

Vic (LKKAuto)

From: Lily.loi@ow.sg
Sent: Friday, 13 September, 2019 10:31 AM
To: Vic (LKKAuto)
Cc: Admin A; 'Sharon'; angela.tan@ow.sg
Subject: RE: OFFER - SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019
Attachments: SDX2161G DV.pdf

Dear Vic,

Enclosed DV for your perusal.
Kindly let us have your payment within 14 days.
Thank you.

--

Best Regards,

Lily Loi (Ms.)

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

OPTIMA//ERKZ PTE. LTD.

Head office: 6 Kung Chong Road Singapore 159143 Tel: (+65) 6472 1313 Fax: (+65) 6472 2112
Branch: 9A Serangoon North Ave 5 Singapore 554500 Tel: (+65) 6484 9919 Fax: (+65) 6481 1011
Branch: 452 Tagore Industrial Ave Singapore 787823 Tel: (+65) 6452 6868 Fax: (+65) 6452 9223

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From: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: Tuesday, 20 August, 2019 12:12 PM
To: Lily.loi@ow.sg
Cc: Admin A <admin-a@lkkauto.com>; 'Sharon' <sharon@ow.sg>; angela.tan@ow.sg; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: OFFER - SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019
Importance: High

Without Prejudice

Dear Lily,

Please find attached DS form as requested.

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: Vic (LKKAuto)

Sent: Thursday, 11 July, 2019 9:16 AM

To: Lily.loi@ow.sg

Cc: Admin A; 'Sharon'; angela.tan@ow.sg; Vic (LKKAuto)

Subject: RE: OFFER - SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

Without Prejudice

Dear Lily,

Please find attached DS form as requested.

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

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

Sent: Thursday, 4 July, 2019 5:02 PM

To: Joy Irene (LKKAuto)

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

Subject: RE: OFFER - SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

Dear Irene Joy,

We accepted your offer.
Please forward DV to us.
Thank you

--

Best Regards,

Lily Loi (Ms.)

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

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From: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Sent: Thursday, 4 July, 2019 1:11 PM
To: Lily.loi@ow.sg
Cc: Admin A <admin-a@lkkauto.com>; 'Sharon' <sharon@ow.sg>; angela.tan@ow.sg
Subject: RE: OFFER - SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

WITHOUT PREJUDICE

Dear Sharon/Lily,

Solely not to protract the matter, we further revise and improve our offer as follows:

- 1) COR \$7,490.00
- 2) LOR \$1,444.50 (9 DAYS) x \$ 150 GST INCLUDED
- 3) GIA SF \$ 2.00
- 4) TOTAL \$8,936.50

Kindly confirm acceptance.

Thank you.

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)

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From: Lily.loi@ow.sg [mailto:Lily.loi@ow.sg]
Sent: Friday, 7 June 2019 3:04 PM
To: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; 'Sharon' <sharon@ow.sg>; angela.tan@ow.sg
Subject: RE: OFFER - SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

Dear Joy Irene,

Enclosed Rental documents for your perusal.
Please take note that, we are GST registration company, our rental should have to include additional 7% of GST.
Kindly revise your offer.
Thank you

--
Best Regards,

Lily Loi (Ms.)
Senior Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

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From: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>
Sent: Friday, 7 June, 2019 2:13 PM
To: Lily.loi@ow.sg
Cc: Admin A <admin-a@lkkauto.com>; 'Sharon' <sharon@ow.sg>; angela.tan@ow.sg
Subject: RE: OFFER - SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

WITHOUT PREJUDICE

Dear Sharon/Lily,

For a full and final settlement on your client's claim, we revise and improve our offer as follows:

- 1) COR \$7,490.00
- 2) LOR \$1,080.00 (9 DAYS)SUBMIT RENTAL RECEIPT & AGREEMENT
- 3) GIA SF \$ 2.00
- 4) TOTAL \$8,572.00

Kindly confirm acceptance.

Thank you.

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)

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From: Lily.loi@ow.sg [<mailto:Lily.loi@ow.sg>]
Sent: Friday, 7 June 2019 10:45 AM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; 'Sharon' <sharon@ow.sg>; angela.tan@ow.sg
Subject: RE: OFFER - SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

Dear Joy Irene,

We are still pending on your revise offer of the rental fee, instead of Loss of use.
Kindly revert your offer.
Thank you

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department
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From: Lily.loi@ow.sg <Lily.loi@ow.sg>
Sent: Monday, 3 June, 2019 9:57 AM
To: 'Joy Irene (LKKAuto)' <JoyIrene@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; 'Sharon' <sharon@ow.sg>; 'angela.tan@ow.sg' <angela.tan@ow.sg>
Subject: RE: OFFER - SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

Dear Joy Irene,

We unable to accept your LOU due to we are submitted to claim for Rental.
Kindly revise your offer.
Thank you.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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From: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

Sent: Saturday, 1 June, 2019 5:52 PM

To: Lily.loi@ow.sg; 'Sharon' <sharon@ow.sg>; angela.tan@ow.sg; puiheng.chong@ow.sg

Cc: Admin A <admin-a@lkkauto.com>

Subject: OFFER - SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

WITHOUT PREJUDICE

Dear Sharon/Lily,

ON without prejudice basis and without admission of liability, we offer as follows:

- 1) COR \$7,490.00
- 2) LOU \$ 900.00 (9 DAYS)
- 3) GIA SF \$ 2.00
- 4) TOTAL \$8,392.00

Kindly confirm acceptance.

