

## Vic (LKKAUTO)

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**From:** Vic (LKKAUTO)  
**Sent:** Tuesday, 19 March, 2019 5:20 PM  
**To:** PBSP; En Lee  
**Cc:** Olivia Lau (LKKAUTO); SUR; Admin A; Vic (LKKAUTO)  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019 \*\*\*  
LKK REF: CC3/AIG19000468/ha3

Without Prejudice

Dear Caroline,

We refer to your below email.

Please be informed that till date, we are still pending for our Insured's GIA report.

As such, we are unable to advise liability for the time being.

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:** PBSP [mailto:pml-pbsp@simedarby.com.sg]

**Sent:** Tuesday, 19 March, 2019 4:37 PM

**To:** Vic (LKKAUTO); En Lee

**Cc:** Olivia Lau (LKKAUTO); SUR; Admin A

**Subject:** Re: REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019 \*\*\* LKK REF: CC3/AIG19000468/ha3

Dear Vic,

Kindly reply on liability.

Thank you.

Regards,

Caroline  
C/o Performance Motors Limited - Body and Paint  
303 Alexandra Road Singapore 159941  
DID: 6319 0174 Fax: 6479 4601

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**From:** Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Sent:** Friday, 15 March 2019 5:50:07 PM  
**To:** PBSP; En Lee  
**Cc:** Olivia Lau (LKKAUTO); SUR; 甯璿 ©  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019 \*\*\* LKK REF: CC3/AIG19000468/ha3

Without Prejudice

Dear Caroline,

We refer to the below email.

Please be informed that we are still pending for our Insured's GIA report.

Meanwhile, we were informed that our Insured is looking to settle mutually or privately with your client.

Kindly assist to check and confirm with your client if there was any agreement reached between parties.

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

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**From:** PBSP [<mailto:pml-pbsp@simedarby.com.sg>]  
**Sent:** Friday, 15 March, 2019 3:30 PM  
**To:** Vic (LKKAUTO); En Lee  
**Cc:** Olivia Lau (LKKAUTO); SUR; Admin A  
**Subject:** Re: REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019 \*\*\* LKK REF: CC3/AIG19000468/ha3

Dear Vic,

Kindly reply on liability.

Thank you.

Regards,  
Caroline  
C/o Performance Motors Limited - Body and Paint  
303 Alexandra Road Singapore 159941  
DID: 6319 0174 Fax: 6479 4601

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**From:** PBSP

**Sent:** Tuesday, 12 March 2019 11:34:23 AM

**To:** Vic (LKKAUTO); En Lee

**Cc:** Olivia Lau (LKKAUTO); SUR; 甯瑒 ©

**Subject:** Re: REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019 \*\*\* LKK REF: CC3/AIG19000468/ha3

Dear Vic,

Kindly reply on liability.

Thank you.

Regards,  
Caroline  
C/o Performance Motors Limited - Body and Paint  
303 Alexandra Road Singapore 159941  
DID: 6319 0174 Fax: 6479 4601

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**From:** PBSP

**Sent:** Friday, 8 March 2019 2:49:17 PM

**To:** Vic (LKKAUTO); En Lee

**Cc:** Olivia Lau (LKKAUTO); SUR; 甯瑒 ©

**Subject:** Re: REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019 \*\*\* LKK REF: CC3/AIG19000468/ha3

Dear Vic,

Kindly reply on liability.

Thank you.

Regards,  
Caroline  
C/o Performance Motors Limited - Body and Paint  
303 Alexandra Road Singapore 159941  
DID: 6319 0174 Fax: 6479 4601

---

**From:** Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Sent:** Thursday, 28 February 2019 5:59:54 PM

**To:** En Lee; PBSP

**Cc:** Olivia Lau (LKKAUTO); SUR; 甯瑒 ©; Vic (LKKAUTO)

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019 \*\*\* LKK REF: CC3/AIG19000468/ha3

Without Prejudice

Dear Mr Lee,

We refer to your below email.

