

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Friday, 3 April, 2020 11:18 AM
To: Lily Loi
Cc: Admin A; Sharon Ten; Ling Ting An; Adeline Lim; Vic (LKKAUTO); Jasper Chua (LKK Auto)
Subject: RE: LOD - ACCIDENT INVOLVING SLR1419H & SLG457L ON 21/08/2019 (AIG) - LKK REF CC6/AIG19014955/Khb3
Attachments: SLR1419H LOD.PDF

Without Prejudice

Dear Lily,

We refer to your below email and the contents were noted.

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 contains 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: Lily Loi [mailto:lily.loi@ow.sg]
Sent: Tuesday, 10 March, 2020 12:23 PM
To: Vic (LKKAUTO)
Cc: Admin A; Sharon Ten; Ling Ting An; Adeline Lim
Subject: LOD - ACCIDENT INVOLVING SLR1419H & SLG457L ON 21/08/2019 (AIG)

Our Ref : SLR1419H / TP#1019
Your Ref : SLG457L

Without Prejudice

Dear Motor Claims Department,

We refer to the above mentioned accident.

We are claiming as below:

- Cost of Repair (incl. of GST)	S\$373.97
- Loss of Rental (incl. of GST)	S\$128.40 (S\$120 x 1 Days)
- GIA / LTA Search Fees	S\$2.00
Grand Total	S\$504.37

Your prompt attention is most grateful and look forward to your speedy settlement.

Thank you.

--

Best Regards,

Lily Loi (Ms.)

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

OPTIMA//WERKZ 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

www.ow.sg | www.facebook.com/OptimaWerkz

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.
Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Sent: Tuesday, 18 February 2020 12:58 PM

To: Lily Loi <lily.loi@ow.sg>

Cc: Admin A <admin-a@lkkauto.com>; Sharon Ten <sharon@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Subject: RE: PIR - SLR1419H - LKK REF CC6/AIG19014955/Khb3

WITHOUT PREJUDICE

Dear Lily,

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 | 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.

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

Sent: Tuesday, 18 February, 2020 12:32 PM

To: Vic (LKKAuto)

Cc: Admin A; Sharon Ten; Ling Ting An

Subject: RE: PIR - SLR1419H - LKK REF CC6/AIG19014955/Khb3

Dear Vic,

As conversation previously, I did mentioned several times that we haven't repair the said car yet due to we are pending your confirmation on liability.

Thank you.

*Police Investigation Result forward on 22/11/2019.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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

OPTIMA//WERKZ™ PTE. LTD.

Head office: 6 Kung Chong Road Singapore 159143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: 452 Tagore Industrial Ave Singapore 787823

Tel: (+65) 6472 1313 **Fax:** (+65) 6472 2112

Tel: (+65) 6484 9919 **Fax:** (+65) 6481 1011

Tel: (+65) 6452 6868 **Fax:** (+65) 6452 9223

www.ow.sg | www.facebook.com/OptimaWerkz

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.

Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Sent: Tuesday, 18 February 2020 10:00 AM

To: Lily Loi <lily.loi@ow.sg>

Cc: Admin A <admin-a@lkkauto.com>; Sharon Ten <sharon@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: PIR - SLR1419H - LKK REF CC6/AIG19014955/Khb3

Without Prejudice

Dear Lily,

We refer to your below email and to our telephone conversation previously.

Kindly forward the LOD to us for our further action.

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

Sent: Thursday, 13 February, 2020 11:56 AM

To: Vic (LKKAuto)

Cc: Admin A; Sharon Ten; Ling Ting An

Subject: RE: PIR - SLR1419H - LKK REF CC6/AIG19014955/Khb3

Dear Vic,

Can get the approval by this week?

Thank you.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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

OPTIMA//WERKZ 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

www.ow.sg | www.facebook.com/OptimaWerkz

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.
Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: Lily Loi

Sent: Thursday, 6 February 2020 11:53 AM

To: 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; Sharon Ten <sharon@ow.sg>; Ling Ting An

<tingan.ling@ow.sg>

Subject: RE: PIR - SLR1419H - LKK REF CC6/AIG19014955/Khb3

Dear Vic,

Accident happened on 21/08/2019

Police Investigation Result forward to you on 22/11/2019.

