

Vic (LKKAuto)

From: Peiwen <peiwen@procarcare.com.sg> on behalf of Claims <claims@procarcare.com.sg>
Sent: Thursday, 29 August, 2019 11:13 AM
To: Vic (LKKAuto)
Cc: Admin A; Claims
Subject: RE: ACC ON 27.01.2019 INVLG SJT 6712 R & SFQ 1117 E (SETTLEMENT) LKK REF CC4/QBE19001893/Aha3
Attachments: [Untitled]29082019111242.jpg

Hi Vic,

Attached with DV for your to proceed payment.

Thank You.

Regards,

Pei Wen NG

Claims Advisory
Progressive Car Care Pte Ltd
Blk 3022A Ubi Road 1 01-45/46 Singapore 408716
T: +65 6741 5336 | F: +65 6741 7208
E: claims@procarcare.com.sg
W: www.procarcare.com.sg



**With effect from 1 Sep 2018, Progressive Automotive Pte Ltd has been rebranded as Progressive Car Care Pte Ltd. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

From: Vic (LKKAuto) [mailto:vicalpeh@lkkauto.com]
Sent: Thursday, August 22, 2019 12:13 PM
To: Peiwen
Cc: Admin A; Vic (LKKAuto)
Subject: RE: ACC ON 27.01.2019 INVLG SJT 6712 R & SFQ 1117 E (SETTLEMENT) LKK REF CC4/QBE19001893/Aha3

Without Prejudice

Dear Pei Wen,

We refer further to our below email.

Purely for an amicable settlement on a without prejudice basis and without admission of any liability, we have our principal's mandate and confirm acceptance of your offer of **\$2,001.00** (all in).

Kindly let the owner sign the attached DV and forward back to us a copy for our principal to process the payment.

The above amount is to be made payable to **PROGRESSIVE CAR CARE 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)



Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and 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: Vic (LKKAuto)

Sent: Tuesday, 6 August, 2019 4:40 PM

To: Peiwen

Cc: Admin A; Vic (LKKAuto)

Subject: RE: ACC ON 27.01.2019 INVLG SJT 6712 R & SFQ 1117 E (SETTLEMENT) LKK REF CC4/QBE19001893/Aha3

Without Prejudice

Dear Pei Wen,

Receive with thanks.

We will get back to you for an update/offer in due course.

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)



Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and 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: Peiwen [<mailto:peiwen@procarcare.com.sg>]
Sent: Tuesday, 6 August, 2019 4:37 PM
To: Vic (LKKAuto)
Subject: FW: ACC ON 27.01.2019 INVLG SJT 6712 R & SFQ 1117 E (SETTLEMENT)

Hi Vic,

Please refer to the attached with our LOD.

Thank you.

Regards,

Pei Wen NG

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: claims@procarcare.com.sg

W: www.procarcare.com.sg



**With effect from 1 Sep 2018, Progressive Automotive Pte Ltd has been rebranded as Progressive Car Care Pte Ltd. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

From: Peiwen **On Behalf Of** Claims
Sent: Friday, March 29, 2019 10:02 AM
To: 'Joy Irene (LKKAuto)'
Cc: Lily; 'Admin A'
Subject: ACC ON 27.01.2019 INVLG SJT 6712 R & SFQ 1117 E (SETTLEMENT)

Hi Joy,

Please refer to the attached with our LOD for your early settlement.

Thank You.

Regards,

Pei Wen NG

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: claims@procarcare.com.sg

W: www.procarcare.com.sg



**With effect from 1 Sep 2018, Progressive Automotive Pte Ltd has been rebranded as Progressive Car Care Pte Ltd. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

From: Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]
Sent: Wednesday, February 27, 2019 11:10 AM
To: Claims
Cc: Lily; Soo Leong Keat; Wayne; Ray
Subject: RE: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48

WITHOUT PREJUDICE

Dear Pei Wen,

With reference to the subject.

Please be informed that basing on the accident statements submitted by parties involved, the liability is clear.

The final repair cost is subject to the consistency of the damages according to the nature of the accident and approval of our principal insurer.