Thank you.

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)

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From: Rasul (LKKAuto)

Sent: Thursday, 25 April 2019 9:59 AM

To: hockkong.ong@ow.sg

Cc: Lily.loi@ow.sg; 'Sharon' <sharon@ow.sg>; angela.tan@ow.sg; puiheng.chong@ow.sg; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

Subject: RE: TP CLAIMS - SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

Hi Hock Kong,

Finalised amount confirmed

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



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From: hockkong.ong@ow.sg [<mailto:hockkong.ong@ow.sg>]

Sent: Thursday, 25 April, 2019 9:41 AM

To: Rasul (LKKAuto); Joy Irene (LKKAuto)

Cc: Lily.loi@ow.sg; 'Sharon'; angela.tan@ow.sg; puitheng.chong@ow.sg

Subject: RE: TP CLAIMS - SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

Hi Rasul,

As per conversation by phone, both parties agreed to accept at amount \$7,000 / 7 days.

In additional \$100 for spray painting.

Thank you

Ong Hock Kong (Mr)

Motor Claims Assistant Manager, Motor Claims Department

Mobile: (+65) 8318 9973

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From: Rasul (LKKAuto) <Rasul@lkkauto.com>

Sent: Wednesday, April 24, 2019 12:42 PM

To: puitheng.chong@ow.sg

Cc: hockkong.ong@ow.sg; Lily.loi@ow.sg; 'Sharon' <sharon@ow.sg>; angela.tan@ow.sg; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

Subject: RE: TP CLAIMS - SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

Hi Puiteng,

Refer to attachment

Finalise amount is \$ 6900 / 7 days part by part

Kindly confirm

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



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From: puiheng.chong@ow.sg [<mailto:puiheng.chong@ow.sg>]

Sent: Tuesday, 9 April, 2019 10:16 AM

To: Rasul (LKKAuto)

Cc: hockkong.ong@ow.sg; Lily.loi@ow.sg; 'Sharon'; angela.tan@ow.sg

Subject: RE: TP CLAIMS - SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

Hi Morning Rasul,

TP CLAIMS – SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

Any update on the status of the finalise?

The car was already released on 25.03.2019.

Please help expedite the case.

Thank you very much.

Best Regards,

Chong Pui Theng (Ms.)

Estimator, Motor Claims Department

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

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From: puiheng.chong@ow.sg <puiheng.chong@ow.sg>

Sent: Monday, 25 March 2019 4:55 PM

To: 'rasul@lkkauto.com' <rasul@lkkauto.com>

Cc: 'hockkong.ong@ow.sg' <hockkong.ong@ow.sg>; 'Lily.loi@ow.sg' <Lily.loi@ow.sg>; 'Sharon' <sharon@ow.sg>

Subject: RE: TP CLAIMS – SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

Hi Rasul,

TP CLAIMS – SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

Attached after paint photos for your reference.

Please refer email dated on 19.03.2019 for the request.

Thank you very much.

Best Regards,

Pui Theng, Chong (Ms)

Motor Claims Department

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

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From: puiheng.chong@ow.sg <puiheng.chong@ow.sg>

Sent: Tuesday, 19 March 2019 4:58 PM

To: 'rasul@lkkauto.com' <rasul@lkkauto.com>

Cc: 'hockkong.ong@ow.sg' <hockkong.ong@ow.sg>; 'Lily.loi@ow.sg' <Lily.loi@ow.sg>; 'Sharon' <sharon@ow.sg>

Subject: RE: TP CLAIMS – SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

Hi Good Afternoon Rasul,

TP CLAIMS – SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

Attached b4 paint photos, supplementary item photos, car 'o' liner photos and marked estimate for your reference.

We request the paint labour revised to \$800.00 instead of \$600.00. The 3 spare parts we change to new part needed spray inner and outer portion.

Once the car done, will email you the after paint photos.

Kindly consideration & let us have your confirmation.

Thank you very much.

Best Regards,

Pui Theng, Chong (Ms)

Motor Claims Department

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From: puiheng.chong@ow.sg <puiheng.chong@ow.sg>

Sent: Tuesday, 12 March 2019 4:49 PM

To: 'rasul@lkkauto.com' <rasul@lkkauto.com>

Cc: 'hockkong.ong@ow.sg' <hockkong.ong@ow.sg>; 'Lily.loi@ow.sg' <Lily.loi@ow.sg>; 'Sharon' <sharon@ow.sg>

Subject: TP CLAIMS – SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

Hi Rasul,

TP CLAIMS – SDX2161G TOYOTA MARK X DOA 21 FEBRUARY 2019

Attached supplementary photos for your necessary action.

Kindly advise.

Thank you very much.

Best Regards,

Pui Theng, Chong (Ms)

Motor Claims Department

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