

Vic (LKKAUTO)

From: Lily.loi@ow.sg
Sent: Monday, 24 June, 2019 6:47 PM
To: Vic (LKKAUTO)
Cc: 'Sharon'; angela.tan@ow.sg; adeline@ow.sg; Admin A; adeline@ow.sg
Subject: RE: Our Ref: 181919VC30021328 LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019 (LONPAC) [External General] LKK REF CC4/LPC19000896/Kha3
Attachments: SLV1746S DV.pdf

Dear Vic,

Enclosed DV for your perusal.
Original DV will be pass to Kenneth by tomorrow.
Thank you

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

OPTIMA WERKZ PTE. LTD.

Head office: 6 Kung Chong Road Singapore 159143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: 551 Upp Thomson Road Singapore 574415

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Tel: (+65) 6484 9919

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Fax: (+65) 6472 2112

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From: Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Sent: Friday, 14 June, 2019 3:10 PM
To: Lily.loi@ow.sg
Cc: 'Sharon' <sharon@ow.sg>; angela.tan@ow.sg; adeline@ow.sg; Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: RE: Our Ref: 181919VC30021328 LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019 (LONPAC) [External General] LKK REF CC4/LPC19000896/Kha3

Without Prejudice

Dear Lily,

We refer further to the below email.

Purely for an amicable settlement on a without prejudice basis and without admission of any liability to our Insured's part, our principal is prepared to improve our offer as below:

Cost of Repair (w/gst)	\$ 3,572.56
Loss of Use (\$60 x 5 days)	\$ 300.00
GIA Search Fee	\$ <u>2.00</u>

TOTAL

\$ 3,874.56

If agreeable, kindly let the owner sign the attached DV then **forward back to us the original signed DV** for payment processing.

The above amount is to be made payable to **OPTIMA WERKZ PTE LTD.**

Thank you.

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

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)



Auto
Consultants
Pte Ltd

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From: Lily.loi@ow.sg [<mailto:Lily.loi@ow.sg>]

Sent: Thursday, 13 June, 2019 9:18 AM

To: Vic (LKKAuto)

Cc: 'Sharon'; angela.tan@ow.sg; adeline@ow.sg; Admin A

Subject: RE: Our Ref: 181919VC30021328 LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019 (LONPAC) [External General] LKK REF CC4/LPC19000896/Kha3

Hi Vic,

Enclosed video footage for your perusal.

Kindly revise your offer to 100% due to our client is clear on liability.

Thank you

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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From: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Sent: Wednesday, 12 June, 2019 6:26 PM

To: Lily.loi@ow.sg

Cc: 'Sharon' <sharon@ow.sg>; angela.tan@ow.sg; adeline@ow.sg; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: Our Ref: 181919VC30021328 LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019 (LONPAC) [External General] LKK REF CC4/LPC19000896/Kha3

Without Prejudice

Dear Lily,

No attachment.

Kindly resend.

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)



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From: Lily.loi@ow.sg [<mailto:Lily.loi@ow.sg>]

Sent: Wednesday, 12 June, 2019 3:32 PM

To: Vic (LKKAuto)

Cc: 'Sharon'; angela.tan@ow.sg; adeline@ow.sg; Admin A

Subject: RE: Our Ref: 181919VC30021328 LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019 (LONPAC) [External General] LKK REF CC4/LPC19000896/Kha3

Hi Vic,

Enclosed video footage for your perusal.

Kindly revise your offer to 100% due to our client is clear on liability.

Thank you.

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Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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From: Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Sent: Wednesday, 12 June, 2019 2:09 PM

To: Lily.loi@ow.sg

Cc: 'Sharon' <sharon@ow.sg>; angela.tan@ow.sg; adeline@ow.sg; Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Subject: RE: Our Ref: 181919VC30021328 LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019 (LONPAC) [External General] LKK REF CC4/LPC19000896/Kha3

Without Prejudice

Dear Sharon,

We refer further to the below email.

Purely for an amicable settlement on a without prejudice basis and without admission of any liability to our Insured's part, in view of conflicting versions without evidence (e.g. video footage) from both parties, we have our principal's mandate and we offer below amount to settle your client's claim:

Cost of Repair (w/gst)	\$	3,572.56
Loss of Use (\$60 x 5 days)	\$	300.00
Subtotal	\$	3,872.56
@ 50%	\$	1,936.28
GIA Search Fee	\$	2.00
TOTAL	\$	1,938.28

If agreeable, kindly let the owner sign the attached DV then **forward back to us the original signed DV** for payment processing.

The above amount is to be made payable to **OPTIMA WERKZ PTE LTD.**

Thank you.

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters."

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)



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From: Lily.loi@ow.sg [<mailto:Lily.loi@ow.sg>]

Sent: Wednesday, 15 May, 2019 6:49 PM

To: Vic (LKKAuto); Mei Kwan (LKKAuto); CS A Team

Cc: 'Sharon'; angela.tan@ow.sg; adeline@ow.sg

Subject: RE: Our Ref: 181919VC30021328 LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019 (LONPAC) [External General]

Dear Vic & Mei Kwan,

LOD submitted on 12/02/2019.

