

## Vic (LKKAUTO)

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**From:** Vic (LKKAUTO)  
**Sent:** Monday, 23 March, 2020 1:57 PM  
**To:** shimin poh  
**Cc:** Admin A; Vic (LKKAUTO)  
**Subject:** RE: Re: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SLL517X AND SJS7361T ON 03/10/2019 | 1471859759SG-003 - LKK REF CC4/AIG19017950/Ahb3  
**Attachments:** DV.pdf

Without Prejudice

Dear Shimin,

We refer to your below email.

On a without prejudice basis and without admission of any liability to our Insured's part, we confirm acceptance of your offer for **\$1,211.50 (all in)** as per your LOD.

Kindly chop and sign the attached DV and forward back a copy to us **together with a copy of AUTHORIZATION TO ACT LETTER AND RENTAL AGREEMENT duly signed by the OWNER** for our principal to process the payment.

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](mailto: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:** Monday, 24 February, 2020 3:14 PM  
**To:** shimin poh  
**Cc:** Admin A; Vic (LKKAUTO)  
**Subject:** RE: Re: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SLL517X AND SJS7361T ON 03/10/2019 | 1471859759SG-003 - LKK REF CC4/AIG19017950/Ahb3

Without Prejudice

Dear Shimin,

Received with thanks.

We noted that the name and signature on the Rental Agreement and Invoice is under the Driver, and not the registered owner of the vehicle.

Kindly assist to have the document amended, which is to be duly signed by the registered owner (this also apply to the Letter of Authorization).

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** shimin poh [<mailto:shimin@jhk.com.sg>]

**Sent:** Monday, 24 February, 2020 3:06 PM

**To:** Vic (LKKAuto)

**Cc:** Admin A

**Subject:** Re: Re: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SLL517X AND SJS7361T ON 03/10/2019 | 1471859759SG-003 - LKK REF CC4/AIG19017950/Ahb3

Dear Vic:

Please refer to attached.

Thank You !

Bridget Poh (Shimin)

Joo Hak Kee Auto Pte Ltd

Blk 3007 Ubi Road 1

#01-406 Singapore 408701

Office: 67431913

On Mon, Feb 24, 2020 at 11:06 AM Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)> wrote:

Without Prejudice

Dear Shimin,

We refer further to our below email.

Kindly also furnish us a copy of the Rental Agreement.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** Vic (LKKAuto)

**Sent:** Tuesday, 18 February, 2020 1:29 PM

**To:** shimin poh

**Cc:** Admin A; Vic (LKKAuto)

**Subject:** RE: Re: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SLL517X AND SJS7361T ON 03/10/2019 | 1471859759SG-003 - LKK REF CC4/AIG19017950/Ahb3

Without Prejudice

Dear Shimin,

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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** shimin poh [<mailto:shimin@jhk.com.sg>]

**Sent:** Tuesday, 18 February, 2020 1:20 PM

**To:** Admin-D (LKKAuto)

**Cc:** Vic (LKKAuto); assignments; Shu Pei (LKKAuto); Admin A; Suwanna (LKK Auto)

**Subject:** Re: Re: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SLL517X AND SJS7361T ON 03/10/2019 | 1471859759SG-003

Dear All:

Accident involving SJS7361T/SLL517X(AIG Insured) on 03/10/2019

We act for SIM JEFFREY ANGUS, the owner of vehicle no. SJS7361T, which was involved in the above accident.

Our client suffered loss and damage as a result of your Insured's negligence in the driving of motor vehicle no. SLL517X.

We quantify our client claim's as follows:

|                                     |             |
|-------------------------------------|-------------|
| Cost of Repair inclusive of GST     | : \$ 909.50 |
| TP Insurer Enquiry Inclusive of GST | : \$ 2.00   |
| Loss of Rental @\$100/day X 3 days  | : \$ 300.00 |

Total Claim Amount \$1,211.50

Pre-repair inspection of our client's vehicle was carried out by Surveyor Adrian and we have finalized \$850.00 before GST on 18/2/2020

We enclose herewith the necessary invoices for your immediate action

Please let us know whether you are accepting liability and will be doing settlement within 7 days upon receiving this letter. If there are no discrepancies, please assist to forward the DV to us within 7 days.

Best Regards,

Thank You !

Bridget Poh (Shimin)

Joo Hak Kee Auto Pte Ltd

Blk 3007 Ubi Road 1

#01-406 Singapore 408701

Office: 67431913

On Mon, Dec 16, 2019 at 5:44 PM Summer Lee (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)> wrote:

Dear Shimin,

Noted with thanks.

Best Regards,

**Summer Lee** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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**From:** shimin poh <[shimin@jhk.com.sg](mailto:shimin@jhk.com.sg)>

**Sent:** Monday, 16 December, 2019 5:40 PM

**To:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Shu Pei (LKKAuto) <[shupe@lkkauto.com](mailto:shupe@lkkauto.com)>; Kelvin Teo <[kelvin@jhk.com.sg](mailto:kelvin@jhk.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Suwanna (LKK Auto) <[Suwanna@lkkauto.com](mailto:Suwanna@lkkauto.com)>

**Subject:** Re: Re: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SLL517X AND SJS7361T ON 03/10/2019 | 1471859759SG-003

Dear All:

Please be reminded survey on tmr 17/11/2019 after 10am no waiting.

