

Jaslin Kok (LKK Auto)

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Wednesday, 13 January 2021 9:23 AM
To: Jaslin Kok (LKK Auto)
Cc: Admin A
Subject: Returned of DV Re: Accident on 29/7/2020 involving SHB 5717C & SMP 6621E (AIG's insured) Our Ref: TAX/07/20/2058/lg
Attachments: 4475_001.pdf

Dear Jaslin,

We attach the duly signed DV and ATA for your necessary action. Please let us have AIG's payment for \$2,522.80 payable to **SMRT TAXIS PTE LTD**. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)
Claims Department
SMRT Automotive Services Pte Ltd



From: Jaslin Kok (LKK Auto) [mailto:jaslinkok@lkkauto.com]
Sent: Monday, 11 January, 2021 5:56 PM
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Cc: Admin A
Subject: RE: Acceptance of offer Re: Accident on 29/7/2020 involving SHB 5717C & SMP 6621E (AIG's insured) Our Ref: TAX/07/20/2058/lg

WITHOUT PREJUDICE

Dear Sirs/Mdm,

Thank you for acceptance.

Please duly sign the [Release Voucher](#) enclosed and return to **us(LKK)** for our necessary action.

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: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Monday, 11 January 2021 12:32 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: Acceptance of offer Re: Accident on 29/7/2020 involving SHB 5717C & SMP 6621E (AIG's insured) Our Ref: TAX/07/20/2058/lg

Dear Jaslin,

We agreed to accept your offer of \$2,522.80. Please let us have your DV and ATA. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



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

Sent: Tuesday, 5 January, 2021 3:01 PM

To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

Cc: Admin A

Subject: RE: URGENT / LAST ATTEMPT BEFORE ESCALATION Re: Accident on 29/7/2020 involving SHB 5717C & SMP 6621E (AIG's insured) Our Ref: TAX/07/20/2058/lg

WITHOUT PREJUDICE

Dear Sirs/Mdm,

ACCIDENT INVOLVING SMP 6621E AND SHB 5717C ON 29/7/2020

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 1,868.52
2. Loss of Rental (4 days x \$111.82)	\$ 447.28
3. Loss of Income (4 days x \$50.00)	\$ 200.00
4. LTA/GIA Search Fee	\$ 7.00
Total	\$ 2,522.80

Please confirm acceptance.

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: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Tuesday, 29 December 2020 4:24 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: URGENT / LAST ATTEMPT BEFORE ESCALATION Re: Accident on 29/7/2020 involving SHB 5717C & SMP 6621E (AIG's insured) Our Ref: TAX/07/20/2058/lg

**URGENT
LAST ATTEMPT BEFORE ESCALATION**

Dear Jaslin,

Despite our various reminders and have provided the evidence, to-date we have yet to receive any offer.

Please let us have your offer by **6th January 2021**, otherwise we shall have no option but to escalate the matter to GIA for deliberation without any further reference to you. Thanks.

Regards
Tan Lee Gek (DID: 6556 3548)
Claims Department
SMRT Automotive Services Pte Ltd



From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Sent: Thursday, 3 December 2020 9:55 AM
To: Jaslin Kok (LKK Auto)
Cc: Admin A
Subject: URGENT / FINAL REMINDER Re: Accident on 29/7/2020 involving SHB 5717C & SMP 6621E (AIG's insured) Our Ref: TAX/07/20/2058/lg

**URGENT
FINAL REMINDER**

Dear Jaslin,

Please let us have your offer by **10th December 2020**. Thanks.

Regards
Tan Lee Gek (DID: 6556 3548)
Claims Department
SMRT Automotive Services Pte Ltd



From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Sent: Friday, 13 November 2020 4:48 PM

To: Jia Le (LKK Auto)

Subject: URGENT / 2ND REMINDER Re: Accident on 29/7/2020 involving SHB 5717C & SMP 6621E (AIG's insured) Our Ref: TAX/07/20/2058/lg

**URGENT
2ND REMINDER**

Dear Jia Le,

Please let us have your offer by **20th November 2020**. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

Sent: Wednesday, 14 October 2020 12:09 PM

To: Jia Le (LKK Auto)

Subject: URGENT / REMINDER Re: Accident on 29/7/2020 involving SHB 5717C & SMP 6621E (AIG's insured) Our Ref: TAX/07/20/2058/lg

**URGENT
REMINDER**

Dear Jia Le,

Please let us have your offer by **21st October 2020**. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

Sent: Thursday, 10 September 2020 10:07 AM

To: Jia Le (LKK Auto)

Cc: CS A Team; Team A

Subject: LOD Re: Accident on 29/7/2020 involving SHB 5717C & SMP 6621E (AIG's insured) Our Ref: TAX/07/20/2058/lg

Dear Jia Le,

We quantify our claim as follows:-

Cost of Repair	\$1,868.52
Loss of Rental	\$726.83 (6.5 days x \$111.82)
Loss of Income	\$390.00 (6.5 day x \$60.00)
LTA Search Fee	\$7.00
Total	\$2,992.35

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) LTA search
- 6) Hirer's letter of authorisation

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)
Claims Department
SMRT Automotive Services Pte Ltd



From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

Sent: Thursday, 13 August 2020 9:20 AM

To: Jia Le (LKK Auto)

Subject: Your ref: SHB5717C [ACCIDENT INVOLVING VEHICLES SMP6621E AND SHB5717C ON 29/07/2020] Our Ref: TAX/07/20/2058/lg

Dear Jia Le,

We attach the video footage as requested.

We will submit our LOD when we have received the final repair bill from our workshop.

Regards

Tan Lee Gek (DID: 6556 3548)
Claims Department
SMRT Automotive Services Pte Ltd



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

Sent: Wednesday, 12 August 2020 4:20 PM

To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

Subject: Your ref: SHB5717C [ACCIDENT INVOLVING VEHICLES SMP6621E AND SHB5717C ON 29/07/2020]

WITHOUT PREJUDICE

Dear Lee Gek,

Kindly let us have a copy of video footage for our viewing.

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: 6841 2157 | email: Jiale@lkkauto.com | fax: 6741-4108

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