

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Monday, 9 March 2020 2:17 PM
To: Sharon Ten
Cc: Lily Loi
Subject: RE: TP Claims / Arrange Survey - Accident involving SFE1330T & SMQ3704P on 24/01/2020 (AIG) *** LKK REF: CC6/AIG20001746/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 | fax: 6741-4108

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

From: Sharon Ten <sharon@ow.sg>
Sent: Saturday, 7 March 2020 1:49 PM
To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Cc: Lily Loi <lily.loi@ow.sg>
Subject: RE: TP Claims / Arrange Survey - Accident involving SFE1330T & SMQ3704P on 24/01/2020 (AIG) *** LKK REF: CC6/AIG20001746/ea3

Without Prejudice

Dear Asher,

Based on your insured's video, my client was travelling straight on the main lane and has the right of way. Your insured was make a lane change caused the accident.

Thus, we are of the view that our client's statement is more credible and consistent to the fact of your insured.

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

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: 452 Tagore Industrial Ave Singapore 787823

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

Sent: Wednesday, 4 March 2020 1:58 PM

To: Sharon Ten <sharon@ow.sg>

Subject: RE: TP Claims / Arrange Survey - Accident involving SFE1330T & SMQ3704P on 24/01/2020 (AIG) *** LKK REF: CC6/AIG20001746/ea3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sharon,

Enclosed our insured video for your easy referenece.

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: Sharon Ten <sharon@ow.sg>
Sent: Wednesday, 26 February 2020 2:18 PM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@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 SFE1330T & SMQ3704P on 24/01/2020 (AIG) *** LKK REF: CC6/AIG20001746/ea3

Without Prejudice

Dear Asher,

We had mentioned that our client don't have video.

According to your insured's report, please forward the video footage to support your insured's statement.

Thank you.

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department
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From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Tuesday, 25 February 2020 12:13 PM
To: Sharon Ten <sharon@ow.sg>
Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@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 SFE1330T & SMQ3704P on 24/01/2020 (AIG) *** LKK REF: CC6/AIG20001746/ea3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sirs,

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 | fax: 6741-4108

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

From: Sharon Ten <sharon@ow.sg>

Sent: Tuesday, 25 February 2020 11:36 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@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 SFE1330T & SMQ3704P on 24/01/2020 (AIG) *** LKK REF: CC6/AIG20001746/ea3

Without Prejudice

Dear Asher,

This case has been outstanding for quite some times.

Would greatly appreciate your kind attention to the matter, and revert on our email below.

Thank you.

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department

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

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From: Sharon Ten
Sent: Tuesday, 11 February 2020 4:04 PM
To: 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@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 SFE1330T & SMQ3704P on 24/01/2020 (AIG) *** LKK REF: CC6/AIG20001746/ea3

Without Prejudice

Dear Asher,

Any update for this case?

Thank you.

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department
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From: Sharon Ten
Sent: Wednesday, 5 February 2020 4:55 PM
To: 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@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 SFE1330T & SMQ3704P on 24/01/2020 (AIG) *** LKK REF: CC6/AIG20001746/ea3

Without Prejudice

Dear Asher,

Our client don't have video.

Based on the scene photo, my client was travelling straight in his own lane which was already in front of your insured. Enclosed the scene photo for your perusal.

According to your insured's report, please forward the video footage to support your insured's statement.

Thank you.

