

Jia Le (LKK Auto)

From: Ramesh <Ramesh@goldbell.com.sg>
Sent: Tuesday, 24 November 2020 10:55 AM
To: Jia Le (LKK Auto); Catherine Chong Kai Ling
Cc: Su Li (LKK Auto); Admin A; Brian Eng Kwok Long; William Oh Soon Lee; Soo Leong Keat; Kon Yin Siew
Subject: RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SFM9576G AND GBG2127U ON 05/08/2020 LKK REF : CC4/AIG20008196/R1ds3
Attachments: Letter on Demand.pdf; RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SFM9576G AND GBG2127U ON 05/08/2020 LKK REF : CC4/AIG20008196/R1ds3
Importance: High

Dear Jia Le,

We appealing to AIG Insurance "your principal" understanding.
Hence kindly explain to them the following;

- a. GBG2127U is a commercial vehicle used for our clients business.
Mobile Works Solution Pte Ltd which provides support to Building Construction industry,
Their operations was greatly affected due to recent months lockdown caused by Covid 19 pandemic.
Therefore during Sept 20, their driver was extremely busy when Circuit Breaker was eased hence unable to visit GOLDBELL to sign rental vehicle extension documents.
- b. GOLDBELL's subsidiary companies are GOLDBELL Leasing, GOLDBELL Car Rental and Horizon Automotive.

An extract from your email below: Since the rental agreement is hirer as your company instead of your owner and the numerous rental extension is not endorsed the owner.

As everyone knows, business market situation is very bad at present which had caused even well-established companies to closed their doors.
Meanwhile It's very heartfelt to see numerous organisations are going the extra mile to help smaller companies to pull through this difficult period.

That is why going the extra mile GOLDBELL was able to continue rental vehicle extension in-order to reduce any constraint to our client, but note the driver details is same.

We wish AIG Insurance being a company from America would feel the same, going the extra mile, being leniency on documentation and in helping others.

Thank you.

NOTICE:

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delays are to be expected for handling hardcopy documents.
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GOLDBELL
ENGINEERING

Industrial Vehicles. Financial Services.
41,000 Served. And Counting.

Ramesh | Goldbell Engineering Pte Ltd
Senior Executive, Motor Claims

DID: +65 6864 0695 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |
Mobile: +65 8157 8014 |
Address: Goldbell Engineering Pte Ltd (Tuas)
8 Tuas Ave 18 Singapore 638892



Our Goldbell family has always been our **greatest asset**.
We want to **thank our colleagues** for their contribution over the years
and making us one of the **top employers in Singapore**.

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

Sent: Thursday, 12 November 2020 9:45 am

To: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

Cc: Su Li (LKK Auto) <suli@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>;
Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>

Subject: RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SFM9576G AND GBG2127U ON
05/08/2020 LKK REF : CC4/AIG20008196/R1ds3

WITHOUT PREJUDICE

Dear Catherine,

Since the rental agreement is hired as your company instead of your owner and the numerous rental extension is not endorsed by the owner.

As such, our principal maintains the offer.

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: Catherine Chong Kai Ling [mailto:CatherineChongKL@goldbell.com.sg]

Sent: Monday, 12 October 2020 9:38 AM

To: Jia Le (LKK Auto)

Cc: Su Li (LKK Auto); Admin A; Ramesh; Brian Eng Kwok Long

Subject: RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SFM9576G AND GBG2127U ON
05/08/2020 LKK REF : CC4/AIG20008196/R1ds3

Dear Jia Le,

Thank you for your email.

We can accept the below as follows:-

Cost of Repair : \$11,984.00 (agreeable)

Loss of Use / Loss of Rental	:	\$597.86	(Not agreeable, kindly refer to the attached Rental Invoice)
GIA / LTA / Police Search Fee(s)	:	\$2.00	(agreeable)
Towing Fee	:	\$216.14	(agreeable)

Please let us hear from you favorably.
Thank you.

