

## Asher Sng (LKKAuto)

---

**From:** Asher Sng (LKKAuto)  
**Sent:** Thursday, 13 February 2020 2:15 PM  
**To:** Sharon Ten; Mei Kwan (LKKAuto)  
**Cc:** Admin A; Lily Loi; Ling Ting An; Ong Hock Kong  
**Subject:** RE: TP Claims / Arrange Survey - Accident involving SMN5934U & SJR1202P on 13/01/2020 (AIG) \*\*\* LKK REF: CC6/AIG20001045/ea3

**'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)



---

**From:** Sharon Ten <sharon@ow.sg>  
**Sent:** Thursday, 13 February 2020 1:59 PM

**To:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Lily Loi <lily.loi@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ong Hock Kong <hockkong.ong@ow.sg>  
**Subject:** RE: TP Claims / Arrange Survey - Accident involving SMN5934U & SJR1202P on 13/01/2020 (AIG) \*\*\* LKK REF: CC6/AIG20001045/ea3

Without Prejudice

Dear Asher,

We had send you the video footage on 29/01/2020. Based on the video, your insured was rolled back and hit onto our client's vehicle.

Please refer to the link below.

<https://www.dropbox.com/s/w56k1g90ftw647k/smn5934u%20video.mp4?dl=0>

Thank you.

Best Regards,

**Sharon Ten (Ms.)**

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](http://www.ow.sg) | [www.facebook.com/OptimaWerkz](https://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:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

**Sent:** Thursday, 13 February 2020 12:56 PM

**To:** Sharon Ten <sharon@ow.sg>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

**Cc:** Admin A <admin-a@lkkauto.com>; Lily Loi <lily.loi@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ong Hock Kong <hockkong.ong@ow.sg>

**Subject:** RE: TP Claims / Arrange Survey - Accident involving SMN5934U & SJR1202P on 13/01/2020 (AIG) \*\*\* LKK REF: CC6/AIG20001045/ea3

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

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)



---

**From:** Sharon Ten <[sharon@ow.sg](mailto:sharon@ow.sg)>

**Sent:** Thursday, 13 February 2020 9:56 AM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Lily Loi <[lily.loi@ow.sg](mailto:lily.loi@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ong Hock Kong <[hockkong.ong@ow.sg](mailto:hockkong.ong@ow.sg)>

**Subject:** RE: TP Claims / Arrange Survey - Accident involving SMN5934U & SJR1202P on 13/01/2020 (AIG) \*\*\* LKK REF: CC6/AIG20001045/ea3

Without Prejudice

Dear Asher,

We not yet receive any response to-date.

Please revert as soon as possible.

Thank you.

Best Regards,

**Sharon Ten (Ms.)**

Claims Executive, Motor Claims Department

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

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:** Sharon Ten

**Sent:** Tuesday, 4 February 2020 2:47 PM

**To:** 'Mei Kwan (LKKAUTO)' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; 'Asher Sng (LKKAUTO)' <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Lily Loi <[lily.loi@ow.sg](mailto:lily.loi@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ong Hock Kong <[hockkong.ong@ow.sg](mailto:hockkong.ong@ow.sg)>

**Subject:** RE: TP Claims / Arrange Survey - Accident involving SMN5934U & SJR1202P on 13/01/2020 (AIG) \*\*\* LKK REF: CC6/AIG20001045/ea3

Without Prejudice

Dear Asher,

Any update?

Please advise on liability as soon as possible.

Thank you,

Best Regards,

**Sharon Ten (Ms.)**

Claims Executive, Motor Claims Department

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

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:** Sharon Ten

**Sent:** Wednesday, 29 January 2020 4:49 PM

**To:** 'Mei Kwan (LKKAUTO)' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Lily Loi <[lily.loi@ow.sg](mailto:lily.loi@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ong Hock Kong <[hockkong.ong@ow.sg](mailto:hockkong.ong@ow.sg)>

**Subject:** RE: TP Claims / Arrange Survey - Accident involving SMN5934U & SJR1202P on 13/01/2020 (AIG) \*\*\* LKK REF: CC6/AIG20001045/ea3

Without Prejudice

Dear Asher,

Based on the video, your insured was rolled back and hit onto our client's vehicle.

Enclosed the video footage for your perusal.