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department

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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>

Sent: Tuesday, 4 February 2020 4:32 PM

To: Sharon Ten <sharon@ow.sg>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Lily Loi <lily.loi@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ong Hock Kong <hockkong.ong@ow.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

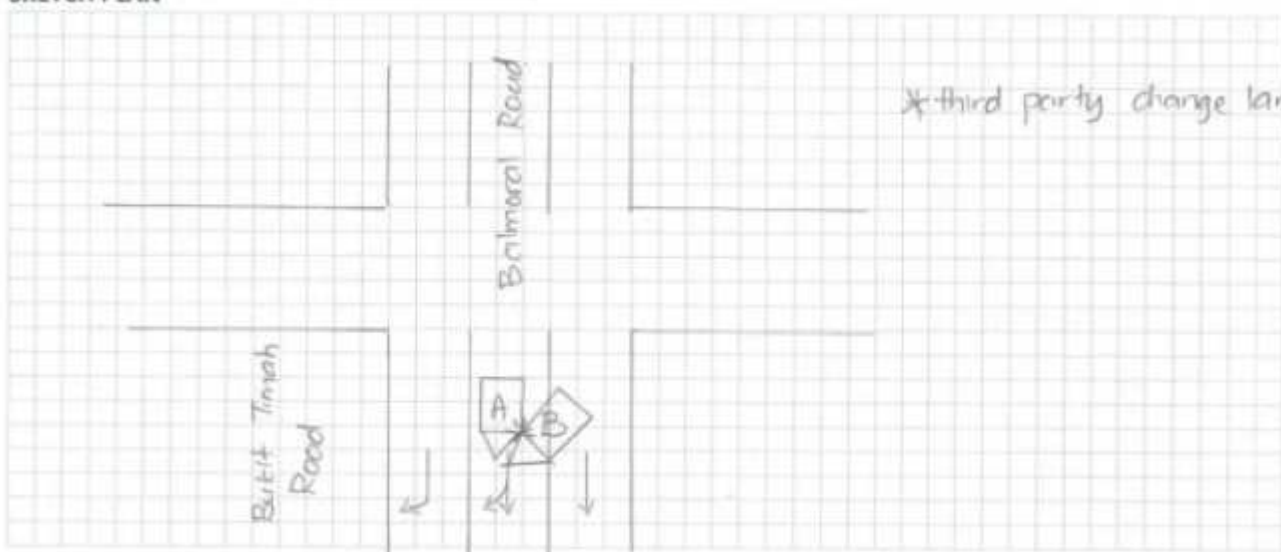
Subject: RE: TP Claims / Arrange Survey - Accident involving SFE1330T & SMQ3704P on 24/01/2020 (AIG) *** LKK REF: CC6/AIG20001746/ea3

Dear Sirs / Madam,

We refer to the above matter.

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

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I was on Dunearn Road, turning right onto Balmoral Road towards Anderson Road on 24 January, at approximately 10.05pm, when a car (SFE1330T) came into my lane and brushed the front passenger-side of the car I am driving. I intended to use the middle lane to turn right onto Bukit Timah Road. It was a three-lane road, with the middle lane allowing cars to turn right or go straight. Due to the car ahead blocking me, I was not able to use the right-most lane. SFE1330T came from behind and intended to use the same lane, although the driver did not signal right (as seen in video). As a result, both cars sustained damage.

Please provide us the following.

- **evidence i.e. video and scene photo.**
- **PIR result (if any)**

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 | fax: 67414108

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, 3 February, 2020 9:18 AM

To: Sharon Ten <sharon@ow.sg>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Lily Loi <lily.loi@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ong Hock Kong <hockkong.ong@ow.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: RE: TP Claims / Arrange Survey - Accident involving SFE1330T & SMQ3704P on 24/01/2020 (AIG) *** LKK REF: CC6/AIG20001746/ea3

Dear Sirs / Madam,

We refer to the above matter.

Please be informed that we are currently **pending for our principal to release OI GIA report.**

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

Our respective case handler will look into the matter and revert 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 | fax: 67414108

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

From: Sharon Ten <sharon@ow.sg>

Sent: Saturday, 1 February, 2020 1:35 PM

To: assignments <assignments@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: TP Claims / Arrange Survey - Accident involving SFE1330T & SMQ3704P on 24/01/2020 (AIG)

Your Ref: SMQ3704P

Our Ref: SFE1330T

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

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