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Catherine Chong Kai Ling | Goldbell Engineering Pte Ltd

Customer Service Advisor, Motor Claims

DID: | Tel: +65 6861 0007 | Fax: |
Mobile: 9736 1300 |

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

Sent: Friday, October 9, 2020 8:36 AM

To: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

Cc: Su Li (LKK Auto) <suli@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>;

Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>

Subject: RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SFM9576G AND GBG2127U ON 05/08/2020 LKK REF : CC4/AIG20008196/R1ds3

WITHOUT PREJUDICE

Dear Sirs/Mdm,

ACCIDENT INVOLVING SFM 9576G & GBG 2127U ON 05/08/2020

We refer to the above matter.

We propose settlement at a global sum of **\$12,800.00(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)

From: Catherine Chong Kai Ling [<mailto:CatherineChongKL@goldbell.com.sg>]

Sent: Thursday, 24 September 2020 1:59 PM

To: Jia Le (LKK Auto)

Cc: Su Li (LKK Auto); Admin A; Ramesh; Brian Eng Kwok Long

Subject: RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SFM9576G AND GBG2127U ON 05/08/2020 LKK REF : CC4/AIG20008196/R1ds3

Reminder

Dear Jia Le,

We have attached above our Letter of Demand and rest necessary documents.

Kindly refer to Letter of Authority, our customer had empowered GOLDBELL to sign the DV.

Therefore please send to us workshop discharge voucher (release voucher).

Thank you.

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All correspondence should be made via email instead. Any inconvenience caused is much regretted.



Catherine Chong Kai Ling | Goldbell Engineering Pte Ltd
Customer Service Advisor, Motor Claims

DID: | Tel: +65 6861 0007 | Fax: |
Mobile: 9736 1300 |

From: Catherine Chong Kai Ling

Sent: Monday, September 14, 2020 9:42 AM

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

Cc: suli@lkkauto.com; Admin A <admin-a@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>

Subject: RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SFM9576G AND GBG2127U ON 05/08/2020 LKK REF : CC4/AIG20008196/R1ds3

Dear Jia Le,

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All correspondence should be made via email instead. Any inconvenience caused is much regretted.



Catherine Chong Kai Ling | Goldbell Engineering Pte Ltd
Customer Service Advisor, Motor Claims

DID: | Tel: +65 6861 0007 | Fax: |
Mobile: 9736 1300 |

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

Sent: Friday, August 14, 2020 10:26 AM

To: Teo, Ericweihong <Ericweihong.Teo@aig.com>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Cc: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Ramesh <Ramesh@goldbell.com.sg>; Lim, Kok-

Chong <Kok-Chong.Lim@aig.com>; Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>; Hor, Yinrul <Yinrul.Hor@aig.com>; Subramaniam, Divyashni <Divyashni.Subramaniam@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SFM9576G AND GBG2127U ON 05/08/2020 LKK REF : CC4/AIG20008196/R1ds3