Thank you

Best Regards,

**Sharon Ten (Ms.)**

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](http://www.ow.sg) | [www.facebook.com/OptimaWerkz](https://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:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Tuesday, 21 January 2020 2:42 PM

**To:** Sharon Ten <[sharon@ow.sg](mailto:sharon@ow.sg)>; Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Lily Loi <[lily.loi@ow.sg](mailto:lily.loi@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ong Hock Kong <[hockkong.ong@ow.sg](mailto:hockkong.ong@ow.sg)>

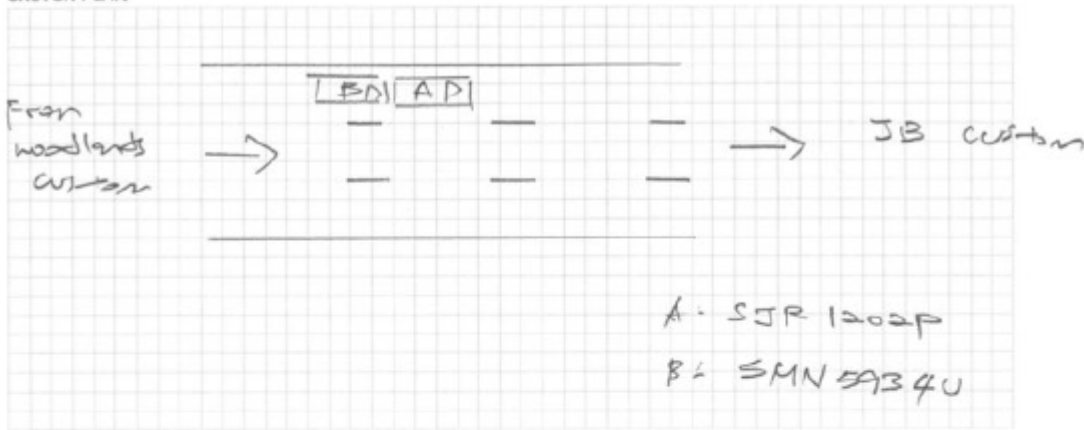
**Subject:** RE: TP Claims / Arrange Survey - Accident involving SMN5934U & SJR1202P on 13/01/2020 (AIG) \*\*\* LKK REF: CC6/AIG20001045/ea3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.

# SKETCH PLAN



## DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

In 13/01/2020 at around 1150hrs, I drove my car SJR1202P from woodlands custom towards JB custom. All vehicles were heavily jammed & slow moving at causeway. My car was on extreme left lane follow the queue & was stationary at that time. Suddenly I felt an impact from my rear & realized was hit by car SMN5934U

Please note that for liability, claim negotiation and settlement, please contact **Asher at 6841 6051**.

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

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

*"Wishing you a Happy and Prosperous Lunar New Year"*



Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**From:** Sharon Ten <[sharon@ow.sg](mailto:sharon@ow.sg)>

**Sent:** Friday, 17 January, 2020 5:51 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Lily Loi <[lily.loi@ow.sg](mailto:lily.loi@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ong Hock Kong <[hockkong.ong@ow.sg](mailto:hockkong.ong@ow.sg)>

**Subject:** RE: TP Claims / Arrange Survey - Accident involving SMN5934U & SJR1202P on 13/01/2020 (AIG)

Without Prejudice

Dear Mei Kwan,

Has your insured reported?

Please advise on liability as soon as possible.

Thank you,



Best Regards,

**Sharon Ten (Ms.)**

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](http://www.ow.sg) | [www.facebook.com/OptimaWerkz](https://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:** Sharon Ten

**Sent:** Friday, 17 January 2020 4:09 PM

**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Lily Loi <[lily.loi@ow.sg](mailto:lily.loi@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ong Hock Kong <[hockkong.ong@ow.sg](mailto:hockkong.ong@ow.sg)>

**Subject:** RE: TP Claims / Arrange Survey - Accident involving SMN5934U & SJR1202P on 13/01/2020 (AIG)

Without Prejudice

Dear Officer,

Enclosed the amended GIA report for your perusal.



Thank you.



Best Regards,

**Sharon Ten (Ms.)**

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](http://www.ow.sg) | [www.facebook.com/OptimaWerkz](https://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:** Sharon Ten

**Sent:** Thursday, 16 January 2020 2:49 PM

**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Lily Loi <[lily.loi@ow.sg](mailto:lily.loi@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ong Hock Kong <[hockkong.ong@ow.sg](mailto:hockkong.ong@ow.sg)>

**Subject:** TP Claims / Arrange Survey - Accident involving SMN5934U & SJR1202P on 13/01/2020 (AIG)

Your Ref: SJR1202P

Our Ref: SMN5934P

Dear Officer,

Has your insured reported?

Please arrange for survey as soon as possible.

Location: 9A Serangoon North Avenue 5



***\*\*Please avoid 1PM - 2PM***

Thank you.

Best Regards,

**Sharon Ten (Ms.)**

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](http://www.ow.sg) | [www.facebook.com/OptimaWerkz](https://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.