Please update liability ASAP.

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

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: 452 Tagore Industrial Ave Singapore 787823

Tel: (+65) 6472 1313 **Fax:** (+65) 6472 2112

Tel: (+65) 6484 9919 **Fax:** (+65) 6481 1011

Tel: (+65) 6452 6868 **Fax:** (+65) 6452 9223

www.ow.sg | www.facebook.com/OptimaWerkz

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.

Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: Lily Loi

Sent: Thursday, 26 December 2019 5:59 PM

To: 'lily.loi@ow.sg' <lily.loi@ow.sg>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>

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

Subject: RE: PIR - SLR1419H - LKK REF CC6/AIG19014955/Khb3

Dear Vic,

Can you please confirm this liability?????

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

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: 452 Tagore Industrial Ave Singapore 787823

Tel: (+65) 6472 1313 **Fax:** (+65) 6472 2112

Tel: (+65) 6484 9919 **Fax:** (+65) 6481 1011

Tel: (+65) 6452 6868 **Fax:** (+65) 6452 9223

www.ow.sg | www.facebook.com/OptimaWerkz

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.

Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: lily.loi@ow.sg <lily.loi@ow.sg>

Sent: Monday, 25 November 2019 7:13 PM

To: 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>

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

Subject: RE: PIR - SLR1419H - LKK REF CC6/AIG19014955/Khb3

Dear Vic,

We are pending on your reply.

Can you confirm the liability?

Thank you.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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

OPT/MA//ERKZ™ PTE. LTD.

Head office: 6 Kung Chong Road Singapore 159143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: 452 Tagore Industrial Ave Singapore 787823

Tel: (+65) 6472 1313 Fax: (+65) 6472 2112

Tel: (+65) 6484 9919 Fax: (+65) 6481 1011

Tel: (+65) 6452 6868 Fax: (+65) 6452 9223

www.ow.sg | www.facebook.com/OptimaWerkz

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.

Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: lily.loi@ow.sg <lily.loi@ow.sg>

Sent: Friday, 22 November 2019 3:22 PM

To: 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>

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

Subject: RE: PIR - SLR1419H - LKK REF CC6/AIG19014955/Khb3

Dear Vic,

Please confirm the liability.

I need black and white,

Thank you.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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

OPT/MA//ERKZ™ PTE. LTD.

Head office: 6 Kung Chong Road Singapore 159143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: 452 Tagore Industrial Ave Singapore 787823

Tel: (+65) 6472 1313 Fax: (+65) 6472 2112

Tel: (+65) 6484 9919 Fax: (+65) 6481 1011

Tel: (+65) 6452 6868 Fax: (+65) 6452 9223

www.ow.sg | www.facebook.com/OptimaWerkz

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.

Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Sent: Friday, 22 November 2019 3:14 PM

To: lily.loi@ow.sg

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: PIR - SLR1419H - LKK REF CC6/AIG19014955/Khb3

Dear Lily,

We refer to your below email and the contents were noted.

Please forward to us the LOD once COR is finalized for our further action.

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: Suwanna (LKK Auto)

Sent: Friday, 22 November, 2019 2:50 PM

To: lily.loi@ow.sg

Cc: Vic (LKKAuto); Admin A; CS A Team

Subject: FW: PIR - SLR1419H

Without Prejudice

Dear Sir / Madam,

Thank you for your email.

Please be informed that this matter is now handled by my colleague, Mr. Vic.

Hi Vic,

FYNA, our ref CC6/AIG19014955/Khb3

Thank you.

Best Regards,

Suwanna Te-Uttaruang | Admin support

LKK Auto Consultants Pte Ltd

Email Suwanna@lkkauto.com fax: 67414108

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

From: lily.loi@ow.sg <lily.loi@ow.sg>
Sent: Friday, 22 November 2019 2:40 PM
To: CS A Team <cs-a@lkkauto.com>
Subject: PIR - SLR1419H

FYI

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

www.ow.sg | www.facebook.com/OptimaWerkz

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.
Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.