

Jia Le (LKK Auto)

From: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>
Sent: Tuesday, 27 October 2020 10:48 AM
To: Jia Le (LKK Auto)
Cc: Admin A
Subject: Re: Urgent (email from JTC) To Advise Liability for TP claim FBL1477P (SMP6619M AIG)

Dear Jia Le,

We accept 50/50 liability.

Thanks & Best Regards,

Tinie Ng

Cust Care Specialist (Accident Repair)
ComfortDelGro Engineering Pte Ltd
320 Ubi Road 3 Singapore 408649
T: 68485721 | **M:** 68485726

W: www.SPARKcarcare.com



From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: 27 October 2020 08:58
To: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Urgent (email from JTC) To Advise Liability for TP claim FBL1477P (SMP6619M AIG)

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WITHOUT PREJUDICE

Dear Tinie,

The confirmation letter from JTC stating that your client are instructed to continue to perform their duty even after 8:30hrs. However, our insured mentioned that there was no any sign board stated that your client would continue their duty after 8:30hrs.

Therefore, we propose 50/50 liability.

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,

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: Tinie Ng Jing Ling [mailto:TinieNg@sparkcarcare.com]

Sent: Tuesday, 20 October 2020 2:10 PM

To: Jia Le (LKK Auto)

Cc: Admin A

Subject: Re: Urgent (email from JTC) To Advise Liability for TP claim FBL1477P (SMP6619M AIG)

Dear Jia le,

Thank you!

Thanks & Best Regards,

Tinie Ng

Cust Care Specialist (Accident Repair)

ComfortDelGro Engineering Pte Ltd

320 Ubi Road 3 Singapore 408649

T: 68485721 | **M:** 68485726

W: www.SPARKcarcare.com



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

Sent: 20 October 2020 13:57

To: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>

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

Subject: RE: Urgent (email from JTC) To Advise Liability for TP claim FBL1477P (SMP6619M AIG)

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WITHOUT PREJUDICE

Dear Tinie,
Received with thanks. We will forward to our principal for further instruction.
Thank you.

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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: Tinie Ng Jing Ling [<mailto:TinieNg@sparkcarcare.com>]

Sent: Tuesday, 20 October 2020 1:31 PM

To: Jia Le (LKK Auto)

Cc: Admin A

Subject: Urgent (email from JTC) To Advise Liability for TP claim FBL1477P (SMP6619M AIG)

Dear Jia le,

Attached for your action.

Thanks & Best Regards,

Tinie Ng

Cust Care Specialist (Accident Repair)

ComfortDelGro Engineering Pte Ltd

320 Ubi Road 3 Singapore 408649

T: 68485721 | **M:** 68485726

W: www.SPARKcarcare.com



From: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>

Sent: 24 September 2020 13:13

To: Jia Le (LKK Auto) <Jiale@lkkauto.com>

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

Subject: Re: (URGENT) To Advise Liability for TP claim FBL1477P (SMP6619M AIG)

Hi Jia Le,

Any updates?

Thanks & Best Regards,

Tinie Ng

Cust Care Specialist (Accident Repair)

ComfortDelGro Engineering Pte Ltd

320 Ubi Road 3 Singapore 408649

T: 68485721 | M: 68485726

W: www.SPARKcarcare.com



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

Sent: 18 September 2020 15:49

To: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>

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

Subject: RE: (URGENT) To Advise Liability for TP claim FBL1477P (SMP6619M AIG)

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Without Prejudice

Dear Tinie,

May I know what is the SOW?