Please be advised that our principal is currently looking into the matter to obtain copy of the GIA report as it was done via online reporting.

We will continue to follow up on the matter and will get back for an update.

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:** En Lee [<mailto:suenlee@gmail.com>]

**Sent:** Thursday, 28 February, 2019 5:08 PM

**To:** PBSP

**Cc:** Olivia Lau (LKKAuto); SUR; Vic (LKKAuto); Admin A

**Subject:** Re: REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019 \*\*\* LKK REF: CC3/AIG19000468/ha3

Dear all,

See attached chat - the driver's mother has confirmed that the accident report was filed on 3 Jan. Receipt was confirmed by Ms Jaya at AIG who said she was waiting for the workshop (I assume PML) to contact them.

Separately, Kevin from PML has confirmed that he has sent the information to third party insurance claim in early Jan.

Vic, I understand you spoke to the driver's mother too. What seems to be causing the delay?

Thanks

En

**+65 9633 1950**

Monday

Hi En I hv just spoken to Vic confirmed he is following up this matter. Hv also asked h me immediately should he e any problem and not rest or Thank you & apologies for inconveniences.

Hi En just in case I hv also s Ms Jaya at [64193000](tel:64193000). She hv already filed the report o

On Thu, 28 Feb 2019 at 09:44, PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)> wrote:

**URGENT REMINDER**

Thank you.

Regards,  
Caroline  
C/o Performance Motors Limited - Body and Paint  
303 Alexandra Road Singapore 159941  
DID: 6319 0174 Fax: 6479 4601

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**From:** Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Sent:** Friday, 22 February 2019 4:38:12 PM  
**To:** PBSP  
**Cc:** 甯曙 ©; SUR; Vic (LKKAUTO); Olivia Lau (LKKAUTO); [SUNLEE@GMAIL.COM](mailto:SUNLEE@GMAIL.COM)  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019 \*\*\* LKK REF: CC3/AIG19000468/ha3

Without Prejudice

Dear Caroline,

We refer to the below email and to our telephone conversation earlier with your client Mr Lee.

Please be informed that we noted the urgency of the matter that Mr Lee had informed us. However, till date, we are still yet to receive a copy of our Insured's GIA report despite several reminders sent out to our principal.

Kindly bear with us for the time being as we continue to follow up on the matter.

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

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**From:** PBSP [mailto:[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)]  
**Sent:** Friday, 22 February, 2019 9:18 AM  
**To:** Vic (LKKAUTO)  
**Cc:** Admin A; SUR

**Subject:** Re: REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019 \*\*\* LKK REF: CC3/AIG19000468/ha3

URGENT REMINDER

Thank you.

Regards,  
Caroline  
C/o Performance Motors Limited - Body and Paint  
303 Alexandra Road Singapore 159941  
DID: 6319 0174 Fax: 6479 4601

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**From:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Sent:** Wednesday, 20 February 2019 11:21:09 AM  
**To:** PBSP  
**Cc:** 甯瑒 @; SUR; Vic (LKKAuto)  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019 \*\*\* LKK REF: CC3/AIG19000468/ha3

Without Prejudice

Dear Caroline,

We refer to your below email.

Please be informed that we are still pending for our principal to release a copy of our Insured's GIA report.

We will continue to follow up and will get back for an update.

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:** PBSP [<mailto:pml-pbsp@simedarby.com.sg>]  
**Sent:** Wednesday, 20 February, 2019 10:44 AM  
**To:** Vic (LKKAuto)  
**Cc:** Admin A; SUR  
**Subject:** Re: REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019 \*\*\* LKK REF: CC3/AIG19000468/ha3

URGENT REMINDER

Thank you.