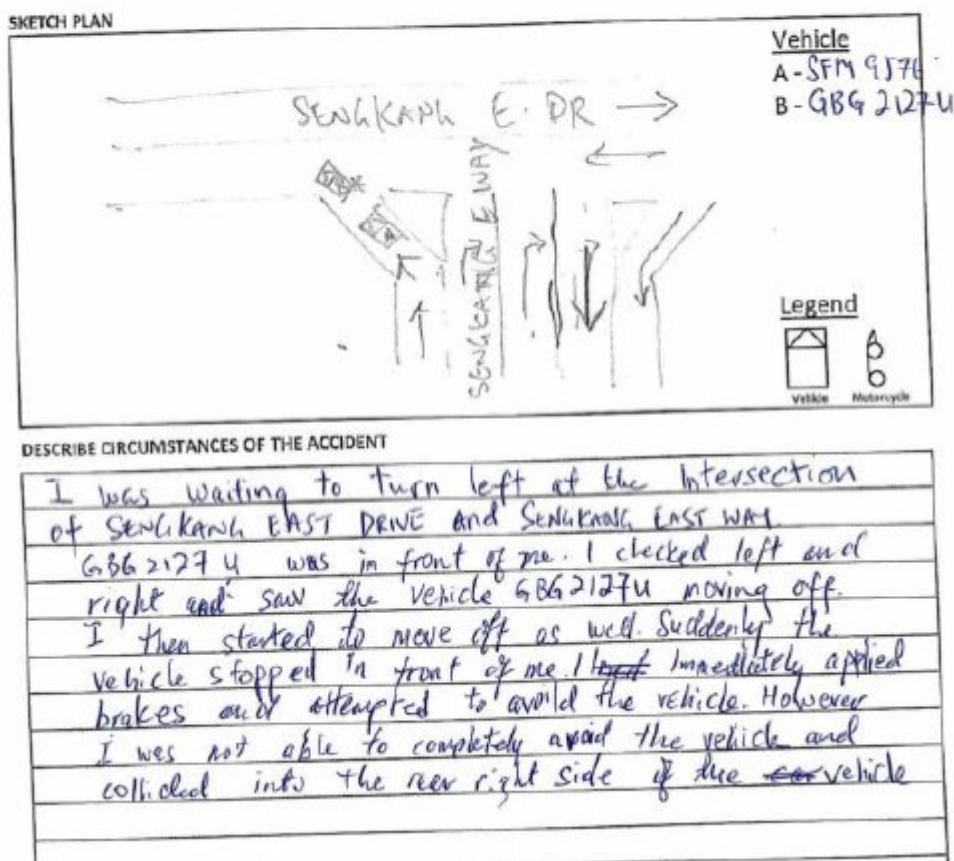
Without Prejudice

Dear Sirs / Madam,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.

Sketch Plan



Please note that for liability, claim negotiation and settlement, please contact Jia Le via email.

Our respective case handler will look into the matter and get back 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,

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: Teo, Ericweihong

Sent: Fri, 14 Aug 2020 01:42:38 +0000

To: Brian Eng Kwok Long, admin-a@lkkauto.com, assignments@lkkauto.com

Cc: Catherine Chong Kai Ling, Ramesh, Lim, Kok-Chong, Abu Kassim, Noor Mariesa, Hor, Yinrul, Subramaniam, Divyashni, Tan, Bennie-WZ

Subject: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SFM9576G AND GBG2127U ON 05/08/2020

Dear Brian,

Thank you for your reply.

The case handler for this case is Mr Bennie Tan.

Thank you.

Dear LKK,

kindly advise on the liability.

Thank you.

Regards,

Eric Teo Wei Hong

AIG

Claim Adjuster II,

Singapore- Auto Express & FNOL

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel 8001206556 | Ext: 1002213

Ericweihong.Teo@aig.com | www.aig.com

From: Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>

Sent: Wednesday, August 12, 2020 11:57 AM

To: Teo, Ericweihong <Ericweihong.Teo@aig.com>

Cc: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Ramesh <Ramesh@goldbell.com.sg>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>; Hor, Yinrul <Yinrul.Hor@aig.com>; Subramaniam, Divyashni <Divyashni.Subramaniam@aig.com>

Subject: [EXTERNAL] Re: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SFM9576G AND GBG2127U ON 05/08/2020

Importance: High

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

Dear Eric,

Please be informed , the vehicle is survey by LKK Rasul which appoint by AIG on 07/08/2020.

Thank you.

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Error!
Filename Brian Eng Kwok Long | Goldbell Engineering Pte Ltd
Customer Service Advisor, Motor Claims

From: Teo, Ericweihong <Ericweihong.Teo@aig.com>
Sent: Wednesday, 12 August 2020 11:44 AM
To: Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>
Cc: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Ramesh <Ramesh@goldbell.com.sg>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>; Hor, Yinrul <Yinrul.Hor@aig.com>; Subramaniam, Divyashni <Divyashni.Subramaniam@aig.com>
Subject: RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SFM9576G AND GBG2127U ON 05/08/2020

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นี่คือการรักษาความปลอดภัยข้อความที่เข้ารหัสลับ
เพื่ออ่านมันให้เปิดไฟล์ที่แนบมา

이것은 안전하고 암호화된 메시지입니다. 그것을
읽으려면 첨부 파일을 엽니다.

