.wmz; RE: REMINDER ON ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322; SJP2386X - 290815.pdf
Importance: High

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Lalitha Krishnan - III [mailto:lalitha@iii.com.sg]

Sent: Monday, 17 April, 2017 5:00 PM

To: SUR

Cc: KKLau ; Claims (claims@torque5.com)

Subject: FW: REMINDER ON ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Importance: High

URGENT

Dear Sirs,

We forward email from Torque 5 on above matter.

The TP vehicle was surveyed by ISP but no survey reports were put up on same by the surveyors.

We request you to kindly vet the documents and do an express settlement with Torque 5 in this matter after taking our approval on same.

Best Regards

Lalitha Krishnan



India International Insurance Pte Ltd

64 Cecil Street #04/#05/#06
IOB Building, Singapore 049711
Main Line: 6347 6100 Extn: 318
Fax: 6225 7743 / 6224 4174
Web: www.iii.com.sg

From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Monday, 13 March, 2017 11:02 AM

To: Lalitha Krishnan - III <lalitha@iii.com.sg>; Mekavathanan Sarangapani <mekavathanan@iii.com.sg>; Motor Claim - III <motorclaim@iii.com.sg>; C Meenachi - III <Meenachi@iii.com.sg>

Cc: claims@torque5.com

Subject: RE: REMINDER ON ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

WITHOUT PREJUDICE

Dear Lalitha,

As per our tele-conversation earlier on, please refer to the previous email that we had sent.

Attached with the estimation report, it's been almost 3 Months since we had withdrawn this case dated 15 December 2016.

Kindly revert us with your offer soon as our aging shows that the case is 371 days old,

since submission of LOD.



Look forward to your favourable reply.

Thank you

Warmest Regards,

Rachel Wu

Claims Officer | **Motor Claims Department**

Hotline (65) 6452 4457 EXT 107 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Monday, 27 February, 2017 9:44 AM

To: 'Lalitha Krishnan - III'; mekavathanan@iii.com.sg; motorclaim@iii.com.sg; 'C Meenachi - III'

Cc: claims@torque5.com

Subject: RE: REMINDER ON ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Lalitha,

Good day.



Kindly confirm upon receipt of below and if we can close this case as per LOD amount submitted.

Thank you!



Warmest Regards,

Peach Ang

Claims Officer | **Motor Claims Department**

Hotline (65) 6455 1607 EXT 107 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Thursday, 23 February, 2017 3:41 PM

To: 'Lalitha Krishnan - III' <lalitha@iii.com.sg>; 'mekavathanan@iii.com.sg' <mekavathanan@iii.com.sg>; 'motorclaim@iii.com.sg' <motorclaim@iii.com.sg>; 'C Meenachi - III' <Meenachi@iii.com.sg>

Cc: 'claims@torque5.com' <claims@torque5.com>

Subject: RE: REMINDER ON ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Lalitha,

As spoken, attached is the estimate report.



Total lump sum before gst :
\$11950

Thank you!

Warmest Regards,

Peach Ang

Claims Officer | **Motor Claims Department**

Hotline (65) 6455 1607 EXT 107 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com





From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Friday, 17 February, 2017 11:50 AM

To: 'Lalitha Krishnan - III' <lalitha@iii.com.sg>; mekavathanan@iii.com.sg; motorclaim@iii.com.sg; 'C Meenachi - III' <Meenachi@iii.com.sg>

Cc: claims@torque5.com

Subject: REMINDER ON ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

REMINDER

Dear Lalitha,

Good day.

It's been 2 Months since we had withdrawn this case dated 15 December 2016.

As per your advice, you will revert us with an offer in due course, however till date we have yet to received and replies from your end.

Kindly advise what is the status or any documents you requires from our end in order to expedite on this case and



close it?

Thank you!

Warmest Regards,

Peach Ang

Claims Officer | **Motor Claims Department**

Hotline (65) 6455 1607 EXT 107 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Saturday, 21 January, 2017 3:33 PM

To: 'Lalitha Krishnan - III' <lalitha@iii.com.sg>; mekavathanan@iii.com.sg; motorclaim@iii.com.sg

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

WITHOUT PREJUDICE

Dear Lalitha,

Any update for this case?

Kindly let us know your offer soon.

Look forward to hear from you soon.

Thank you.

Warmest Regards,



Jocelyn Chan
Claims Officer | **Motor Claims**
Department



Hotline (65) 6452 4457 EXT 112 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: 07 January, 2017 4:29 PM

To: 'Lalitha Krishnan - III' <lalitha@iii.com.sg>; mekavathanan@iii.com.sg; motorclaim@iii.com.sg

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

WITHOUT PREJUDICE

Dear Lalitha,

Any update for this case?

Kindly let us know your offer soon.

Look forward to hear from you soon.

Thank you.