Thanks

Thank You !

Bridget Poh (Shimin)

Joo Hak Kee Auto Pte Ltd

Blk 3007 Ubi Road 1

#01-406 Singapore 408701

Office: 67431913

On Mon, Dec 9, 2019 at 5:36 PM Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)> wrote:

Without Prejudice

Dear Assignment Team,

Please assist below email.

Thank you.

*"Wishes you a Merry Christmas & Happy New Year 2020"*

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** shimin poh [mailto:[shimin@jkh.com.sg](mailto:shimin@jkh.com.sg)]

**Sent:** Monday, 9 December, 2019 5:34 PM

**To:** Vic (LKKAuto)

**Cc:** Shu Pei (LKKAuto); Kelvin Teo; Admin A; Suwanna (LKK Auto)

**Subject:** Re: Re: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SLL517X AND SJS7361T ON 03/10/2019 | 1471859759SG-003

Dear Vic:

Thank you for your reply, may we arrange survey for this vehicle on next tuesday 17/12/19 after 10am no waiting.

Thank You !

Bridget Poh (Shimin)

Joo Hak Kee Auto Pte Ltd

Blk 3007 Ubi Road 1

#01-406 Singapore 408701

Office: 67431913

On Mon, Dec 9, 2019 at 4:09 PM Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)> wrote:

WITHOUT PREJUDICE

Dear Shimin,

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.

Thank you.



Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** shimin poh [mailto:[shimin@jhk.com.sg](mailto:shimin@jhk.com.sg)]

**Sent:** Monday, 9 December, 2019 3:57 PM

**To:** Suwanna (LKK Auto)

**Cc:** Shu Pei (LKKAuto); Kelvin Teo; Ler, Bernard-JQ; Admin A; Vic (LKKAuto)

**Subject:** Re: Re: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SLL517X AND SJS7361T ON 03/10/2019 | 1471859759SG-003

Dear Suwanna:

Any news for this case?

Thank You !

Bridget Poh (Shimin)

Joo Hak Kee Auto Pte Ltd

Blk 3007 Ubi Road 1

#01-406 Singapore 408701

Office: 67431913

On Mon, Nov 18, 2019 at 11:08 AM shimin poh <[shimin@jhk.com.sg](mailto:shimin@jhk.com.sg)> wrote:

Dear Suwanna:

Thanks for your reply. will inform our client.

Thank You !

Bridget Poh (Shimin)

Joo Hak Kee Auto Pte Ltd

Blk 3007 Ubi Road 1

#01-406 Singapore 408701

Office: 67431913

On Mon, Nov 18, 2019 at 9:20 AM Suwanna (LKK Auto) <[Suwanna@lkkauto.com](mailto:Suwanna@lkkauto.com)> wrote:

Dear Shimin,

Up till now we haven't receive OI GIA Report, we have sent Final Reminder plus Traffic Police for non-reporting. Will update you again later.

Thank you.

Best Regards,

**Suwanna Te-Uttaruang** | Admin support

**LKK Auto Consultants Pte Ltd**

Email [Suwanna@lkkauto.com](mailto:Suwanna@lkkauto.com) | fax: 67414108

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**From:** shimin poh <[shimin@jhk.com.sg](mailto:shimin@jhk.com.sg)>

**Sent:** Thursday, 14 November 2019 1:52 PM

**To:** Suwanna (LKK Auto) <[Suwanna@lkkauto.com](mailto:Suwanna@lkkauto.com)>

**Cc:** Shu Pei (LKKAuto) <[shupe@lkkauto.com](mailto:shupe@lkkauto.com)>; Kelvin Teo <[kelvin@jhk.com.sg](mailto:kelvin@jhk.com.sg)>; Ler, Bernard-JQ <[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Subject:** Re: Re: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SLL517X AND SJS7361T ON 03/10/2019 | 1471859759SG-003

Dear All;

Has your OI reported yet?

we have been notified by the owner that he would have to submit thru lawyer as it is unfair that unless your OI reports then he can proceed with his claim.

Please expedite to chase for your OI to submit and not delay any further.

Thank You !

Bridget Poh (Shimin)

Joo Hak Kee Auto Pte Ltd

Blk 3007 Ubi Road 1

#01-406 Singapore 408701

Office: 67431913

On Tue, Nov 5, 2019 at 2:00 PM shimin poh <[shimin@jhk.com.sg](mailto:shimin@jhk.com.sg)> wrote:

Dear Suwanna:

Has your OI reported yet? please advise the liability for this case,.

Thank You !