Ini adalah pesan, aman terenkripsi. Untuk membacanya,
membuka attachment.

[Click here](#) by 2020-08-19 11:45 +08 to read your message.
After that, open the attachment.

[More Info](#)

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From: ShengYang.Lim@aig.com
To: Ericweihong.Teo@aig.com
Subject: FW: TP claim AIGSS FNOL- Accident case between GBG 2127 U & SFM9576G (your insured) on 05/08/2020 at 1240 hrs JUNCT OF SENGKANG EAST
Date: Tue, 11 Aug 2020 02:45:18 +0000

Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>

Sent: Friday, 7 August, 2020 6:49 PM

To: Lee, Ming-Yao <MingYao.Lee@aig.com>

Cc: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Ramesh <Ramesh@goldbell.com.sg>; Lim, Sheng Yang <ShengYang.Lim@aig.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>

Subject: [EXTERNAL] Re: TP claim AIGSS FNOL- Accident case between GBG 2127 U & SFM9576G (your insured) on 05/08/2020 at 1240 hrs JUNCT OF SENGKANG EAST

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Dear Sir/Madam,

May I know the Case handler for this claims.

Kindly advise quantum of liability.

Thanks and Best Regards,

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Industrial Vehicles. Financial Services.
41,000 Served. And Counting.

**Brian Eng Kwok Long | Goldbell
Engineering Pte Ltd**
Customer Service Advisor, Motor
Claims

DID: +65 6864 0637 | Tel: +65 6861
0007 | Fax: +65 6863 0425 |
Mobile: +65 9755 7336 |

From: Lee, Ming-Yao <MingYao.Lee@aig.com>

Sent: Friday, 7 August 2020 3:12 PM

To: Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>

Cc: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Ramesh <Ramesh@goldbell.com.sg>; Lim, Sheng Yang <ShengYang.Lim@aig.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>

Subject: RE: TP claim AIGSS FNOL- Accident case between GBG 2127 U & SFM9576G (your insured) on 05/08/2020 at 1240 hrs JUNCT OF SENGKANG EAST

Without Prejudice

Hi Brian,

Appreciate for future PRS assignment. Please do not send to AIGSGPClaims@aig.com. You may send to my colleagues who I have copied to this email.

Thank you.

Regards,

**Lee Ming Yao, George
AIG**

Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769

Ming-Yao.Lee@AIG.com | www.aig.sg

From: Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>

Sent: 07 August 2020 14:51

To: AIG SGP, Claims <AIGSGPClaims@aig.com>

Cc: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Ramesh <Ramesh@goldbell.com.sg>

Subject: [EXTERNAL] TP claim - Accident case between GBG 2127 U & SFM9576G (your insured) on 05/08/2020 at 1240 hrs
JUNCT OF SENGKANG EAST

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Dear Sir/Madam,

Kindly refer to the attached above.

Please arrange for survey.

Thanks & Best Regards,

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All correspondence should be made via email instead. Any inconvenience caused is much regretted.

Error! **Brian Eng Kwok Long | Goldbell Engineering Pte Ltd**
Customer Service Advisor, Motor Claims

Filename **not specified.** DID: +65 6864 0637 | Tel: +65 6861 0007 | Fax: +65 6863
0425 |
Mobile: +65 9755 7336 |

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From: Ericweihong.Teo@aig.com
To: EngKwokLong@goldbell.com.sg
Cc: CatherineChongKL@goldbell.com.sg, Ramesh@goldbell.com.sg, Kok-Chong.Lim@aig.com, NoorMariesa.AbuKassim@aig.com, Yinrul.Hor@aig.com, Divyashni.Subramaniam@aig.com
Subject: RE: aigencrypt PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SFM9576G AND GBG2127U ON 05/08/2020
Date: Wed, 12 Aug 2020 03:44:41 +0000