Warmest Regards,
Jocelyn Chan



Claims Officer | **Motor Claims Department**

Hotline (65) 6452 4457 EXT 112 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: 30 December, 2016 4:41 PM

To: 'Lalitha Krishnan - III' <lalitha@iii.com.sg>; mekavathanan@iii.com.sg; motorclaim@iii.com.sg

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Lalitha,

This case has already been withdraw, we are pending for your offer.
Kindly revert soonest with thanks.

Warmest Regards,
Peach Ang

Claims Officer | **Motor Claims Department**





Hotline (65) 6455 1607 EXT 107 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

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From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Thursday, 15 December, 2016 2:46 PM

To: 'Lalitha Krishnan - III' <lalitha@iii.com.sg>

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Lalitha,

Good day.

As spoken, we will withdraw this case and absorb the legal cost in view of our good relationship.

If we have any difficulties in future, we will contact you directly.

We hope to receive your respond soon for this case as well as other cases.

Warmest Regards,
Peach Ang





Hotline (65) 6452 4457 EXT 113 | Fax (65) 6452 4584

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help.

From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Monday, 12 December, 2016 2:25 PM

To: 'Lalitha Krishnan - III' <lalitha@iii.com.sg>

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Lalitha,

Good day.

Tried calling you several minutes ago but unable to reach. Appreciate if you could return us a call once available.

Meanwhile, we manage to get Vision Law LLC to reduce their legal cost to \$900.00

We hope to seek your understanding.



**Warmest
Regards,
Peach Ang
Admin |
Motor Claims
Department**



Hotline (65) 6452 4457 EXT 107 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



From: Lalitha Krishnan - III [<mailto:lalitha@iii.com.sg>]

Sent: Wednesday, 7 December, 2016 4:30 PM

To: 'Torque 5 Claims'

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Sam and Peach

We refer to the above matter.

We apologise for any inconvenience on this matter.

Kindly discharge your solicitors in this matter without any additional cost payable by us in view of our good relationship.



We will direct settle this matter with you.

Best Regards,

LalithaKrishnan

Motor Claims Department

India International Insurance Pte Ltd

DID : 63476139



From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Wednesday, 7 December, 2016 2:56 PM

To: Mekavathanan Sarangapani; Lalitha Krishnan - III; Motor Claim - III; C Meenachi - III

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Lalitha,

Good day.

As per tele-conversation on 5th December, we will withdraw this case if India International agreed to pay the legal cost of \$1391.00

We hope to have your kind understanding in this matter as reminder had been sent several times but we did not receive any updates.



Warmest Regards,

Peach Ang

Admin | **Motor Claims Department**

Hotline (65) 6452 4457 EXT 107 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com





From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Friday, 11 November, 2016 5:29 PM

To: 'Mekavathanan Sarangapani'; 'Lalitha Krishnan - III'; 'Motor Claim - III'; 'C Meenachi - III'

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

WITHOUT PREJUDICE

Dear Lalitha,

We regret that despite reasonable effort and repeated email reminders from our end to settle our client's claim, there does not appear to be any reasonable offer of settlement.

Our LOD was submitted to you on 07-03-2016, it is 11-11-2016 today. This case had been 8 month plus.



We hereby inform you of our client's decision to either receive an offer from your side within 10 days or we will pass this case over to his legal advisor for further assistance.

Warmest Regards,

Rachel Wu

Claims Officer | **Motor Claims Department**

Hotline (65) 6452 4457 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com





From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: 10 October, 2016 2:19 PM

To: 'Mekavathanan Sarangapani' <mekavathanan@iii.com.sg>; 'Lalitha Krishnan - III' <lalitha@iii.com.sg>; 'Motor Claim - III' <motorclaim@iii.com.sg>; 'C Meenachi - III' <Meenachi@iii.com.sg>

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Team,



Any updates?



Warmest Regards,
Peach Ang
Admin | Motor Claims
Department

Hotline (65) 6452 4457 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-
49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com





From: Mekavathanan Sarangapani [<mailto:mekavathanan@iii.com.sg>]

Sent: Sunday, 25 September, 2016 7:58 PM

To: 'Torque 5 Claims'; Lalitha Krishnan - III; Motor Claim - III; C Meenachi - III

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Lalitha,



Please look into this case urgently and revert to TP immediately please.

