

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 31 March 2021 11:37 AM
To: Kaitlyn Chio
Cc: Lily Loi; Eve Tan; Ling Ting An; Adeline Lim; Adeline Lim
Subject: RE: LOD - ACCIDENT INVOLVING SLV1555B & SMN7339A ON 28/04/2020 / Our Ref: TP#1176 *** LKK REF: CC6/AIG20005492/ka3 (AIG)
Attachments: DV_SLV1555B.pdf

Without Prejudice

Dear Sirs/Mdm,

Thank you for your acceptance.

We confirm settlement at a global sum of \$900.00(all-in).

Please duly sign the DV enclosed and return to us (LKK) for our necessary action.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Kaitlyn Chio <kaitlyn.chio@ow.sg>
Sent: Tuesday, 30 March 2021 8:53 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Lily Loi <lily.loi@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>; Adeline Lim <adeline@ow.sg>
Subject: RE: LOD - ACCIDENT INVOLVING SLV1555B & SMN7339A ON 28/04/2020 / Our Ref: TP#1176 *** LKK REF: CC6/AIG20005492/ka3 (AIG)

Dear Hsiao Tong,

We accept your offer at \$900/-.

Kindly let us have your discharge voucher.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)
Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//WERKZ PTE. LTD.

Head Office: 8 Kung Chong Road Singapore 150143

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Tuesday, 30 March 2021 8:08 AM

To: Kaitlyn Chio <kaitlyn.chio@ow.sg>

Cc: Lily Loi <lily.loi@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>; Adeline Lim <adeline@ow.sg>

Subject: RE: LOD - ACCIDENT INVOLVING SLV1555B & SMN7339A ON 28/04/2020 / Our Ref: TP#1176 *** LKK REF: CC6/AIG20005492/ka3 (AIG)

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

Could we wrap up the matter at a global sum of \$900.00(all-in)?

Thanks.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Kaitlyn Chio <kaitlyn.chio@ow.sg>
Sent: Monday, 22 March 2021 8:50 AM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Lily Loi <lily.loi@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>; Adeline Lim <adeline@ow.sg>
Subject: RE: LOD - ACCIDENT INVOLVING SLV1555B & SMN7339A ON 28/04/2020 / Our Ref: TP#1176 *** LKK REF: CC6/AIG20005492/ka3 (AIG)

Without Prejudice

Dear Hsiao Tong,

Refer to the above matter.

Our client are unable to accept your offer as the LOU/LOR is too low.

We would like to highlight that this vehicle **SLV1555B – Honda Vezel Hybrid 1.5X Auto** are registered with LTA under **Vehicle Type – Z10 – Private Hire (Chauffeur) Motor Car**.

Enclosed Transfer Fee for your perusal.

As such, we are maintaining our offer therein as below.

- Cost of Repair (incl. of GST)	S\$ 749.00
- Loss of Use	S\$ 160.00 (\$80.00 X 02 Days)
Grand Total	<u>S\$ 909.00</u>

We appreciate the efforts being put into reviewing the case.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)
Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

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From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Saturday, 20 March 2021 12:54 PM
To: Kaitlyn Chio <kaitlyn.chio@ow.sg>
Cc: Lily Loi <lily.loi@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>; Adeline Lim <adeline@ow.sg>
Subject: Re: LOD - ACCIDENT INVOLVING SLV1555B & SMN7339A ON 28/04/2020 / Our Ref: TP#1176 *** LKK REF: CC6/AIG20005492/ka3 (AIG)

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of \$850.00(all-in).

Please confirm acceptance.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.”

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

Best Regards,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Kaitlyn Chio <kaitlyn.chio@ow.sg>
Sent: Wednesday, 10 March 2021 4:15 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Lily Loi <lily.loi@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>; Adeline Lim <adeline@ow.sg>
Subject: RE: LOD - ACCIDENT INVOLVING SLV1555B & SMN7339A ON 28/04/2020 / Our Ref: TP#1176 *** LKK REF: CC6/AIG20005492/ka3 (AIG)

Dear Hsiao Tong,

Refer to the above matter.

We are still pending on your offer.
Kindly let us have your proposed offer without further delay.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)
Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, 26 February 2021 2:44 PM
To: Kaitlyn Chio <kaitlyn.chio@ow.sg>
Cc: Lily Loi <lily.loi@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>; Adeline Lim <adeline@ow.sg>
Subject: RE: LOD - ACCIDENT INVOLVING SLV1555B & SMN7339A ON 28/04/2020 / Our Ref: TP#1176 *** LKK REF: CC6/AIG20005492/ka3 (AIG)

Without Prejudice

Dear Sirs/Mdm,

Apologised for late response.

