

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Thursday, 16 April, 2020 4:46 PM
To: Claims Dept
Cc: Claims Dept; Assessment; Claims Dept; Admin A; Vic (LKKAUTO); Jasper Chua (LKK Auto)
Subject: RE: RE : PRS SH 7091 Z and your insured's vehicle SLC 1670 B on 08.01.2020. - CHINA TAIPING *** LKK REF: CC6/CTI20001135/Dha3 - REMINDER - follow up 4th REMINDER

Without Prejudice

Dear Mr Lee,

We refer to our below email.

Please be informed that we are still pending for mandate approval from our principal.

We will continue to follow up on the matter and will get back to you for an update/offer.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

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)



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From: Claims Dept [mailto:claims_ltr@bifrostauto.com]

Sent: Thursday, 16 April, 2020 4:35 PM

To: Mei Kwan (LKKAUTO); Admin A; Vic (LKKAUTO)

Cc: Claims Dept; Assessment; Claims Dept

Subject: RE : PRS SH 7091 Z and your insured's vehicle SLC 1670 B on 08.01.2020. - CHINA TAIPING *** LKK REF: CC6/CTI20001135/Dha3 - REMINDER - follow up 4th REMINDER

WITHOUT PREJUDICE

Dear Sir / Madam,

We have not heard from you since my emailed to you with regards to LOD sometimes in mid-February 2020

We would appreciate it if you were able to respond to this email and looking forward to your professionalism in handling this case.

Looking forward to hearing from you soon.

Thanks & Regards

Mr Lee, PBM
Bifrost Auto Pte Ltd
Accident Claims Dept

----- Forwarded message -----

From: Claims Dept <claims_ltr@bifrostauto.com>

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

Cc: "Mei Kwan (LKKAuto)" <Meikwan@lkkauto.com>, Claims Dept <claims_ltm@bifrostauto.com>, Admin A <admin-a@lkkauto.com>, Assessment <claims@bifrostauto.com>, Claims Dept <claims_ltv@bifrostauto.com>, "simonho@lkksuto.com" <simonho@lkksuto.com>

Bcc:

Date: Mon, 6 Apr 2020 11:28:09 +0800

Subject: Re: RE : PRS SH 7091 Z and your insured's vehicle SLC 1670 B on 08.01.2020. - CHINA TAIPING *** LKK REF: CC6/CTI20001135/Dha3 - REMINDER - follow up 3

Without Prejudice

Dear Vic, based on our last conversation on 23/3/2020, we have not heard anything from you as up to date.

Appreciate if you were able to look into this case as soonest, please.

Thanks & Regards

Mr Lee, PBM
Bifrost Auto Pte Ltd
Accident Claims Dept

On Mon, 23 Mar 2020 at 09:58, Vic (LKKAuto) <vicalpeh@lkkauto.com> wrote:

> Without Prejudice

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> Dear Mr Lee,

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> We refer to your below email.

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> Please be informed that we are currently in the midst of seeking for our

> principal's mandate approval.

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> We will expedite and will get back to you for an update/offer.

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> Thank you.

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> Best Regards,

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> *Vic Alpeh* | Case Handler

>

> *LKK Auto Consultants Pte Ltd*

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> Phone: 6841-2096 | email: *vicalpeh@lkkauto.com <vicalpeh@lkkauto.com>*

> fax: 6741-4108

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

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> [image: 1]*Save the Earth. Print only when necessary.*

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> copies thereof, and inform the sender that you have deleted the e-mail, all

> attachments and any copies thereof. Thank you.

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> *From:* Claims Dept [mailto:claims_ltr@bifrostauto.com]

> *Sent:* Saturday, 21 March, 2020 1:02 PM

> *To:* Vic (LKKAuto)

> *Cc:* Mei Kwan (LKKAuto); Claims Dept; Admin A; Assessment; Claims Dept;

> simonho@lksuto.com

> *Subject:* Re: RE : PRS SH 7091 Z and your insured's vehicle SLC 1670 B

> on 08.01.2020. - CHINA TAIPING *** LKK REF: CC6/CTI20001135/Dha3 - REMINDER

> - follow up 2

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> * WITHOUT PREJUDICE/SAVE AS TO COSTS *

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> Dear Vic, despite our email on 12/2/2020 4.39pm ;
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> We were quite disappointed as we have not heard on the final closure
> timely as requested in the email.
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> We would be grateful if you able to look into this seriously and your kind
> attention with regards to the final closure is much appreciated.
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> Kindly let us have your reply within the *next 5 days* upon receipt of
> this email, please.
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> Thanks & Regards
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> Mr Lee, PBM
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> Bifrost Auto Pte Ltd
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> Accident Claims Dept
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> On Mon, 9 Mar 2020 at 16:53, Claims Dept <claims_ltr@bifrostauto.com>
> wrote:
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> Dear Vic, please provide me your settlement offer amount and period of
> working days before I able to issue you a LOD.
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> Thanks & Regards
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> Mr Lee, PBM
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> Bifrost Auto Pte Ltd
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> Accident Claims Dept
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> On Mon, 9 Mar 2020 at 11:13, Vic (LKKAuto) <vicalpeh@lkkauto.com> wrote:
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> WITHOUT PREJUDICE
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> Dear Mr Lee,
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> We refer to the above matter.
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> Please be informed that basing on the accident statements submitted by
> both party, the liability is clear subject to the BOLA guideline settlement.
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> 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.
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> Kindly forward the LOD and all supporting documents to us if available to
> proceed with the settlement.
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> Thank you.
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> Best Regards,
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> *Vic Alpeh* | Case Handler
>
> *LKK Auto Consultants Pte Ltd*
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----- Message truncated -----