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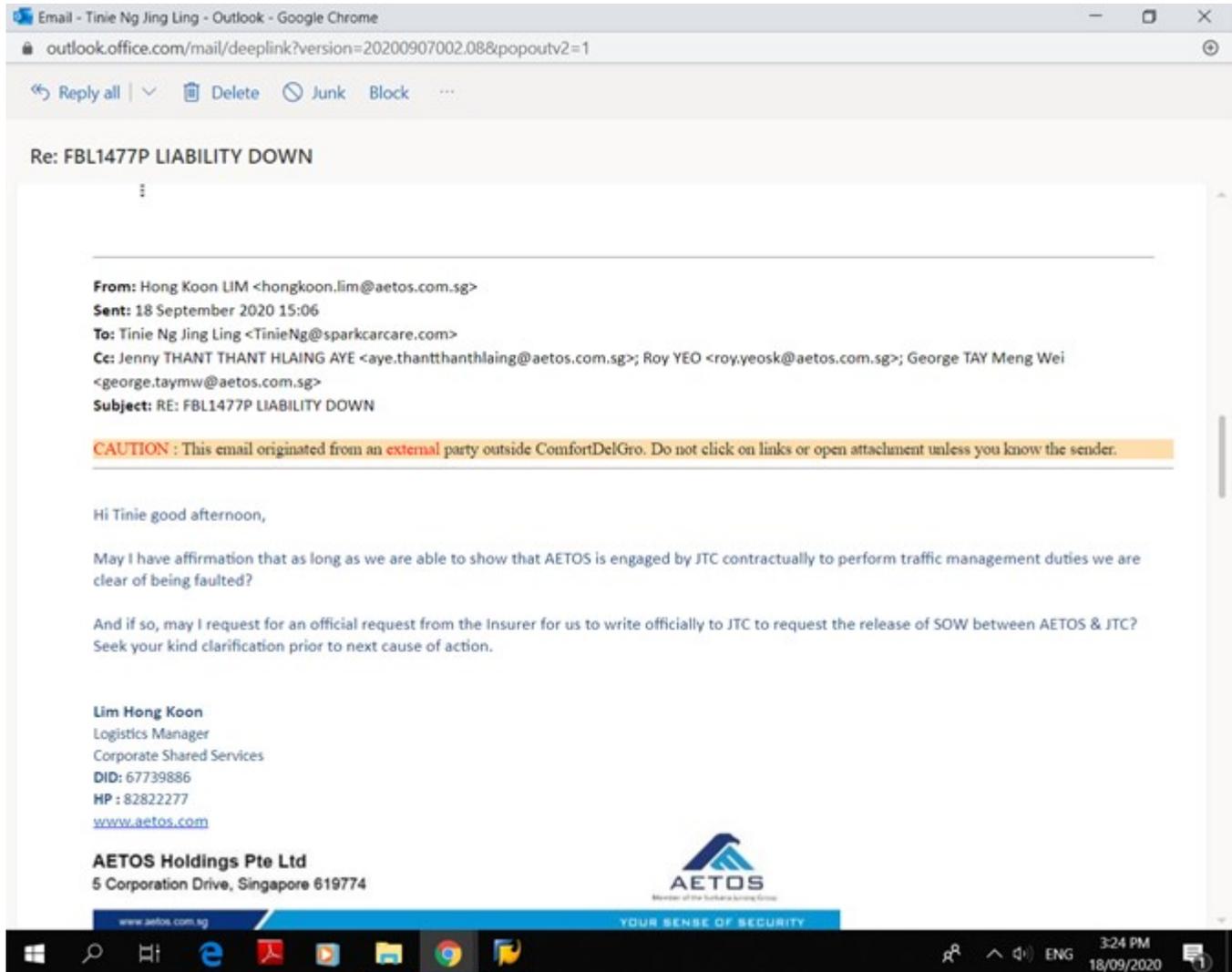
Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

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

From: Tinie Ng Jing Ling [<mailto:TinieNg@sparkcarcare.com>]
Sent: Friday, 18 September 2020 3:25 PM
To: Jia Le (LKK Auto)
Cc: Admin A
Subject: Re: (URGENT) To Advise Liability for TP claim FBL1477P (SMP6619M AIG)



Dear Jia le,

Please refer to the attached email from my client's.

Thanks & Best Regards,

Tinie Ng

Cust Care Specialist (Accident Repair)
ComfortDelGro Engineering Pte Ltd
320 Ubi Road 3 Singapore 408649
T: 68485721 | M: 68485726

W: www.SPARKcarcare.com



From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: 11 September 2020 14:54
To: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: (URGENT) To Advise Liability for TP claim FBL1477P (SMP6619M AIG)

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Without Prejudice

Dear Sirs/Madam,

ACCIDENT INVOLVING SMP 6619M & FBL 1477P ON 16/07/2020

We refer to the above matter.

From the report, your client mentioned that he was riding along Jurong Pier Road to clear the road between 0630hrs to 0830hrs, vehicle should not make the right turn into Natsteel in this period. However, both parties reported that the accident was happened on after 0830hrs, so our insured make the right turn into Nasteel is permitted and your client riding his motorcycle is not supposed to go against the traffic flow after 0830hrs.

In view of the above, we have our principal instruction to deny liability and unable to look into your client's claim.