We have just cleared our insured on this matter and seeking mandate from AIG.

We will expedite the matter and get back to you.

Kindly bear with us for time being.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Kaitlyn Chio <kaitlyn.chio@ow.sg>
Sent: Wednesday, 24 February 2021 4:08 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Lily Loi <lily.loi@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>; Adeline Lim <adeline@ow.sg>
Subject: FW: LOD - ACCIDENT INVOLVING SLV1555B & SMN7339A ON 28/04/2020 / Our Ref: TP#1176 *** LKK REF: CC6/AIG20005492/ka3 (AIG)

Dear Hsiao Tong,

Refer to the above matter.

We are still pending on your offer.
Kindly let us have your proposed offer without further delay.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)

Claims Executive, Motor Claims Department

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From: Kaitlyn Chio

Sent: Monday, 8 February 2021 4:48 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Lily Loi <lily.loi@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>

Subject: FW: LOD - ACCIDENT INVOLVING SLV1555B & SMN7339A ON 28/04/2020 / Our Ref: TP#1176 *** LKK REF: CC6/AIG20005492/ka3 (AIG)

Dear Hsiao Tong,

Refer to the above matter.

Noted that the case was handover to you.

Kindly let us have your proposed offer without further delay.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)

Claims Executive, Motor Claims Department

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

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From: Sharon Ten <sharon@ow.sg>

Sent: Monday, 30 November 2020 11:02 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Lily Loi <lily.loi@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>

Subject: RE: LOD - ACCIDENT INVOLVING SLV1555B & SMN7339A ON 28/04/2020 / Our Ref: TP#1176 *** LKK REF: CC6/AIG20005492/ka3 (AIG)

Without Prejudice

Dear Khanchna,

Kindly let us have your offer to close this case.

Thank you.

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

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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: Sharon Ten

Sent: Wednesday, 11 November 2020 9:58 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Lily Loi <lily.loi@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>

Subject: RE: LOD - ACCIDENT INVOLVING SLV1555B & SMN7339A ON 28/04/2020 / Our Ref: TP#1176 *** LKK REF: CC6/AIG20005492/ka3 (AIG)

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

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Head Office: 8 Kung Chong Road Singapore 150143

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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: Sharon Ten

Sent: Thursday, 29 October 2020 5:00 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Lily Loi <lily.loi@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>

Subject: LOD - ACCIDENT INVOLVING SLV1555B & SMN7339A ON 28/04/2020 / Our Ref: TP#1176 *** LKK REF: CC6/AIG20005492/ka3 (AIG)

Our Ref : SLV1555B / TP#1176

Your Ref : SMN7339A

Without Prejudice

Dear Khanchna,

We refer to the above captioned.

We are claiming the below followings:

- Cost of Repair (incl. of GST)	S\$ 749.00
- Loss of Hire	S\$160.00 (S\$80.00 x 02 Days)
Grand Total	S\$ 909.00
	=====

Your prompt attention is most grateful and look forward to your speedy settlement.

Thank you.

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department

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

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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: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Sent: Tuesday, 13 October 2020 5:31 PM

To: Sharon Ten <sharon@ow.sg>

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

Subject: RE: TP Claims / Arrange Survey - Accident involving SLV1555B & SMN7339A on 28/04/2020 (AIG) *** LKK REF: CC6/AIG20005492/ka3

WITHOUT PREJUDICE

Dear Sharon,

Please send us your LOD.

We will seek mandate and revert.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841 2360 | email: khanchna@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: 24 August 2020 4:13 PM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Kaitlyn Chio <kaitlyn.chio@ow.sg>; Lily Loi <lily.loi@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; EXSTAFF - Ong Hock Kong <hockkong.ong@ow.sg>
Subject: RE: TP Claims / Arrange Survey - Accident involving SLV1555B & SMN7339A on 28/04/2020 (AIG) *** LKK REF: CC6/AIG20005492/ka3

Without Prejudice

Dear Khanchna,

Video and scene photo provided dated on 29/07/2020.

Any update for this case?

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
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Tel: (+65) 6452 6868 **Fax:** (+65) 6452 9223

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From: Sharon Ten
Sent: Wednesday, 12 August 2020 2:00 PM
To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>
Cc: Kaitlyn Chio <kaitlyn.chio@ow.sg>; 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 SLV1555B & SMN7339A on 28/04/2020 (AIG) *** LKK REF: CC6/AIG20005492/ka3

Without Prejudice

Dear Khanchna,

Any update? Has your insured reported to date?