Meka

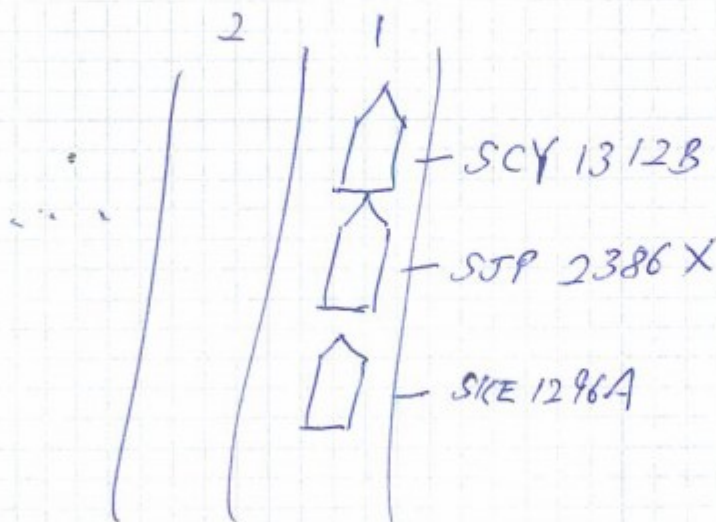
Neo Viji 1630H
29/8/15

Policyholder's Signature / Date &
Time

Driver's Signature (If driver is not the policyholder) / Date
& Time

Singapore
Tel: 6567
Fax:
Email: vacb
Witnessed by F
Personnel

Sketch Plan



From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Saturday, 24 September, 2016 1:24 PM

To: Lalitha Krishnan - III; Motor Claim - III; C Meenachi - III

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Lalitha,



Reminder please.

Warmest Regards,

Peach Ang

Admin | **Motor Claims Department**

Hotline (65) 6452 4457 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-
49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Tuesday, 23 August, 2016 4:58 PM

To: 'Lalitha Krishnan - III'; 'Motor Claim - III'

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Lalitha,

Reminder for below.

Kindly let us have your offer to close the case ASAP.



*Warmest Regards,
Peach*

Hotline (65) 6452 4457 DID 108 | Fax (65) 6452 4584

Mobile (65) 8468 2089

Email suanne.tan@torque5.com

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



From: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]

Sent: Thursday, 28 July, 2016 1:41 PM

To: Torque 5 Claims <claims@torque5.com>

Cc: Lalitha Krishnan - III <lalitha@iii.com.sg>

Subject: FW: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER

Dear Sir/Mdm,

III REF: MC2015/3322

This claim is handled by Ms Lalitha

You can direct future correspondence to her

Isabelle Tan
Motor Claims Department
India International Insurance Pte Ltd
64 Cecil Street #04/#05 IOB Building

Singapore 049711
Tel : 63476100, Ext-243, Fax :
62244174
E-mail: isabelle@iii.com.sg



MC2015/3322

From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Thursday, July 28, 2016 12:02 PM

To: Motor Claim - III <motorclaim@iii.com.sg>

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER

WITHOUT PREJUDICE,

Dear officer,

We regret that despite reasonable effort having been made to settle our client's claim, there does not appear to be any reasonable prospects of settlement.

We hereby give you 10 clear days' notice that our client intends to proceed with the issue of a writ of summons against you/your insured. In this regards, please let us know if you are instructing solicitors to accept service of process on you/your insured's behalf.

Thank you

Warmest Regards,
Rachel



Hotline (65) 6452 4457 DND 112 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

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your car
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can help.



From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: 13 July, 2016 4:35 PM

To: motorclaim@iii.com.sg

Cc: claims@torque5.com

Subject: FW: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - 2ND REMINDER

WITHOUT PREJUDICE,

Dear Officer,

Is there any updates on the case?

Kindly let us have your offer to close the case.

As our aging shows that the case is 128 days old,
since submission of LOD.

Thank you

Warmest Regards,

Rachel



Hotline (65) 6452 4457 DND 112 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

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needs, we
can help.*



From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Monday, 6 June, 2016 5:25 PM

To: jaci.ispmg@gmail.com

Cc: claims@torque5.com

Subject: FW: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - REMINDER

Without Prejudice

Dear Jacintha,
I tried calling you but to no avail.
Kindly advise on this case regarding the survey report.
Thank you.

Warmest Regards,
Kit Wong



Hotline (65) 6452 4457 DND 107 | Fax (65) 64584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



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needs,
we can
help.

From: Neo Wei Min Mike [<mailto:mike@iii.com.sg>]

Sent: Friday, 3 June, 2016 10:15 AM

To: claims@torque5.com; jaci.ispmg@gmail.com

Cc: Motor Claim - III



Subject: RE:
ACCIDENT
INVOLVING

SJP2386X & SKE1296A ON 29/8/2015 - REMINDER

MC20153322

From: Motor Claim - III

Sent: Friday, 3 June, 2016 8:49 AM

To: Neo Wei Min Mike <mike@iii.com.sg>

Subject: FW: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - REMINDER

MC20153322

Dear sirs,

Please refer to attached email.

We had previously appointed ISP.

Dear Jacintha,

Please assist.

Regards

Mike

From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Thursday, June 02, 2016 7:16 PM

To: Motor Claim - III <motorclaim@iii.com.sg>

Cc: claims@torque5.com

Subject: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - REMINDER

Dear Officer,

Without prejudice

Kindly note that the LOD has been sent out since 07/03/2016.

The case is already 87 days old.

Kindly let us have your offer to close this case.

Thank you.

Warmest Regards,

Jae Tan



Hotline (65) 6452 4457 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

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Whatever you



Kindly note

that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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Registration No. 198703792-K

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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