

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Monday, 25 November 2019 4:02 PM
To: Lynn Leo
Cc: Andrew; Onn; Darlene; Elvis Fu
Subject: RE: PRE-REPAIR INSPECTION REQUEST – SJQ3949K vs SMC3080D (OI) on D.O.A.: 20/10/2019 CC4/AIG19018887/R1eb3

'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 | fax: 6741-4108

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



From: Lynn Leo <lynnleo@em.com.sg>
Sent: Monday, 25 November 2019 3:44 PM
To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Cc: Andrew <andrew@em.com.sg>; Onn <onn@em.com.sg>; Darlene <darlene@autoinc.com.sg>; Elvis Fu <elvisfu@em.com.sg>
Subject: RE: PRE-REPAIR INSPECTION REQUEST – SJQ3949K vs SMC3080D (OI) on D.O.A.: 20/10/2019
CC4/AIG19018887/R1eb3

Thanks Asher for the updates.

Could you please expedite this case for us? My client is not happy with the delay that your insured has caused. This is just filing an accident report and it has dragged for more than a month that we cannot even proceed with any repair job.

Thanks for your help.

Best Regards,

Lynn Leo



Address: Alexandra Village Industrial Estate
Block 1010, Bukit Merah Lane 3
#01-119, Singapore 159724
Tel: (65) 6542 1151
Fax: (65) 6543 1161
Website: www.exquisitemarques.com.sg
Facebook: www.facebook.com/exquisitemarquessg

From: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Sent: Monday, November 25, 2019 3:33 PM
To: Lynn Leo <lynnleo@em.com.sg>
Cc: Andrew <andrew@em.com.sg>; Onn <onn@em.com.sg>; Darlene <darlene@autoinc.com.sg>; Elvis Fu <elvisfu@em.com.sg>
Subject: RE: PRE-REPAIR INSPECTION REQUEST – SJQ3949K vs SMC3080D (OI) on D.O.A.: 20/10/2019
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Hi Lynn,

We refer to the email below.

Our insured file the report however we are not able to view due to the wrongly filing.

We are still pending our insured to redo the filing again.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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



From: Lynn Leo <lynnleo@em.com.sg>

Sent: Monday, 25 November 2019 3:26 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Andrew <andrew@em.com.sg>; Onn <onn@em.com.sg>; Darlene <darlene@autoinc.com.sg>; Elvis Fu <elvisfu@em.com.sg>

Subject: RE: PRE-REPAIR INSPECTION REQUEST – SJQ3949K vs SMC3080D (OI) on D.O.A.: 20/10/2019
CC4/AIG19018887/R1eb3

Hi Asher,

Can I please have an update on this case? It's been almost 2 weeks since the technical issue you mentioned.

Best Regards,

Lynn Leo



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From: Lynn Leo
Sent: Tuesday, November 12, 2019 12:49 PM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Andrew <andrew@em.com.sg>; Onn <onn@em.com.sg>; Darlene <darlene@autoinc.com.sg>; Elvis Fu <elvisfu@em.com.sg>
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Hi Asher,

Thanks for the updates.

I'm sure there must be other ways to receive the report on your end. Meantime we will wait for your reply. Apologies on the chase on our end as customer's growing impatient with the wait since surveyor has already given the green light to proceed with the repairs weeks ago.

Hope you understand where we are coming from and many thanks for your assistance.

Best Regards,

Lynn Leo



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Website: www.exquisitemarques.com.sg
Facebook: www.facebook.com/exquisitemarquessg

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Tuesday, November 12, 2019 12:40 PM
To: Lynn Leo <lynnleo@em.com.sg>
Cc: Andrew <andrew@em.com.sg>; Onn <onn@em.com.sg>; Darlene <darlene@autoinc.com.sg>; Elvis Fu <elvisfu@em.com.sg>
Subject: RE: PRE-REPAIR INSPECTION REQUEST – SJQ3949K vs SMC3080D (OI) on D.O.A.: 20/10/2019 CC4/AIG19018887/R1eb3

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Hi Lynn,

We refer to the email below.