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,

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: Tinie Ng Jing Ling [<mailto:TinieNg@sparkcarcare.com>]
Sent: Tuesday, 25 August 2020 1:57 PM
To: Jia Le (LKK Auto)
Cc: Admin A
Subject: (URGENT) To Advise Liability for TP claim FBL1477P (SMP6619M AIG)

Hi Jia Le,

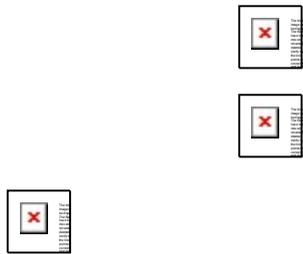
Kindly advise liability.

Thanks & Best Regards,

Tinie Ng

Cust Care Specialist (Accident Repair)
ComfortDelGro Engineering Pte Ltd
320 Ubi Road 3 Singapore 408649
T: 68485721 | **M:** 68485726

W: www.SPARKcarcare.com



From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: 13 August 2020 09:42
To: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: To Advise Liability for TP claim FBL1477P (SMP6619M AIG)

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WITHOUT PREJUDICE

Dear Tinie,

We are pending our principal instruction for this matter.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

From: Tinie Ng Jing Ling [<mailto:TinieNg@sparkcarcare.com>]
Sent: Thursday, 13 August 2020 9:26 AM
To: Jia Le (LKK Auto)
Cc: Admin A
Subject: Re: To Advise Liability for TP claim FBL1477P (SMP6619M AIG)

Hi Jia Le,

Any update regards liability?

Thanks & Best Regards,

Tinie Ng

Cust Care Specialist (Accident Repair)
ComfortDelGro Engineering Pte Ltd
320 Ubi Road 3 Singapore 408649
T: 68485721 | **M:** 68485726

W: www.SPARKcarcare.com



From: Jia Le (LKK Auto) <Jiale@lkkauto.com>
Sent: 03 August 2020 15:21
To: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: To Advise Liability for TP claim FBL1477P (SMP6619M AIG)

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WITHOUT PREJUDICE

Dear Tinie,
Kindly advise whether your client have any documents to shows that he is on duty to clear the road and there was no right turning allow until the road was cleared.
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,

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)

From: Tinie Ng Jing Ling [<mailto:TinieNg@sparkcarcare.com>]

Sent: Monday, 3 August 2020 2:35 PM

To: Su Li (LKK Auto); Jia Le (LKK Auto)

Cc: Admin A

Subject: Re: To Advise Liability for TP claim FBL1477P (SMP6619M AIG)

Dear Su Li,

Thank you for your prompt reply.
My client's is chasing us to repair his vehicle.

Thanks & Best Regards,

Tinie Ng

Cust Care Specialist (Accident Repair)

ComfortDelGro Engineering Pte Ltd

320 Ubi Road 3 Singapore 408649

T: 68485721 | **M:** 68485726

W: www.SPARKcarcare.com



From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: 03 August 2020 14:26

To: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>

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

Subject: RE: To Advise Liability for TP claim FBL1477P (SMP6619M AIG)

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Without Prejudice

Dear Sir / Madam,

Thank you for your email.

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

Hi Jia Le,

FYNA, our ref CC4/AIG20007682/R1ds3

** 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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 Email: SuLi@lkkauto.com Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

From: Tinie Ng Jing Ling [<mailto:TinieNg@sparkcarcare.com>]

Sent: Monday, 3 August 2020 2:19 PM

To: Admin A

Subject: Re: To Advise Liability for TP claim FDL1477P (SMP6619M AIG)

Dear Admin,

Kindly advise liability for the above.

Thanks & Best Regards,

Tinie Ng

Cust Care Specialist (Accident Repair)

ComfortDelGro Engineering Pte Ltd

320 Ubi Road 3 Singapore 408649

T: 68485721 | **M:** 68485726

W: www.SPARKcarcare.com



From: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>
Sent: 29 July 2020 15:39
To: Admin A <admin-a@lkkauto.com>
Subject: To Advise Liability for TP claim FDL1477P (SMP6619M AIG)

Dear Admin,

Kindly advise liability for the above.

Thanks & Best Regards,

Tinie Ng

Cust Care Specialist (Accident Repair)
ComfortDelGro Engineering Pte Ltd
320 Ubi Road 3 Singapore 408649
T: 68485721 | **M:** 68485726

W: www.SPARKcarcare.com



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