

Vic (LKKAUTO)

From: Kent <etlian@yahoo.com.sg>
Sent: Monday, 11 November, 2019 6:55 PM
To: Vic (LKKAUTO)
Cc: Admin A
Subject: Re: YOUR REF: SJN 7887U - ACCIDENT INVOLVING SJN 7887U AND SLV 1011D ALONG 4 ROCHESTER PARK ON 08.11.2018

Hi Vic,

You call me this late afternoon at the wrong time which I can't talk to you more.

Yours email is meaningless and non-constructive at all. Please read my last email to your good self again and reply accordingly with analysis and solutions. And not just replying an email for sake of replying to close your part in this issue.

I am demanding yours Professional Investigation Report which has not reached me since 2018. I don't not know why you are take so long to respond for this issue and you keep avoiding to answer my questions at all time. I do not needs photos report of third party part replacement but findings, investigations, analysis, summary and recommendations. Your may seek your superior assistance in producing this report should you lack of support.

Please get the AIG representative in-charge to contact me as you are unable handle this issue professionally within your limits.

I repeat, send me the report as per my last email to your good self and for the settlement for the third party you can seek authority from AIG.

If you are unable to deliver the requested report within a week, just drop me a line said that you are not able to send me the report, also c.c. AIG. And don't forget to reply my last email accordingly.

Thank you.

Best regards
TL Eng

On 11 Nov 2019, at 17:02, Vic (LKKAUTO) <vicalpeh@lkkauto.com> wrote:

Dear Mr Eng,

We refer further to our below email.

Please be informed that we tried to contact you this afternoon but to no avail.

If you have any further concerns regarding the matter, please get back to us latest by the next day, November 12 2019.

Otherwise, we will proceed to settle and close the matter without further reference to you.

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)

<image001.jpg>

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From: Vic (LKKAuto)

Sent: Saturday, 2 November, 2019 3:49 PM

To: kent eng

Cc: Admin A; Vic (LKKAuto)

Subject: RE: YOUR REF: SJN 7887U - ACCIDENT INVOLVING SJN 7887U AND SLV 1011D ALONG 4 ROCHESTER PARK ON 08.11.2018

Importance: High

Dear Mr Eng,

We refer further to our below email and we notice that due to your busy schedule, you may have overlooked our below email.

We had further reviewed the matter, as per your accident report, it was mentioned that your vehicle had accidentally grazed the stationary Third Party vehicle while reversing into the lot.

And as previously spoken over the phone, our surveyor had further reviewed and is in the view that the damages sustained to the Third Party vehicle is consistent to the nature of accident as reported. As such, we attached a copy of our Report for your reference as requested.

Our surveyor during the inspection of the claimant's vehicle is in the view that the damages sustained to its vehicle were due to this collision. Unless you have further concrete evidence to prove otherwise.

<image003.jpg>

The above photos shows the third party vehicle at the time of inspection.

<image004.jpg>

The above photo shows the front right portion of the third party vehicle that sustained damages as a result of the collision.

<image005.jpg>

<image006.jpg>

The above photos show a closer look on the third party vehicle which shows damages in grazing nature. The front bumper surface were scratch all the way to the wheel arch trim. Our surveyor in view that these damages were beyond repair and these parts were recommended to be replaced (see attached survey report).

<image007.jpg>

Above photo shows the replaced parts on the third party vehicle.

Our surveyor had further adjusted the cost of repair from the estimated amount of \$3,886.60 to \$2,865.60 after inspection.

We are of the view that the adjusted cost of repair is already fair and reasonable.

As such, we will proceed to settle the matter with the third party amicable in order to avoid further cost if the matter will be escalated further.

If you still insist for us not to settle the claim, you may undertake the matter under your own defense.

If we will not hear from you on/or before 6th November 2019, we will proceed accordingly.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

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From: Vic (LKKAuto)

Sent: Tuesday, 22 October, 2019 2:51 PM

To: kent eng

Cc: Admin A; Vic (LKKAuto)

Subject: RE: YOUR REF: SJN 7887U - ACCIDENT INVOLVING SJN 7887U AND SLV 1011D ALONG 4 ROCHESTER PARK ON 08.11.2018

Dear Mr Eng,

We refer further to our below email.

In order for us to further address your concerns, we would like to invite you to come to our office for a discussion.

Our office is open weekdays Monday to Friday, and we suggest to meet up at around 10AM – 4PM.

Kindly let us know your convenient time and date.

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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<image001.jpg>

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From: Vic (LKKAuto)

Sent: Monday, 30 September, 2019 9:42 AM

To: kent eng

Cc: Admin A; Vic (LKKAuto)

Subject: RE: YOUR REF: SJN 7887U - ACCIDENT INVOLVING SJN 7887U AND SLV 1011D ALONG 4 ROCHESTER PARK ON 08.11.2018

Dear Mr Eng,

We refer to your below email and the contents were noted.

Please be informed that we are seeking for further instruction to our principal with regards to your request.

We 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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all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: kent eng [<mailto:etlian@yahoo.com.sg>]

Sent: Sunday, 29 September, 2019 8:44 PM

To: Vic (LKKAuto)

Subject: Re: YOUR REF: SJN 7887U - ACCIDENT INVOLVING SJN 7887U AND SLV 1011D ALONG 4 ROCHESTER PARK ON 08.11.2018

Hi Vic,

Good day.

With regards to our telephone conversation 24 Sept'19 late afternoon, as agreed that you will be sending me the survey report pertaining to your findings of the subjected damaged area(s) on both vehicles was not attached in your last email. And you have not been mentioned any single word that we have discussed on this incident.

My request was to have a clear view of the damaged area(s) of each respective vehicles and understand how the third-party claimed in this incident. And does these damaged areas matched in the subject incident? I have been repeating and emphasis these questions to you many times when you called me for a discussion since the last year 2018, please get to the point and revert your detailed investigation report to me sooner. Your professional report on this incident is highly required.

Hear from you soon.

Regards
Mr Eng

On Tuesday, 24 September 2019, 05:20:31 pm GMT+8, Vic (LKKAuto) <vicalpeh@lkkauto.com> wrote:

<image008.jpg>

24 SEPTEMBER 2019

ENG TUAN LIAN

BY EMAIL ONLY

Dear Sir/Madam,

OUR REF : CC3/AIG18020326/R1hb3

YOUR REF : SJN 7887U

ACCIDENT INVOLVING SJN 7887U AND SLV 1011D ALONG 4 ROCHESTER PARK ON 08.11.2018

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from Body Repairer/Workshop acting on behalf of the owner of SLV 1011D against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

Please be informed that your No Claim Discount (NCD – if any) may be affected as a result of the claim against your policy. Unless you have an NCD protector.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defense, please reply to us within 10 days from the date of this letter.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AIG's prior knowledge and consent.

This letter should **not** be regarded as a waiver by AIG of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AIG shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6841 2096 or email us at vicalpeh@lkkauto.com.

Please quote the claim reference when you contact us that we can assist you more effectively.

Best Regards,

Vic Alpeh | Case Handler

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