

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Monday, 11 March 2019 10:14 AM
To: 'Claims'
Cc: Lily; Soo Leong Keat; Wayne; Ray
Subject: RE: ACC ON 14.02.2019 INVLG SJD 6485 E & SKH 8767 X

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

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.

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 base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

In order to expedite the claim process, please forward all relevant documents to us (**LKK**) to proceed on negotiate settlement.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Peiwen <peiwen@procarcare.com.sg> **On Behalf Of** Claims
Sent: Monday, 11 March 2019 10:03 AM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Lily <bhlm@procarcare.com.sg>; Soo Leong Keat <lkssoo@procarcare.com.sg>; Wayne <wayne@procarcare.com.sg>; Ray <ray@procarcare.com.sg>
Subject: RE: ACC ON 14.02.2019 INVLG SJD 6485 E & SKH 8767 X
Importance: High

Dear Asher,

Understand that you need to talk to your insured before advise liability status.

My client is getting impatient. He did whatsapp your insured just now and she reply immediately.
Please assist to expedite and advise liability status ASAP.
Your insured contact number 9178 8698

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: Thursday, March 07, 2019 2:12 PM

To: 'Asher Sng (LKKAUTO)'

Cc: Lily; Soo Leong Keat; Wayne; Ray

Subject: RE: ACC ON 14.02.2019 INVLG SJD 6485 E & SKH 8767 X

Importance: High

Dear Asher,

In view of both party report, my client is moving straight and your insured trying to change lane from left to right (or U-turn)

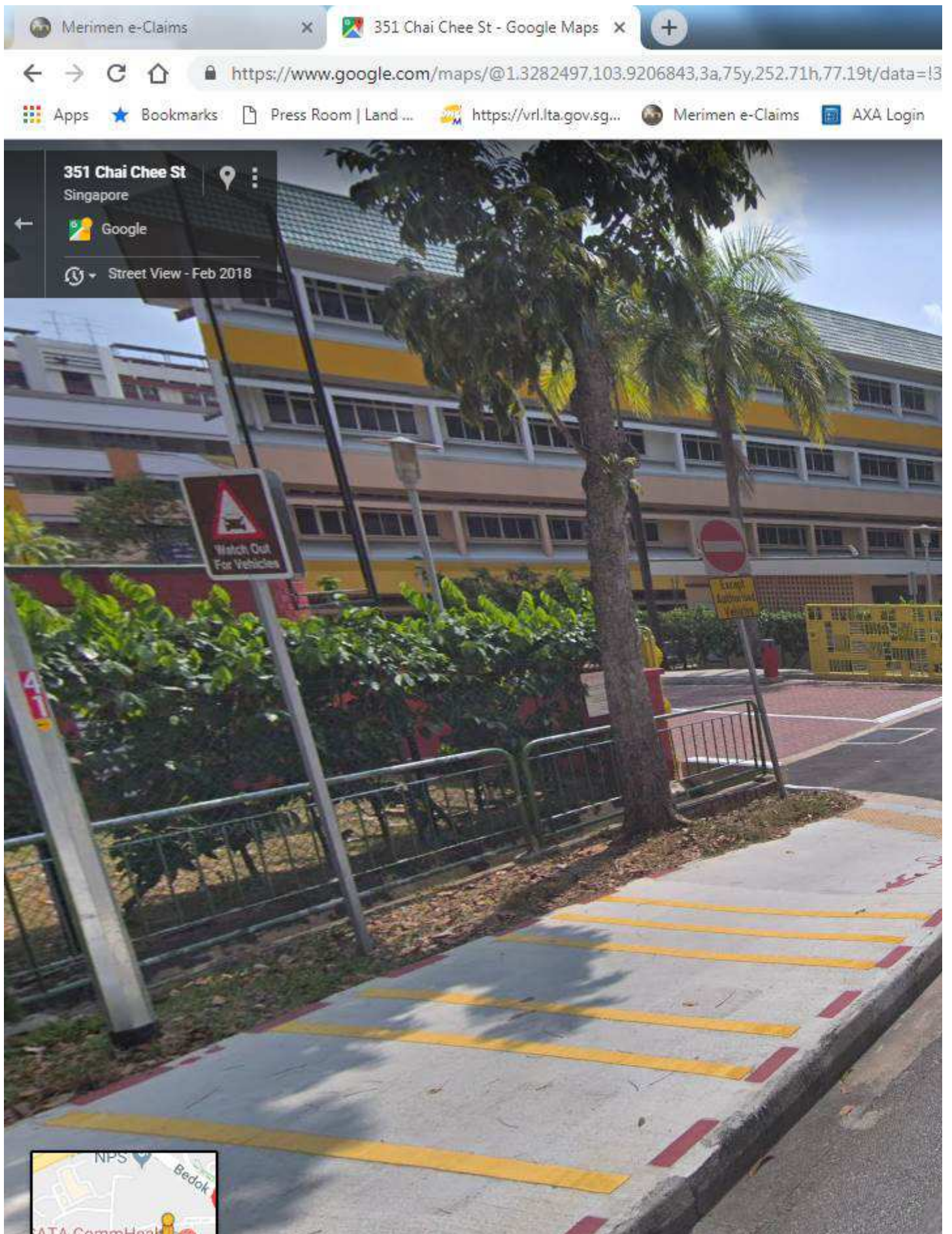
BOLA 15 should apply if your insured is changing lane. (Attached with scene photo can clearly proof that my client is driving on his own lane).

