

## Asher Sng (LKKAuto)

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**From:** Asher Sng (LKKAuto)  
**Sent:** Monday, 25 November 2019 3:29 PM  
**To:** Daryl  
**Cc:** Claims  
**Subject:** RE: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S

**'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](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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



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**From:** Daryl <daryl@procarcare.com.sg>  
**Sent:** Friday, 22 November 2019 11:37 AM  
**To:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Cc:** Claims <claims@procarcare.com.sg>  
**Subject:** RE: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S  
**Importance:** High

Dear Asher,

Please refer to the email below and revert on the liability status.

Thank you.

Regards,

**Daryl LIM**

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](mailto:claims@procarcare.com.sg)  
W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



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**From:** Peiwen **On Behalf Of** Claims  
**Sent:** Thursday, 7 November 2019 9:35 am  
**To:** 'Asher Sng (LKKAuto)' <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Subject:** RE: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S  
**Importance:** High

Hi Asher,

Attached with video footage for your to review and revert on the 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](mailto:claims@procarcare.com.sg)  
W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



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**From:** Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]  
**Sent:** Wednesday, October 16, 2019 4:17 PM  
**To:** Claims  
**Subject:** RE: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sirs,

**ACCIDENT INVOLVING SMA 7994B & SMJ 3421S ON 27/09/2019**

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**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

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**From:** Janice Goh Siew Geok [<mailto:janice.goh@qbe.com>]  
**Sent:** Wednesday, 2 October 2019 4:41 PM  
**To:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Subject:** RE: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S

Without Prejudice

Hi Pei Wen

Thank you for your email.

We will appoint LKK for the survey.

Hi LKK

Please assist to arrange survey for TP PRI.

Thank you.

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**Janice Goh**

Executive, Claims

Claims | Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

+65 6477 1243

[Website](#) [LinkedIn](#) [Twitter](#)



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**From:** Peiwen <[peiwen@procarcare.com.sg](mailto:peiwen@procarcare.com.sg)> **On Behalf Of** Claims  
**Sent:** Wednesday, 2 October 2019 1:27 PM  
**To:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>  
**Cc:** Janice Goh Siew Geok <[janice.goh@qbe.com](mailto:janice.goh@qbe.com)>; Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Subject:** RE: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S

Hi Jenny,

We choose LKK auto Consultants Pte Ltd.

Kindly advise 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](mailto:claims@procarcare.com.sg)  
W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



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**From:** Jenny Toh [<mailto:jenny.toh@qbe.com>]  
**Sent:** Wednesday, October 02, 2019 11:56 AM  
**To:** Lily  
**Cc:** Janice Goh Siew Geok; Jenny Toh  
**Subject:** FW: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S

Our ref: V0021643

Without Prejudice

Hi Sirs

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
Infiniti Appraisal Service
Priority Services
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.

Thank you.

regards

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**Jenny Toh**

Senior Assistant

Claims / Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

+65 6224 6633 | +65 6477 1225

[Website](#)

[LinkedIn](#)

[Twitter](#)



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**From:** Lily <[bhlim@procarcare.com.sg](mailto:bhlim@procarcare.com.sg)> **On Behalf Of** Claims

**Sent:** Wednesday, 2 October 2019 11:39 AM

**To:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>

**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Subject:** Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S

Dear Mdm,

Please refer to attached and arrange for survey  
Vehicle is not in workshop

Regards,

**Lily LIM**

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](mailto:claims@procarcare.com.sg)

W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



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