We have check with our insured and he have file the report, however due to some technical problem our principal did not recvieved.

Still checking the problem with our principal and revert to you in due course.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Lynn Leo <lynnleo@em.com.sg>

Sent: Tuesday, 12 November 2019 12:33 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Andrew <andrew@em.com.sg>; Onn <onn@em.com.sg>; Darlene <darlene@autoinc.com.sg>; Elvis Fu <elvisfu@em.com.sg>

Subject: RE: PRE-REPAIR INSPECTION REQUEST – SJQ3949K vs SMC3080D (OI) on D.O.A.: 20/10/2019
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Hi Asher,

Thanks for the email reply. Understand that your insured has yet to report, however, this case has dragged for an entire month. My client is growing impatient with the wait as he has to use the car for daily use. Could you please assist to expedite this case?

This is after all an accident case. Isn't it only right that your insured have to report the accident?

Is there anything that we need to do/can do on our end to assist on this case?

Best Regards,

Lynn Leo



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Facebook: www.facebook.com/exquisitemarquessg

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Sent: Tuesday, November 12, 2019 10:22 AM

To: Elvis Fu <elvisfu@em.com.sg>

Cc: Andrew <andrew@em.com.sg>; Onn <onn@em.com.sg>; Darlene <darlene@autoinc.com.sg>; Lynn Leo <lynnleo@em.com.sg>

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Hi Sir,

We refer to the email below.

Our insured yet to report, we are still follow up the matter with our principal.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Elvis Fu <elvisfu@em.com.sg>

Sent: Tuesday, 12 November 2019 9:49 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Andrew <andrew@em.com.sg>; Onn <onn@em.com.sg>; Darlene <darlene@autoinc.com.sg>; Lynn Leo <lynnleo@em.com.sg>

Subject: RE: PRE-REPAIR INSPECTION REQUEST – SJQ3949K vs SMC3080D (OI) on D.O.A.: 20/10/2019
CC4/AIG19018887/R1eb3

Hi Asher,

Sorry for pestering you regarding this, may I check with you whether the insurer has make the accident report on this case? Thanks.

From: Elvis Fu

Sent: Thursday, 7 November 2019 4:08 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Andrew <andrew@em.com.sg>; Onn <onn@em.com.sg>; Darlene <darlene@autoinc.com.sg>; Lynn Leo <lynnleo@em.com.sg>

Subject: RE: PRE-REPAIR INSPECTION REQUEST – SJQ3949K vs SMC3080D (OI) on D.O.A.: 20/10/2019
CC4/AIG19018887/R1eb3

Thanks Asher.

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Sent: Wednesday, 6 November 2019 10:25 AM

To: Elvis Fu <elvisfu@em.com.sg>

Cc: Andrew <andrew@em.com.sg>; Onn <onn@em.com.sg>; Darlene <darlene@autoinc.com.sg>; Lynn Leo <lynnleo@em.com.sg>

Subject: RE: PRE-REPAIR INSPECTION REQUEST – SJQ3949K vs SMC3080D (OI) on D.O.A.: 20/10/2019
CC4/AIG19018887/R1eb3

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Hi Sir,

We refer to the email below.

We are still pending our insured report from our principal.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Elvis Fu <elvisfu@em.com.sg>

Sent: Tuesday, 5 November 2019 8:43 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Andrew <andrew@em.com.sg>; Onn <onn@em.com.sg>; Darlene <darlene@autoinc.com.sg>; Lynn Leo <lynnleo@em.com.sg>

Subject: PRE-REPAIR INSPECTION REQUEST – SJQ3949K vs SMC3080D (OI) on D.O.A.: 20/10/2019
CC4/AIG19018887/R1eb3

Hi Asher,

I am Elvis from Exquisite Marques, we spoke on the phone about 1 – 2 weeks ago. May I check with you whether the insurer has make the accident report on this case? Thanks.

Best Regards,

Elvis Fu



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Block 1010, Bukit Merah Lane 3
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