

## Vic (LKKAuto)

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**From:** Vic (LKKAuto)  
**Sent:** Friday, 17 May, 2019 10:35 AM  
**To:** Hock Wah Motor Pte Ltd  
**Cc:** Admin A; Vic (LKKAuto)  
**Subject:** RE: [AIG]: TP CLAIM\_SJM7697G & SJX2479U(AIG)\_DOA:18/01/2019 \*\*\*LKK REF:CC6/AIG19001614/hb3

WITHOUT PREJUDICE

Dear Anysia,

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

*Save the Earth. Print only when necessary.*

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**From:** Hock Wah Motor Pte Ltd [mailto:motor@hockwah.com.sg]

**Sent:** Thursday, 16 May, 2019 1:47 PM

**To:** Vic (LKKAuto)

**Cc:** Admin A

**Subject:** FW: [AIG]: TP CLAIM\_SJM7697G & SJX2479U(AIG)\_DOA:18/01/2019 \*\*\*LKK REF:CC6/AIG19001614/hb3

Dear Vic

Please revert on liability on this matter as my client keep chasing on this claim.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

**Hock Wah Motor Workshop Pte Ltd**

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: [www.hockwah.com.sg](http://www.hockwah.com.sg)

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**From:** Hock Wah Motor Pte Ltd

**Sent:** Friday, 10 May, 2019 9:32 AM

**To:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Subject:** FW: [AIG]: TP CLAIM\_SJM7697G & SJX2479U(AIG)\_DOA:18/01/2019 \*\*\*LKK REF:CC6/AIG19001614/hb3

Dear Vic

Please revert on liability on this matter.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

**Hock Wah Motor Workshop Pte Ltd**

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: [www.hockwah.com.sg](http://www.hockwah.com.sg)

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**From:** Hock Wah Motor Pte Ltd

**Sent:** Monday, 6 May, 2019 10:52 AM

**To:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

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

**Subject:** RE: [AIG]: TP CLAIM\_SJM7697G & SJX2479U(AIG)\_DOA:18/01/2019 \*\*\*LKK REF:CC6/AIG19001614/hb3

Dear Vic

Please revert on liability matter for above mention claim.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

**Hock Wah Motor Workshop Pte Ltd**

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: [www.hockwah.com.sg](http://www.hockwah.com.sg)

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**From:** Hock Wah Motor Pte Ltd

**Sent:** Thursday, 25 April, 2019 2:59 PM

**To:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

Cc: CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
Subject: RE: [AIG]: TP CLAIM\_SJM7697G & SJX2479U(AIG)\_DOA:18/01/2019 \*\*\*LKK REF:CC6/AIG19001614/hb3

Dear Olivia

My client's did not have any in-car camera.

Please revert on liability matter for above mention claim.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

**Hock Wah Motor Workshop Pte Ltd**

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: [www.hockwah.com.sg](http://www.hockwah.com.sg)

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**From:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>

**Sent:** Thursday, 25 April, 2019 2:54 PM

**To:** Hock Wah Motor Pte Ltd <[motor@hockwah.com.sg](mailto:motor@hockwah.com.sg)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

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

**Subject:** [AIG]: TP CLAIM\_SJM7697G & SJX2479U(AIG)\_DOA:18/01/2019 \*\*\*LKK REF:CC6/AIG19001614/hb3

[LKK Ref: CC6/AIG19001614/hb3](#)

*Without Prejudice*

Hi Anysia,

Thank you for your email.

Kindly provide any evidence i.e. CCTV footage, accident scene photos, and also photos of damages on your client's vehicle.

Best Regards,

**Olivia Lau** | Admin Manager

**LKK Auto Consultants**

phone: 6256-3561 | email: [olivialau@lkkauto.com](mailto:olivialau@lkkauto.com) | fax: 6741-4108

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



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**From:** Hock Wah Motor Pte Ltd

**Sent:** Thursday, 25 April 2019 1:28:29 PM (UTC+08:00) Kuala Lumpur, Singapore

**To:** Vic (LKKAuto)

**Subject:** RE: TP CLAIM\_SJM7697G & SJX2479U(AIG)\_DOA:18/01/2019 \*\*\*LKK REF:CC6/AIG19001614/hb3

Dear Vic

Please revert above mention claim ASAP as my client's keep chasing this matter.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

**Hock Wah Motor Workshop Pte Ltd**

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: [www.hockwah.com.sg](http://www.hockwah.com.sg)

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**From:** Hock Wah Motor Pte Ltd

**Sent:** Thursday, 18 April, 2019 10:35 AM

**To:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Subject:** FW: TP CLAIM\_SJM7697G & SJX2479U(AIG)\_DOA:18/01/2019 \*\*\*LKK REF:CC6/AIG19001614/hb3

Dear Vic

Please revert above mention claim ASAP as my client's keep chasing this matter.