Singapore– Auto Express & FNOL
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.
Tel 8001206556 | Ext: 1002213
Ericweihong.Teo@aig.com | www.aig.com

From: Teo, Ericweihong
Sent: Saturday, August 8, 2020 12:31 AM
To: EngKwokLong@goldbell.com.sg
Cc: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Ramesh <Ramesh@goldbell.com.sg>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>; Hor, Yinrul <Yinrul.Hor@aig.com>; Subramaniam, Divyashni <Divyashni.Subramaniam@aig.com>
Subject: aigencrypt PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SFM9576G AND GBG2127U ON 05/08/2020

Re-send

Without Prejudice

Your Reference: GBG2127U
Our Reference : SFM9576G

Dear Sir/Madam,

We refer to your Notice of Accident of even date.

We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the attached list to conduct the joint pre-repair survey as a single joint expert:

Name of Surveyor	Company Name
Lawrence Ng Chun Kee	Priority Services
Jeffrey Ong Leng Kiat	Priority Services
Jimmy Lee	Priority Services
EC Looi	Automobile Inspection Services Pte Ltd
Pang Kiah Keen (Frankie)	Formteam Adjusters Pte Ltd
Ng You Han	Formteam Adjusters Pte Ltd
Soon HanXin (Gary)	Formteam Adjusters Pte Ltd
Chow Bo Xiong	Formteam Adjusters Pte Ltd
Chua Soo Teck (Benjamin)	Formteam Adjusters Pte Ltd
Kalvin Ang	LKK Auto Consultants Pte Ltd
Xing Guo Qiang	LKK Auto Consultants Pte Ltd
Marcus Chua	LKK Auto Consultants Pte Ltd
Mohamad Taufikh	LKK Auto Consultants Pte Ltd
Adrian Ling	LKK Auto Consultants Pte Ltd
Mohammed Rasul	LKK Auto Consultants Pte Ltd
Kenneth Kong	LKK Auto Consultants Pte Ltd

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select one or more of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert.

Besides, kindly assist to confirm the correct DOA since TP reported the DOA to be 05/08/2020 while OI reported the DOA to be 04/08/2020.

Thank you.

Kind regards,

Eric Teo Wei Hong
AIG

Claim Adjuster II,
Singapore– Auto Express & FNOL
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.
Tel 8001206556 | Ext: 1002213
Ericweihong.Teo@aig.com | www.aig.com

From: Brian Eng Kwok Long [<mailto:EngKwokLong@goldbell.com.sg>]

Sent: Friday, August 7, 2020 2:51 PM

To: AIG SGP, Claims <AIGSGPClaims@aig.com>

Cc: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Ramesh <Ramesh@goldbell.com.sg>

Subject: [EXTERNAL] TP claim - Accident case between GBG 2127 U & SFM9576G (your insured) on 05/08/2020 at 1240 hrs
JUNCT OF SENGKANG EAST

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Thanks & Best Regards,

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Error! **Brian Eng Kwok Long | Goldbell Engineering Pte Ltd**
Filename Customer Service Advisor, Motor Claims
not DID: +65 6864 0637 | Tel: +65 6861 0007 | Fax: +65 6863
specified. 0425 |
Mobile: +65 9755 7336 |

From: Teo, Ericweihong [<mailto:Ericweihong.Teo@aig.com>]

Sent: Friday, 14 August 2020 9:43 AM

To: Brian Eng Kwok Long; Admin A; assignments

Cc: Catherine Chong Kai Ling; Ramesh; Lim, Kok-Chong; Abu Kassim, Noor Mariesa; Hor, Yinrul; Subramaniam, Divyashni; Tan, Bennie-WZ

Subject: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SFM9576G AND GBG2127U ON 05/08/2020



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这是安全加密信息。如要阅读此信息，请开启附件。

นี่คือการรักษาความปลอดภัยข้อความที่เข้ารหัสลับ
เพื่ออ่านมันให้เปิดไฟล์ที่แนบมา

이것은 안전하고 암호화된 메시지입니다. 그것을
읽으려면 첨부 파일을 엽니다.

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