

## Hsiao Tong (LKKAuto)

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**From:** Khanchna (LKK Auto)  
**Sent:** Friday, 19 February 2021 11:09 AM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** FW: Our Ref: Accident Involving SLW 9655 M and SCN 2857 Y on 20 June 2020 \*\*\*  
LKK REF: CC4/AIG20006957/ka3 // AIG REF: 142287662SG

Best Regards,  
**Khanchna** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Khanchna (LKK Auto)  
**Sent:** 20 August 2020 9:07 AM  
**To:** Sandra Khong <sandrakhong@gmail.com>  
**Cc:** service@ k kim hin (service@kkimhin.com.sg) <service@kkimhin.com.sg>; survey2 <survey2@kkimhin.com.sg>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: Our Ref: Accident Involving SLW 9655 M and SCN 2857 Y on 20 June 2020 \*\*\* LKK REF: CC4/AIG20006957/ka3 // AIG REF: 142287662SG

WITHOUT PREJUDICE

Hi Sandra,

Our Insured has reported as follows:

### Circumstances of Accident

#carpark Moving & Parked SCN2857Y SLW9655M WSVC20001069 Accident\_Description White Car was parked already. I parked with tail in first. The White Car was on my left hand side. I heard proximity alert alarm of my car. My panel showed that my car was closed to the White Car. I stopped corrected position and parked in normally. I went out to check. I saw no scratches on the left hand side of my car. Photos of my car were taken by the Club on the next day. I then saw some DEEP scratches on the White Car front bumper on the right hand side. I decided that I did not collide with the White Car because if it was the case there is no reason why my car has no scratches. So I went to lunch without reporting.

Please be informed that liability is unclear for this matter as our Insured is disputing no collision.

Please provide us a copy of accident video footage/witness statement/scene photos/police outcome.

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](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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

**From:** Sandra Khong <[sandrakhong@gmail.com](mailto:sandrakhong@gmail.com)>

**Sent:** 19 August 2020 7:27 PM

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

**Cc:** Md Noor, Norsiah <[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com)>; service@ k kim hin ([service@kkimhin.com.sg](mailto:service@kkimhin.com.sg)) <[service@kkimhin.com.sg](mailto:service@kkimhin.com.sg)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; survey2 <[survey2@kkimhin.com.sg](mailto:survey2@kkimhin.com.sg)>;

Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** Re: Our Ref: Accident Involving SLW 9655 M and SCN 2857 Y on 20 June 2020 \*\*\* LKK REF: CC4/AIG20006957/ka3 // AIG REF: 142287662SG

Dear All

Can we have an update on this case? It's been quite a while. Have your insured reported?

Thank you.

Best regards

Sandra

64527018

96222116

K. Kim Hin Auto Pte Ltd

Thank you.

On Tue, 14 Jul 2020, 15:22 Mei Kwan (LKKAuto), <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)> wrote:

Dear Norsiah,

Thank you for your email.

**Dear Sandra,**

|

***Please provide us the following and arrange for TP survey..***

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

***Hi Khanchna,***

|

***OINR. Please send reminder.***

***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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

***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***

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**From:** Md Noor, Norsiah <[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com)>

**Sent:** Tuesday, 14 July, 2020 3:01 PM

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

**Cc:** [survey2@kkimhin.com.sg](mailto:survey2@kkimhin.com.sg); Sandra (Gmail) <[sandrakhong@gmail.com](mailto:sandrakhong@gmail.com)>

**Subject:** RE: Our Ref: Accident Involving SLW 9655 M and SCN 2857 Y on 20 June 2020

Dear Sandra,

I am the officer in charge of this claim.

Our record shows that our insured has not reported the matter.

Kindly be advised that **LKK Auto Consultants Pte Ltd** is handling this matter.

LKK will follow-up this case.

Dear Mei Kwan,

FYNA please.

Thank you

Kind regards

Norsiah

**Norsiah Md Noor**

**AIG**

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte Ltd

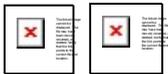
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**From:** service [<mailto:service@kkimhin.com.sg>]  
**Sent:** Tuesday, July 14, 2020 11:00 AM  
**To:** Md Noor, Norsiah <[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com)>  
**Cc:** [service@kkimhin.com.sg](mailto:service@kkimhin.com.sg); [survey2@kkimhin.com.sg](mailto:survey2@kkimhin.com.sg); Sandra (Gmail) <[sandrakhong@gmail.com](mailto:sandrakhong@gmail.com)>  
**Subject:** [EXTERNAL] Fwd: Accident Involving SLW 9655 M and SCN 2857 Y on 20 June 2020

This message is from an external sender; be cautious with links and attachments.

Dear Norsiah

Good day to you.

Can you advise me which officer is in charge and what is the liability of this case?

My client is chasing us for answers. Please help.

Many thanks  
Sandra

6452 7018

9622 2116

K. Kim Hin Auto Pte Ltd

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**From:** "service" <[service@kkimhin.com.sg](mailto:service@kkimhin.com.sg)>  
**Sent:** Friday, July 3, 2020 10:06 AM  
**To:** [AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)  
**Cc:** [service@kkimhin.com.sg](mailto:service@kkimhin.com.sg), [survey2@kkimhin.com.sg](mailto:survey2@kkimhin.com.sg)  
**Subject:** Accident Involving SLW 9655 M and SCN 2857 Y on 20 June 2020

Your Ref: SCN 2857 Y (AIG Asia)

Our Ref: SLW 9655 M

Dear Officer

Enclosed the GIA report of our client SLW 9655 M who was hit and run by your insured SCN 2857 Y on 20 June 2020.

Please kindly let us choose from the panel of surveyor and also let us know the liability of the case.

Video footage and club incident report was submitted in our GIA report.

Thank you.

Best Regards  
Sandra

6452 7018

9622 2116

K. Kim Hin Auto Pte Ltd

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