Any offer??

This case Clear on liability.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

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From: Sharon <sharon@ow.sg>

Sent: Friday, 12 April, 2019 2:41 PM

To: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Lily Loi OW <Lily.Loie@ow.sg>

Subject: Re: Our Ref: 181919VC30021328 LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019 (LONPAC) [External General]

Without Prejudice

Dear Vic,

We are not yet receive any response to date.

Please let us have your offer to close this case as soon as possible.

Thank you.

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department
DID: (+65) 6481 1522 | Fax: (+65) 6481 1011



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On 18-Mar-19 12:09 PM, Lily.loi@ow.sg wrote:

Dear Mei Kwan,

Please let us have your proposed offer without further delay.
Thank you.

--

Best Regards,

Lily Loi (Ms)

Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

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From: Lily.loi@ow.sg <Lily.loi@ow.sg>

Sent: Wednesday, 27 February, 2019 10:25 AM

To: 'ONG LI LI' <llong@lonpac.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>;
'vicalpeh@lkkauto.com' <vicalpeh@lkkauto.com>; 'Mei Kwan (LKKAuto)' (Meikwan@lkkauto.com)'
<Meikwan@lkkauto.com>

Cc: 'sharon@ow.sg' <sharon@ow.sg>

Subject: RE: Our Ref: 181919VC30021328 LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON
14/01/2019 (LONPAC) [External General]

Dear Ong Li Li,

Noted with thanks.

Dear Mei Kwan / Vic,

Kindly let us have your offer asap.
Thank you.

--

Best Regards,

Lily Loi (Ms)

Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

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Head office: 6 Kung Chong Road Singapore 159143 T: +65 6472 1313 F: +65 6472 2112
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From: ONG LI LI <long@lonpac.com>

Sent: Wednesday, 27 February, 2019 9:42 AM

To: Lily.loi@ow.sg; MT_Claim_SG <mt_claim@lonpac.com>; vicalpeh@lkkauto.com; Mei Kwan (LKKAuto) (Meikwan@lkkauto.com) <Meikwan@lkkauto.com>

Cc: sharon@ow.sg

Subject: RE: Our Ref: 181919VC30021328 LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019 (LONPAC) [External General]

Lonpac External - General

Without Prejudice

Dear Lily

Please liaise with LKK Auto Consultants Pte Ltd.

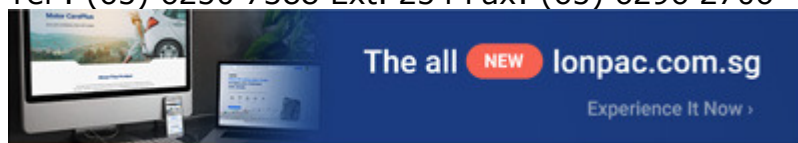
Dear Mei Kwan/Vic

fya

Regards,

Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



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From: Lily.loi@ow.sg [<mailto:Lily.loi@ow.sg>]
Sent: Wednesday, 27 February, 2019 9:35 AM
To: MT_Claim_SG
Cc: sharon@ow.sg
Subject: LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019 (LONPAC)

Our Ref : SLV1746S / TP#764
Your Ref : PC3958L

Without Prejudice

Dear Officer-In-Charge,

We refer to the above mentioned accident.

We are claiming as below:

- Cost of Repair (incl. of GST)	S\$3,572.56
- Loss of Use	S\$500.00 (\$100 x 05 days)
- GIA/LTA search Fees	S\$2.00
Grand Total	S\$4,074.56

Your prompt attention is most grateful and look forward to your speedy settlement.

Thank you.

--

Best Regards,

Lily Loi (Ms)

Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

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Head office: 6 Kung Chong Road Singapore 159143	T: +65 6472 1313	F: +65 6472 2112
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From: Lily.loi@ow.sg <Lily.loi@ow.sg>
Sent: Tuesday, 12 February, 2019 6:23 PM
To: 'mt_claim@lonpac.com' <mt_claim@lonpac.com>
Cc: 'sharon@ow.sg' <sharon@ow.sg>; 'Adeline Lim' <adeline@ow.sg>
Subject: LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019 (LONPAC)

Our Ref : SLV1746S / TP#764
Your Ref : PC3958L

Without Prejudice

Dear Officer-In-Charge,

We refer to the above mentioned accident.

We are claiming as below:

- Cost of Repair (incl. of GST)	S\$3,572.56
- Loss of Use	S\$500.00 (\$100 x 05 days)
- GIA/LTA search Fees	S\$2.00
Grand Total	S\$4,074.56

Your prompt attention is most grateful and look forward to your speedy settlement.

Thank you.

--

Best Regards,

Lily Loi (Ms)

Claims Executive, Motor Claims Department

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