If your insured is going to U-turn, please refer to screenshot google map as below, only the car from the school can drive to opposite lane.

U-turn is not allow for the car driving along chai chee street.

Kindly review and revert on the liability status.

Thank You.



Regards,

Pei Wen NG

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From: Peiwen **On Behalf Of** Claims

Sent: Tuesday, February 26, 2019 1:58 PM

To: 'Asher Sng (LKKAuto)'

Cc: Lily; Soo Leong Keat; Wayne; Ray

Subject: RE: ACC ON 14.02.2019 INVLG SJD 6485 E & SKH 8767 X

Importance: High

Dear Asher,

Please refer to my email below and advise for the liability status.

Thank You.

Regards,

Pei Wen NG

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From: Peiwen **On Behalf Of** Claims
Sent: Thursday, February 21, 2019 11:37 AM
To: Asher Sng (LKKAUTO)
Cc: Lily; Soo Leong Keat; Wayne; Ray
Subject: RE: ACC ON 14.02.2019 INVLG SJD 6485 E & SKH 8767 X

Dear Asher,

In view of both party report, my client is moving straight and your insured trying to change lane from left to right (or U-turn)

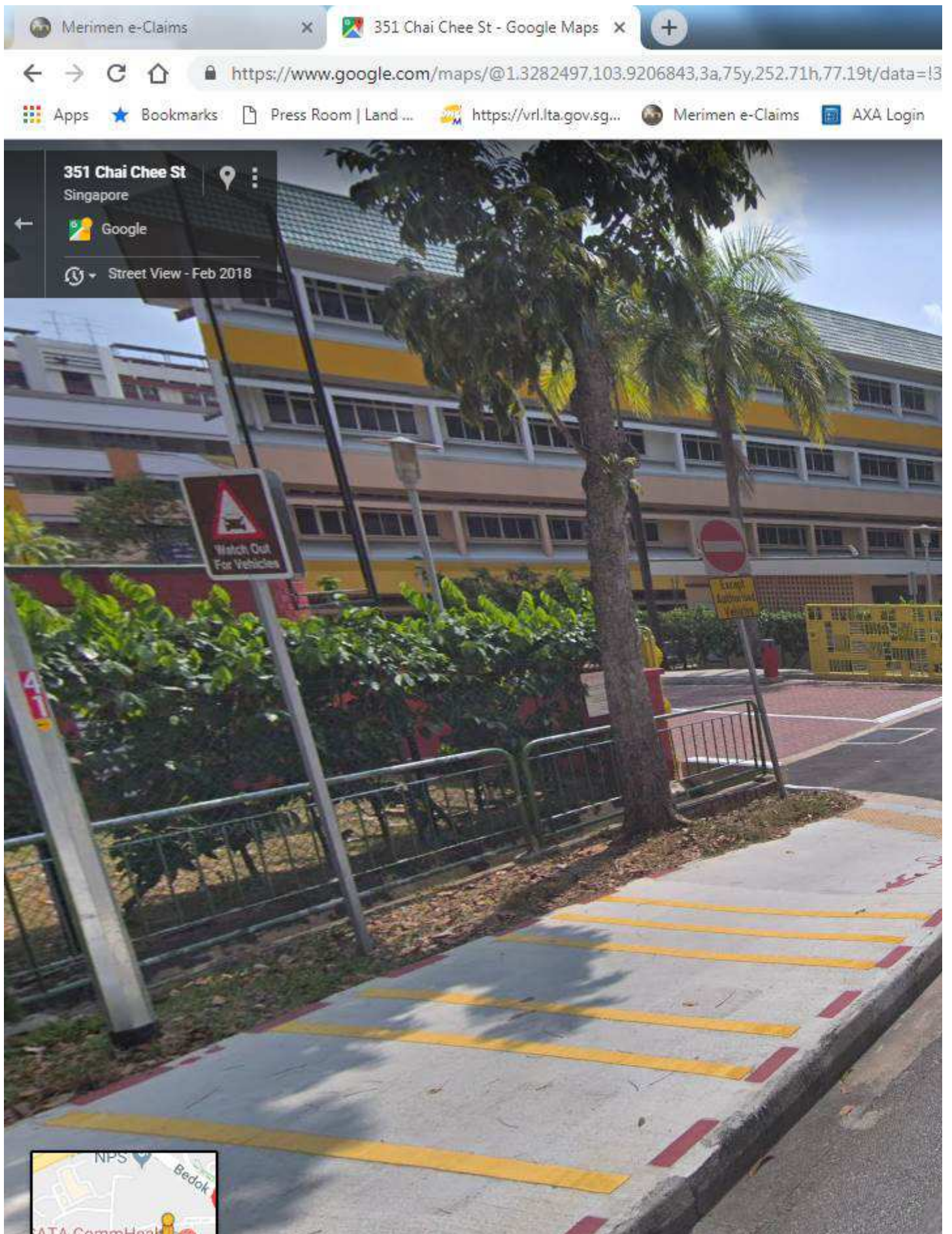
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If your insured is going to U-turn, please refer to screenshot google map as below, only the car from the school can drive to opposite lane.

U-turn is not allow for the car driving along chai chee street.

Kindly review and revert on the liability status.

Thank You.



Regards,

Pei Wen NG

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From: Asher Sng (LKKAUTO) [<mailto:AsherSng@lkkauto.com>]

Sent: Thursday, February 21, 2019 10:55 AM

To: Claims

Cc: Lily; Soo Leong Keat; Wayne; Ray

Subject: RE: ACC ON 14.02.2019 INVLG SJD 6485 E & SKH 8767 X

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Sirs,

We refer to the above matter.

Please be informed that liability is unclear for this matter. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, we would like to request a copy of **video footage/witness statement/scene photos** (if any) in order for us to look into the matter.

We shall revert upon hearing from you.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

From: Peiwen <peiwen@procarcare.com.sg> **On Behalf Of** Claims

Sent: Wednesday, 20 February 2019 1:10 PM

To: Asher Sng (LKKAuto) <AsherSng@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: ACC ON 14.02.2019 INVLG SJD 6485 E & SKH 8767 X

Importance: High

Dear Asher,

Please advise liability status for said accident and we hope for direct settlement.

Attached with scene photo.

Thank You.

Regards,

Pei Wen NG

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