Regards,  
Caroline  
C/o Performance Motors Limited - Body and Paint  
303 Alexandra Road Singapore 159941  
DID: 6319 0174 Fax: 6479 4601

---

**From:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Sent:** Wednesday, 13 February 2019 5:33:12 PM  
**To:** PBSP  
**Cc:** 甯璿 @; Vic (LKKAuto); SUR  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019 \*\*\* LKK REF: CC3/AIG19000468/ha3

Without Prejudice

Dear Caroline,

We refer to the below email.

Please be informed that till date, we are still pending for our Insured to lodge the report.

We will continue to follow up on the matter 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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** PBSP [<mailto:pml-pbsp@simedarby.com.sg>]  
**Sent:** Wednesday, 13 February, 2019 3:44 PM  
**To:** Vic (LKKAuto); SUR; Admin A  
**Subject:** Re: REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019 \*\*\* LKK REF: CC3/AIG19000468/ha3

Dear LKK

Urgent reminder.

Can someone please reply if your insured had reported the accident and advise on liability.



Our customer has waited for more than 1 month.

Thank you.

Regards,  
Caroline  
C/o Performance Motors Limited - Body and Paint  
303 Alexandra Road Singapore 159941  
DID: 6319 0174 Fax: 6479 4601

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**From:** PBSP  
**Sent:** Tuesday, 12 February 2019 3:41:24 PM  
**To:** Vic (LKKAUTO)  
**Cc:** 甯璿 @; assignments  
**Subject:** Re: REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019 \*\*\* LKK REF: CC3/AIG19000468/ha3

Dear Vic,

Kindly reply on liability.

Thank you.

Regards,  
Caroline  
C/o Performance Motors Limited - Body and Paint  
303 Alexandra Road Singapore 159941  
DID: 6319 0174 Fax: 6479 4601

---

**From:** Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Sent:** Monday, 28 January 2019 1:30:26 PM  
**To:** PBSP  
**Cc:** 甯璿 @; assignments; Vic (LKKAUTO)  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019 \*\*\* LKK REF: CC3/AIG19000468/ha3

Without Prejudice

Dear Caroline,

We refer to your below email.

Please be informed that we are still pending for our Insured's GIA report.

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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** PBSP [<mailto:pml-pbsp@simedarby.com.sg>]

**Sent:** Monday, 28 January, 2019 10:29 AM

**To:** Mei Kwan (LKKAuto)

**Cc:** CS A Team; Admin A; assignments

**Subject:** Re: REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019 \*\*\* LKK REF: CC3/AIG19000468/ha3

Dear Sirs,

Kindly reply on liability ASAP.

Thank you.

Regards,

Caroline

C/o Performance Motors Limited - Body and Paint

303 Alexandra Road Singapore 159941

DID: 6319 0174 Fax: 6479 4601

---

**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Tuesday, 8 January 2019 6:57:37 PM

**To:** PBSP

**Cc:** CS A Team; 甯璿 @; assignments

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019 \*\*\* LKK REF: CC3/AIG19000468/ha3

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

Dear Caroline,

Thank you for your email.

Please be informed that we are currently **pending for our principal to release OI GIA report.**

Kindly 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.

**Meanwhile, please arrange appointment for survey.**

***To check availability of the case handler, you may contact the undersigned.***

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** PBSP <[pml-pbsp@sime-darby.com.sg](mailto:pml-pbsp@sime-darby.com.sg)>

**Sent:** Tuesday, 8 January, 2019 5:16 PM

**To:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** REQUEST FOR DIRECT SETTLEMENT - EJ8686G & SKJ9933R ON 03/01/2019

Dear Sirs,

We refer to the above matter.

We have instructions from our client to seek repair cost and loss of use/car rental from you through Direct Settlement.

Attached is the estimates and supporting documents for your consideration.

Please let us have your confirmation that you agree that liability is clear and we may proceed with Direct Settlement.

If Direct Settlement is approved, kindly let us have your offer for LOU / rental.

Thank you.

Regards,

Caroline

C/o Performance Motors Limited - Body and Paint

303 Alexandra Road Singapore 159941

DID: 6319 0174 Fax: 6479 4601

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