Kindly revert.

Thank you.

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department

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From: Sharon Ten

Sent: Wednesday, 29 July 2020 11:54 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: RE: TP Claims / Arrange Survey - Accident involving SLV1555B & SMN7339A on 28/04/2020 (AIG) *** LKK REF: CC6/AIG20005492/ka3

Without Prejudice

Dear Khanchna,

Enclosed the video and scene photo for your perusal.

Thank you.

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department

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From: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Sent: Friday, 24 July 2020 10:22 AM

To: Sharon Ten <sharon@ow.sg>

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 SLV1555B & SMN7339A on 28/04/2020 (AIG) *** LKK REF: CC6/AIG20005492/ka3

Without Prejudice

Dear Sharon,

We refer to the above matter.

Please be informed that OI has yet to report the accident till date.

We are following up on this.

Please provide us the following:

- **evidence i.e. video and scene photo**
- **PIR result**

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: khanchna@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, 2 July 2020 10:22 AM

To: Khanchna (LKK Auto) <khanchna@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>; assignments <assignments@lkkauto.com>

Subject: RE: TP Claims / Arrange Survey - Accident involving SLV1555B & SMN7339A on 28/04/2020 (AIG) *** LKK REF: CC6/AIG20005492/ka3

Without Prejudice

Dear Khanchna,

We not yet receive any response to-date.

Kindly reply our email 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//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

Tel: (+65) 6472 1313 **Fax:** (+65) 6472 2112

Tel: (+65) 6484 9919 **Fax:** (+65) 6481 1011

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From: Sharon Ten

Sent: Friday, 12 June 2020 3:30 PM

To: 'Khanchna (LKK Auto)' <khanchna@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>; 'assignments' <assignments@lkkauto.com>

Subject: RE: TP Claims / Arrange Survey - Accident involving SLV1555B & SMN7339A on 28/04/2020 (AIG) *** LKK REF: CC6/AIG20005492/ka3

Without Prejudice

Dear Khanchna,

Has your insured reported to-date?

Please advise on the liability as soon as possible.

Thank you

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department

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From: Sharon Ten

Sent: Saturday, 6 June 2020 1:29 PM

To: 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>; assignments <assignments@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: RE: TP Claims / Arrange Survey - Accident involving SLV1555B & SMN7339A on 28/04/2020 (AIG) *** LKK REF: CC6/AIG20005492/ka3

Without Prejudice

Dear Mei Kwan,

Has your insured reported to-date?

Thank you.

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department

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

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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, 12 May 2020 2:06 PM

To: Sharon Ten <sharon@ow.sg>

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>; assignments <assignments@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: RE: TP Claims / Arrange Survey - Accident involving SLV1555B & SMN7339A on 28/04/2020 (AIG) *** LKK REF: CC6/AIG20005492/ka3

Dear Sharon,

We refer to the above matter.

Please be informed that OI has yet to report the accident till date.

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.

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

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: Monday, 11 May, 2020 9:49 AM

To: 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>; assignments <assignments@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: RE: TP Claims / Arrange Survey - Accident involving SLV1555B & SMN7339A on 28/04/2020 (AIG) *** LKK REF: CC6/AIG20005492/ka3

Without Prejudice

Dear Mei Kwan,

Any update?

Thank you.

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department

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

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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: Sharon Ten
Sent: Monday, 4 May 2020 2:26 PM
To: '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>; assignments <assignments@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: TP Claims / Arrange Survey - Accident involving SLV1555B & SMN7339A on 28/04/2020 (AIG) *** LKK REF: CC6/AIG20005492/ka3

Without Prejudice

Dear Mei Kwan,

Enclose the video footage and scene photo for your perusal.

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, 4 May 2020 11:55 AM
To: Sharon Ten <sharon@ow.sg>
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>; assignments <assignments@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: TP Claims / Arrange Survey - Accident involving SLV1555B & SMN7339A on 28/04/2020 (AIG) *** LKK REF: CC6/AIG20005492/ka3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident.

Please provide us the following and arrange for TP survey.

- evidence i.e. video and scene photo
- PIR result

Please take note that the case handler in-charge is Khanchna.

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.

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.

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 [<mailto:sharon@ow.sg>]

Sent: Thursday, 30 April 2020 10:30 AM

To: assignments

Cc: Admin A; Lily Loi; Ling Ting An; Ong Hock Kong

Subject: TP Claims / Arrange Survey - Accident involving SLV1555B & SMN7339A on 28/04/2020 (AIG)

Your Ref: SMN7339A

Our Ref: SLV1555B

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

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