

Vic (LKKAuto)

From: Angela Tan Hong Choo PTCBC <Angela.Tan@inchcape.com.sg>
Sent: Monday, 16 September, 2019 3:59 PM
To: Vic (LKKAuto)
Subject: FW: Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 [External Confidential] LKK REF CC4/LPC19006095/Uha3
Attachments: DV.pdf; letter of demand.docx; 20190404_201329.jpg; 20190404_201337.jpg

Hi Vic,

We refer to the attach reference.

Sorry for the error on our letter of demand we have miss out submitting the medical claim for our client.

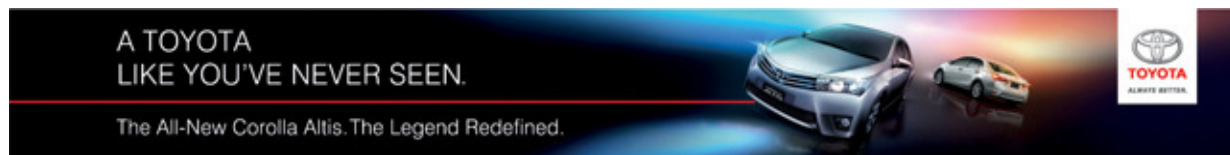
Please find attached a copy of our amendment letter of demand for your kind perusal.

We would appreciate if you could revert us with your offer soonest.

Thank you and awaiting for your favorable reply.

Best Regards,
ANGELA TAN
TPR Team

DIRECT LINE +65 6631 1885 | FAX +65 6872 7260
EMAIL: Angela.Tan@inchcapemotors.com.sg
Inchcape – Borneo Motors | No. 2 Pandan Crescent Singapore 128462
www.borneomotors.com.sg | www.toyotasingapore.com.sg



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From: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: Thursday, 29 August 2019 1:09 PM
To: Angela Tan Hong Choo PTCBC <Angela.Tan@inchcape.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 [External Confidential] LKK REF CC4/LPC19006095/Uha3

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Without Prejudice

Dear Angela,

We refer further to our below email and to your LOD.

Purely for an amicable settlement on a without prejudice basis and without admission of liability to our Insured's part, we have our principal's mandate and we confirm acceptance of your offer of **\$4,523.17** (all in).

Kindly let the owner chop and sign the attached DV and **forward the original signed hard copy to us (LKK)** for our principal to process the payment.

The above amount is to be made payable to **BORNEO MOTORS (SINGAPORE) 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: Vic (LKKAuto)

Sent: Friday, 23 August, 2019 2:50 PM

To: Angela Tan Hong Choo PTCBC

Cc: Admin A; Marcus Chua (LKKAuto); Vic (LKKAuto)

Subject: RE: Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 [External Confidential] LKK REF CC4/LPC19006095/Uha3

Without Prejudice

Dear Angela,

Thanks.

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: Angela Tan Hong Choo PTCBC [<mailto:Angela.Tan@inchcape.com.sg>]

Sent: Friday, 23 August, 2019 2:42 PM

To: Vic (LKKAuto)

Cc: Admin A; Marcus Chua (LKKAuto)

Subject: RE: Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 [External Confidential] LKK REF CC4/LPC19006095/Uha3

Hi Vic,

Attach the correct final bill and amended LOD for your kind perusal.

Thank you.

Best Regards,

ANGELA TAN

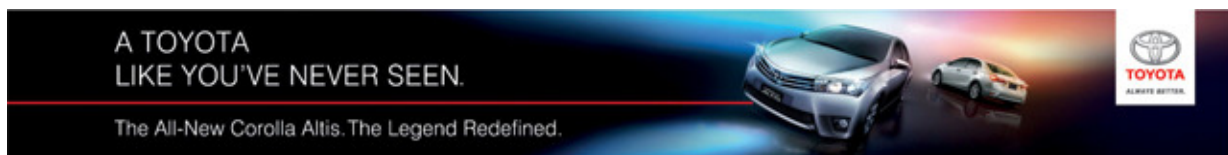
TPR Team

DIRECT LINE +65 6631 1885 | FAX +65 6872 7260

EMAIL: Angela.Tan@inchcapemotors.com.sg

Inchcape – Borneo Motors | No. 2 Pandan Crescent Singapore 128462

www.borneomotors.com.sg | www.toyotasingapore.com.sg



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From: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>
Sent: Friday, 23 August 2019 2:33 PM
To: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Angela Tan Hong Choo PTCBC <Angela.Tan@inchcape.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Marcus Chua (LKKAuto) <MarcusChua@lkkauto.com>
Subject: RE: Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 [External Confidential] LKK REF CC4/LPC19006095/Uha3

Hi Vic,

Will forward you the correct invoice & amended LOD.

Aside to Angela,

Kindly assist.

Thank you.

Warmest Regards,
SURAIDAH
TPR TEAM, CLAIMS DEPT
D: 6631 1887 | F: 6872 7260 | E: suraidahb.saidi@inchcape.com.sg
Inchcape Centre
Level 4, Bodycare Centre
2 Pandan Crescent
Singapore 128462
www.borneomotors.com.sg | www.lexus.com.sg | www.toyotasingapore.com.sg | www.hino.com.sg | www.suzukicar.com.sg

From: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: Friday, 23 August 2019 8:45 AM
To: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Marcus Chua (LKKAuto) <MarcusChua@lkkauto.com>
Subject: RE: Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 [External Confidential] LKK REF CC4/LPC19006095/Uha3

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Dear Suraidah,

We refer to the subject matter and we confirmed in receipt of your LOD.