Bridget Poh (Shimin)

Joo Hak Kee Auto Pte Ltd

Blk 3007 Ubi Road 1

#01-406 Singapore 408701

Office: 67431913

On Thu, Oct 24, 2019 at 11:45 AM Suwanna (LKK Auto) <[Suwanna@lkkauto.com](mailto:Suwanna@lkkauto.com)> wrote:

Dear Shimin,

Up till now OI not yet reporting. I have sent the reminder to OI. Will get back to you when OI reported. Thank you

Best Regards,

**Suwanna Te-Uttaruang** | Admin support

**LKK Auto Consultants Pte Ltd**

Email [Suwanna@lkkauto.com](mailto:Suwanna@lkkauto.com) | fax: 67414108

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

**From:** shimin poh <[shimin@jhk.com.sg](mailto:shimin@jhk.com.sg)>

**Sent:** Thursday, 24 October 2019 11:33 AM

**To:** Shu Pei (LKKAuto) <[shupe@lkkauto.com](mailto:shupe@lkkauto.com)>; Suwanna (LKK Auto) <[Suwanna@lkkauto.com](mailto:Suwanna@lkkauto.com)>

**Cc:** Kelvin Teo <[kelvin@jhk.com.sg](mailto:kelvin@jhk.com.sg)>; Ler, Bernard-JQ <[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Subject:** Re: Re: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SLL517X AND SJS7361T ON 03/10/2019 | 1471859759SG-003

Dear Suwana:

Any update?

Thank You !

Bridget Poh (Shimin)

Joo Hak Kee Auto Pte Ltd

Blk 3007 Ubi Road 1

#01-406 Singapore 408701

Office: 67431913

On Tue, Oct 22, 2019 at 9:32 AM Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)> wrote:

Dear Shimin,

Thank you for your email.

**Dear Suwana,**

**|**

**Kindly assist to follow up.**

Thank you

Best Regards,

**Shu Peil Admin**

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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**From:** shimin poh <[shimin@jhk.com.sg](mailto:shimin@jhk.com.sg)>

**Sent:** Monday, 21 October 2019 5:29 PM

**To:** Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>

**Cc:** Kelvin Teo <[kelvin@jhk.com.sg](mailto:kelvin@jhk.com.sg)>; Ler, Bernard-JQ <[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Suwanna (LKK Auto) <[Suwanna@lkkauto.com](mailto:Suwanna@lkkauto.com)>

**Subject:** Re: Re: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SLL517X AND SJS7361T ON 03/10/2019 | 1471859759SG-003

Dear Shu Pei:

Please advise has your OI reported this case yet?

Thank You !

Bridget Poh (Shimin)

Joo Hak Kee Auto Pte Ltd

Blk 3007 Ubi Road 1

#01-406 Singapore 408701

Office: 67431913

On Wed, Oct 16, 2019 at 5:46 PM Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)> wrote:

Dear Sir / Madam,

Please be informed that our insured haven't reporting the said accident.

We had send letter to our insured and informed him to fill the accident report as soonest possible.

Our respective case handler will look into the matter and revert to you in due course.

Thank you

*To check availability of the case handler, you may contact the undersigned.*

Best Regards,

Shu Peil Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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

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**From:** Ler, Bernard-JQ <[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com)>

**Sent:** Wednesday, 16 October 2019 11:54 AM

**To:** shimin poh <[shimin@jhk.com.sg](mailto:shimin@jhk.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** Kelvin Teo <[kelvin@jhk.com.sg](mailto:kelvin@jhk.com.sg)>

**Subject:** RE: Re: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SLL517X AND SJS7361T ON 03/10/2019 | 1471859759SG-003

Hi Bridget,

Case is under LKK. Please reach out to them in future.

Hi LKK,

Fyna please.

Thanks.

**Best Regards,**

**Bernard Ler**  
**AIG**

Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

**From:** shimin poh [<mailto:shimin@jhk.com.sg>]

**Sent:** 16 October 2019 11:47

**To:** Ler, Bernard-JQ <[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com)>

**Cc:** Kelvin Teo <[kelvin@jhk.com.sg](mailto:kelvin@jhk.com.sg)>

**Subject:** [EXTERNAL] Re: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SLL517X AND SJS7361T ON 03/10/2019

**This message is from an external sender; be cautious with links and attachments.**

Dear Bernard:

Kindly advise the liability for this case please.

Thank You !

Bridget Poh (Shimin)

Joo Hak Kee Auto Pte Ltd

Blk 3007 Ubi Road 1

#01-406 Singapore 408701

Office: 67431913



On Wed, Oct 16, 2019 at 11:39 AM Parthiban, Theerthan <[Theerthan.Parthiban@aig.com](mailto:Theerthan.Parthiban@aig.com)> wrote:



This is a secure, encrypted message. To read it, open the attachment.

这是安全加密信息。如要阅读此信息，请开启附件。

นี่คือการรักษาความปลอดภัยข้อความที่เข้ารหัสลับ เพื่ออ่านมันให้เปิดไฟล์ที่แนบมา

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