Please take note that my client's did contact AIG's insured and was informed that AIG's insured already reported accident.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

**Hock Wah Motor Workshop Pte Ltd**

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: [www.hockwah.com.sg](http://www.hockwah.com.sg)

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**From:** Hock Wah Motor Pte Ltd

**Sent:** Friday, 12 April, 2019 9:46 AM

**To:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Cc:** [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)

**Subject:** FW: TP CLAIM\_SJM7697G & SJX2479U(AIG)\_DOA:18/01/2019 \*\*\*LKK REF:CC6/AIG19001614/hb3

Dear Vic

Has AIG's insured reported accident?

Please revert on liability.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

**Hock Wah Motor Workshop Pte Ltd**

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977  
Tel: 6441 5655 | Fax: 6243 8121 | Website: [www.hockwah.com.sg](http://www.hockwah.com.sg)

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**From:** Hock Wah Motor Pte Ltd  
**Sent:** Friday, 15 March, 2019 10:57 AM  
**To:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Cc:** [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)  
**Subject:** FW: TP CLAIM\_SJM7697G & SJX2479U(AIG)\_DOA:18/01/2019 \*\*\*LKK REF:CC6/AIG19001614/hb3

Dear Vic

Has AIG's insured reported accident?

Please revert on liability.

Thank you.

Best Regards  
Anysia Foo  
Senior Claims Advisor  
**Hock Wah Motor Workshop Pte Ltd**  
Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977  
Tel: 6441 5655 | Fax: 6243 8121 | Website: [www.hockwah.com.sg](http://www.hockwah.com.sg)

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**From:** Hock Wah Motor Pte Ltd  
**Sent:** Monday, 25 February, 2019 2:56 PM  
**To:** 'vicalpeh@lkkauto.com' <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Subject:** FW: TP CLAIM\_SJM7697G & SJX2479U(AIG)\_DOA:18/01/2019 \*\*\*LKK REF:CC6/AIG19001614/hb3

Dear Vic

Has AIG's insured reported accident?

Please revert on liability.

Thank you.

Best Regards  
Anysia Foo  
Senior Claims Advisor  
**Hock Wah Motor Workshop Pte Ltd**  
Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977  
Tel: 6441 5655 | Fax: 6243 8121 | Website: [www.hockwah.com.sg](http://www.hockwah.com.sg)

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**From:** Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>  
**Sent:** Thursday, 24 January, 2019 4:38 PM  
**To:** Hock Wah Motor Pte Ltd <[motor@hockwah.com.sg](mailto:motor@hockwah.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: TP CLAIM\_SJM7697G & SJX2479U(AIG)\_DOA:18/01/2019 \*\*\*LKK REF:CC6/AIG19001614/hb3

Dear Anysia,

We refer to the above matter.

Please be informed that we are currently **pending for OI GIA report.**

Please 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.

Thank you

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

Best Regards,

**Shu Pei** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupeilkkauto.com](mailto:shupeilkkauto.com) | fax: 6741-4108

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

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**From:** Hock Wah Motor Pte Ltd <[motor@hockwah.com.sg](mailto:motor@hockwah.com.sg)>

**Sent:** Thursday, 24 January 2019 2:03 PM

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

**Subject:** TP CLAIM\_SJM7697G & SJX2479U(AIG)\_DOA:18/01/2019

Dear sir/madam

Attached herewith our client's GIA report with Estimate Bill that claim against AIG insured SJX2479U.

Please make necessary arrangement with Bedok workshop.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

**Hock Wah Motor Workshop Pte Ltd**

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: [www.hockwah.com.sg](http://www.hockwah.com.sg)