

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Tuesday, 21 July 2020 5:45 PM
To: iwantutukueh@gmail.com
Subject: ACCIDENT INVOLVING SLL 1644E & SHB 4171H ALONG/AT STILL ROAD SOUTH – MARINE PARADE FLYOVER ON 04/07/2020

Our Ref: CC4/AIG20007021/T1da3

NG YEW KEN, DESMOND
BLK 625C JURONG WEST STREET 61
#13-410
SINGAPORE 643652

Dear Sir/Madam,

ACCIDENT INVOLVING SLL 1644E & SHB 4171H ALONG/AT STILL ROAD SOUTH – MARINE PARADE FLYOVER ON 04/07/2020

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SHB 4171H against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour as it is head to rear collision. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256 3561 | email: Jiale@lkkauto.com | fax: 6741-4108

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

RE: 5154192558SG003 Your Ref: CC4/AIG20007021/T1RA3Q2

Yong, Joanne-LF <Joanne-LF.yong@aig.com>

Wed 8/25/2021 9:20 AM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Dear Jaslin,

Since there is no response from TP, pls close the file accordingly.

Thank you.

Best regards,

Joanne Yong

Senior Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd

AIG Building

78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 1953

Joanne-LF.yong@aig.com | www.AIG.sg

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Tuesday, August 24, 2021 8:04 PM

To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: [EXTERNAL] Re: 5154192558SG003 Your Ref: CC4/AIG20007021/T1RA3Q2

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

Dear Joanne

Offer was made on 21/09/2020

Offer was rejected by workshop on 21/09/2020

We have informed workshop to maintain offer on 21/09/2020

Last reminder to accept offer was sent on 20/04/2021.

Correspondence email uploaded in merimen.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, August 24, 2021 11:12 AM
To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: 5154192558SG003 Your Ref: CC4/AIG20007021/T1RA3Q2

Dear Joanne,

Thank you for your email.

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

Hi Jaslin,

Kindly assist.

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)

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.

From: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Sent: Tuesday, 24 August, 2021 11:08 AM
To: Admin A <admin-a@lkkauto.com>
Subject: 5154192558SG003 Your Ref: CC4/AIG20007021/T1RA3Q2

Dear Sir,

Refer to the above matter.

Pls kindly update the claim status.

Thank you.

Best regards,

Joanne Yong

Senior Complex Claims Examiner – Auto Property Damage Claims

AIG Asia Pacific Insurance Pte. Ltd

AIG Building

78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 1953

Joanne-LF.yong@aig.com | www.AIG.sg

RE: Your ref: SHB4171H [ACCIDENT INVOLVING VEHICLES SLL1644E AND SHB4171H ON 04/07/2020]

Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Tue 4/20/2021 9:20 AM

To: Kazali Haji Selahudin <kazali@cdge.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

WITHOUT PREJUDICE

Dear Kazali,

We refer to our email on 21/09/2020

Please re-consider our offer.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)

Sent: Thursday, 11 March 2021 11:55 AM

To: 'Kazali Haji Selahudin' <kazali@cdge.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Your ref: SHB4171H [ACCIDENT INVOLVING VEHICLES SLL1644E AND SHB4171H ON 04/07/2020]

WITHOUT PREJUDICE

Dear Kazali,

We refer to our email on 21/09/2020

Please re-consider our offer.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)

Sent: Tuesday, 5 January 2021 3:08 PM

To: Kazali Haji Selahudin <kazali@cdge.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Your ref: SHB4171H [ACCIDENT INVOLVING VEHICLES SLL1644E AND SHB4171H ON 04/07/2020]

WITHOUT PREJUDICE

Dear Kazali,

We refer to our email on 21/09/2020

Please re-consider our offer.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jia Le (LKK Auto)

Sent: Monday, 21 September 2020 5:30 PM

To: Kazali Haji Selahudin

Subject: RE: Your ref: SHB4171H [ACCIDENT INVOLVING VEHICLES SLL1644E AND SHB4171H ON 04/07/2020]

WITHOUT PREJUDICE

Dear Kazali,

Kindly note that our principal only paid 50% for LOR due to covid-19 rental waiver.

Please re-consider our offer.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Kazali Haji Selahudin [<mailto:kazali@cdge.com.sg>]

Sent: Monday, 21 September 2020 3:12 PM

To: Jia Le (LKK Auto)

Subject: Re: Your ref: SHB4171H [ACCIDENT INVOLVING VEHICLES SLL1644E AND SHB4171H ON 04/07/2020]

Dear Jia Le,

We are prepared to consider settlement at **\$5,450.00** instead. We are seeking 4 days LOU. Please confirm and let us have your principal's DV. Thank you.

Best Regards

Kazali Hj Selahudin

Claims Department / ComfortDelGro Engineering Pte Ltd

Off: 6214 8736 / Fax: 6214 1843



Think Before Printing

From: Jia Le (LKK Auto) <jiale@lkkauto.com>

Sent: Monday, 21 September 2020 8:55 AM

To: Kazali Haji Selahudin <kazali@cdge.com.sg>

Subject: Your ref: SHB4171H [ACCIDENT INVOLVING VEHICLES SLL1644E AND SHB4171H ON 04/07/2020]

CAUTION : This email originated from an **external** party outside ComfortDelGro. Do not click on links or open attachment unless you know the sender.

WITHOUT PREJUDICE

Dear Sirs/Mdm,

ACCIDENT INVOLVING SLL 1644E & SHB 4171H ON 04/07/2020

We refer to the above matter.

We propose settlement at a global sum of **\$5,300.00(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."

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: jiale@lkkauto.com | fax: 6741-4108

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

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]