However, we noticed that the COR on your Repair Tax Invoice was different (as shown below).

18	AMXVB E5	NHP10R	29/06/2018	SMC4352M	11912	18108	67/DS/SMC4352M	
Chassis No		Engine No		Terms	Service Engineer	Vehicle In	Collected On	
JTDKDD383001615292		1NZ8575640		60	Sam San Joi	04/04/2019 13.31	08/05/2019 8.42	
L	Cd	Job/Parts Description			Qty	Unit Price	Disc %	
12	4	852161-08040	STEER. RR. BINDER			10.00	4.00	
13	5	781561-52E90	LENS & BODY, RR			1.00	300.10	
<p>Borneo Motors is the only authorised workshop to maintain your Toyota. Service your Toyota every 6 months or 10,000 km (whichever comes first) to enjoy warranty benefits. Conditions apply.</p>								
For & on behalf of Borneo Motors		Customer's Signature		Change Summary		Total	4,338.58	
		Please acknowledge receipt of vehicle		Parts	917.40	GST 7.00%	303.70	
				Labour	194.00		Less	0.00
				Materials	3,227.18			
				Lubrication/Fluid	0.00			
				Others	0.00			Amount Due
PLEASE MAIL YOUR CHEQUE TO 2 PANDAN CRESCENT, LEVEL 10 INCHCAPE CENTRE, SINGAPORE 1284036128								
TO SECURITY GUARD 4036128								
PLEASE ALLOW THE UNDERMENTIONED				DATE 02/08/2019 TIME 08:52				

Our Surveyor had confirmed the finalized COR @ **\$4,038.48** (before gst). Kindly refer to the attached amended tax invoice from your end.

As such, please amend your Repair Tax Invoice and forward a copy to us so we can proceed to seek mandate for our principal's approval.

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: Joy Irene (LKKAuto)

Sent: Thursday, 18 April, 2019 3:39 PM

To: Admin-D (LKKAuto); 'Suraidah B Saidi PTCBC'; assignments; CS A Team; Admin A

Cc: 'MT_Claim_SG'; 'GERALD POH WEE BIN'

Subject: RE: Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 [External Confidential]

WITHOUT PREJUDICE

Dear Aidah,

With reference to the subject.

Please be informed that basing on the accident statements submitted by parties involved and video, 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 LONPAC 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)

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From: Admin-D (LKKAuto)
Sent: Thursday, 18 April 2019 3:37 PM
To: 'Suraidah B Saidi PTCBC' <SuraidahB.Saidi@inchcape.com.sg>; assignments <assignments@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>
Subject: RE: Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 [External Confidential]

Dear Suraidah,

Thank you for the email.

Dear Joy,

Please assist.

Your Ref: CC4/LPC19006095/ja3

Best Regards,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Suraidah B Saidi PTCBC [<mailto:SuraidahB.Saidi@inchcape.com.sg>]
Sent: Thursday, 18 April 2019 3:15 PM
To: assignments@lkkauto.com
Cc: MT_Claim_SG <mt_claim@lonpac.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>
Subject: RE: Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 [External Confidential]
Importance: High

Dear Nivitha,

Appreciate if you could revert on the liability, if clear then after we could arrange the vehicle for survey.

Thank you.

Warmest Regards,

SURAIDAH

TPR TEAM, CLAIMS DEPT

D: 6631 1887 | F: 6872 7260 | E: suraidahb.saidi@inchcape.com.sg

Inchcape Centre

Level 4, Bodycare Centre

2 Pandan Crescent

Singapore 128462

www.borneomotors.com.sg | www.lexus.com.sg | www.toyotasingapore.com.sg | www.hino.com.sg | www.suzukicar.com.sg

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Friday, 5 April 2019 3:21 PM
To: assignments@lkkauto.com
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>
Subject: FW: Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 [External Confidential]

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Our Ref : 19/19/19/VP05/021653

Dear Nivitha,

Kindly proceed with the survey and revert to them on liability.

At the same time, kindly highlight to them our insured vehicle is not GBD3911Z.

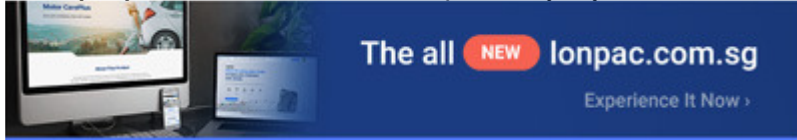
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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From: Suraidah B Saidi PTCBC [<mailto:SuraidahB.Saidi@inchcape.com.sg>]

Sent: Friday, 5 April, 2019 3:09 PM

To: MT_Claim_SG

Cc: ONG LI LI

Subject: Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **GBD3911Z** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with **Car Rental of @ \$100 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Sam Joi @ 9847 6209 / 6631 1687** is located at **17 Ubi Road 4** for an appointment to inspect our client's vehicle.

As for liability clearance, kindly revert to this email.

Your kind attention into the above is greatly appreciated.

Thank you!

Warmest Regards,

SURAIDAH

TPR TEAM, CLAIMS DEPT

D: 6631 1887 | F: 6872 7260 | E: suraidahb.saidi@inchcape.com.sg

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2 Pandan Crescent

Singapore 128462

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