The days for losses(use/income/rental) will be based on the number of days of repair recommended by our surveyor and our principal's approval.

Please note that this e-mail is on without prejudice basis and does not amount to an authorisation of repair to your client's vehicle. Contents herein should not be construed as an admission of any liability, confirmation of damages whatsoever to the insured/insurer's part.

Furthermore, **this e-mail should not be regarded as a waiver by QBE of their rights to repudiate the claim should there be future discovery of any breach of policy terms and conditions committed by their driver or insured.**

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

All contents of this email is intended strictly for the addressee(s) only. It may contain confidential and/or privileged information. If you are not the intended recipient (or have received this email in error) please notify the sender immediately and destroy this email. Any unauthorized copying, disclosure or distribution of the material in this email is strictly forbidden.

From: Peiwen [<mailto:peiwen@procarcare.com.sg>] **On Behalf Of** Claims
Sent: Wednesday, 27 February 2019 11:02 AM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: Lily <bhlim@procarcare.com.sg>; Soo Leong Keat <lksoo@procarcare.com.sg>; Wayne <wayne@procarcare.com.sg>; Ray <ray@procarcare.com.sg>
Subject: RE: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48
Importance: High

Dear Joy,

I manage to cut short the video.
Please refer to video attached and advise for the liability status ASAP.

Thank You.

Regards,

Pei Wen NG

Claims Advisory
Progressive Car Care Pte Ltd
Blk 3022A Ubi Road 1 01-45/46 Singapore 408716
T: +65 6741 5336 | F: +65 6741 7208
E: claims@procarcare.com.sg
W: www.procarcare.com.sg



**With effect from 1 Sep 2018, Progressive Automotive Pte Ltd has been rebranded as Progressive Car Care Pte Ltd. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

From: Soo Leong Keat
Sent: Thursday, February 21, 2019 2:53 PM
To: 'JOYIRENE@LKKAUTO.COM'
Cc: Wayne; Ray; Claims
Subject: RE: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48
Importance: High

Dear Joy

Did your insured reported?

Kindly advise the liability for the case above.

Thank you.

15.		<p>Vehicle X - Changing lane Vehicle Y – Moving in own Lane</p> <p>Reason: Vehicles should keep in the proper lane and change lane only when it is safe.</p> <p>Note:</p> <ul style="list-style-type: none"> i) If point of impact of the front vehicle is found on the rear bumper scenario 27 applies ii) If point of impact is found on the fender , scenario 15 applies 	100%	0%
-----	--	--	------	----

Regards,

Leong Keat SOO

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: claims@procarcare.com.sg

W: www.procarcare.com.sg



**With effect from [1 Sep 2018](#), Progressive Automotive Pte Ltd has been rebranded as Progressive Car Care Pte Ltd. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

From: Soo Leong Keat

Sent: Wednesday, 13 February 2019 5:55 PM

To: 'JOYIRENE@LKKAUTO.COM' <JOYIRENE@LKKAUTO.COM>

Cc: Wayne <wayne@procarcare.com.sg>; Ray <ray@procarcare.com.sg>; Claims <claims@procarcare.com.sg>

Subject: RE: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48

Importance: High

Dear Joy

Did your insured reported?

Kindly advise the liability for the case above.

Thank you.

Regards,

Leong Keat SOO

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: claims@procarcare.com.sg

W: www.procarcare.com.sg



**With effect from [1 Sep 2018](#), Progressive Automotive Pte Ltd has been rebranded as Progressive Car Care Pte Ltd. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

From: Peiwen **On Behalf Of** Claims
Sent: Monday, 28 January 2019 3:42 PM
To: 'JOYIRENE@LKKAUTO.COM' <JOYIRENE@LKKAUTO.COM>
Cc: Lily <bhlim@procarcare.com.sg>; Soo Leong Keat <lksoo@procarcare.com.sg>; Wayne <wayne@procarcare.com.sg>; Ray <ray@procarcare.com.sg>
Subject: FW: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48

Hi Joy,

Please assist to check and advise liability status once you receive claim.

Thank You.

Regards,

Pei Wen NG

Claims Advisory
Progressive Car Care Pte Ltd
Blk 3022A Ubi Road 1 01-45/46 Singapore 408716
T: +65 6741 5336 | F: +65 6741 7208
E: claims@procarcare.com.sg
W: www.procarcare.com.sg



**With effect from 1 Sep 2018, Progressive Automotive Pte Ltd has been rebranded as Progressive Car Care Pte Ltd. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

From: Admin-D (LKKAuto) [<mailto:admin-d@lkkauto.com>]
Sent: Monday, January 28, 2019 3:29 PM
To: Claims
Cc: Lily; Soo Leong Keat; Wayne; Ray; assignments
Subject: RE: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48

Dear Pei Wen,

Please be informed that for liability, claim negotiation and settlement, please contact Joy at 6841 2409.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Peiwen [<mailto:peiwen@procarcare.com.sg>] **On Behalf Of** Claims
Sent: Monday, 28 January, 2019 3:25 PM
To: Catherine Chong (LKK Auto) <admin-d@lkkauto.com>
Cc: Lily <bhlim@procarcare.com.sg>; Soo Leong Keat <lksoo@procarcare.com.sg>; Wayne <wayne@procarcare.com.sg>; Ray <ray@procarcare.com.sg>; assignments@lkkauto.com
Subject: FW: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48

Hi Catherine,

Please advise OIC for this case and liability status.

Thank You.

Regards,

Pei Wen NG

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: claims@procarcare.com.sg

W: www.procarcare.com.sg



**With effect from 1 Sep 2018, Progressive Automotive Pte Ltd has been rebranded as Progressive Car Care Pte Ltd. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

From: Peiwen **On Behalf Of** Claims

Sent: Monday, January 28, 2019 2:32 PM

To: 'Jenny Toh'

Cc: Lily; Soo Leong Keat

Subject: RE: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48

Hi Jenny,

We choose LKK Auto Consultants.

Thank You.

Regards,

Pei Wen NG

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: claims@procarcare.com.sg

W: www.procarcare.com.sg



**With effect from 1 Sep 2018, Progressive Automotive Pte Ltd has been rebranded as Progressive Car Care Pte Ltd. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

From: Jenny Toh [<mailto:jenny.toh@gbe.com>]
Sent: Monday, January 28, 2019 2:23 PM
To: Peiwen
Cc: Jenny Toh
Subject: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48

Our ref : V0018555

Dear Pei Wen

We refer to the above captioned matter.

We intent to conduct a full survey of the damage to your client's vehicle. We propose to use one of the motor surveyors named in the attached list:

COMPANY
Appraisal Associates Pte Ltd
Automobile Inspection Services
KM Auto Assessors Pte Ltd
LKK Auto Consultants Pte Ltd
Priority Services
Infiniti Appraisal Service
Quantum Risk Management (S) Pte Ltd

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors.

From: Peiwen <peiwen@proccare.com.sg> **On Behalf Of** Claims
Sent: Monday, 28 January 2019 12:08 PM
To: Jenny Toh <jenny.toh@gbe.com>
Cc: Lily <bhlim@proccare.com.sg>; Soo Leong Keat <lksoo@proccare.com.sg>
Subject: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48

Hi Jenny,

Please refer to the attached and arrange survey.

Vehicle is NOT IN workshop.

Kindly assist to advise OIC for this case.

Thank You.

Regards,

Pei Wen NG
Claims Advisory
Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: claims@procarcare.com.sg

W: www.procarcare.com.sg



With effect from 1 Sep 2018, **Progressive Automotive Pte Ltd has been rebranded as **Progressive Car Care Pte Ltd**. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

IMPORTANT NOTICE : The information in this email is confidential and may also be privileged. If you are not the intended recipient, any use or dissemination of the information and any disclosure or copying of this email is unauthorised and strictly prohibited. If you have received this email in error, please promptly inform us by reply email or telephone. You should also delete this email and destroy any hard copies produced.