

**Re: Reminder on liability - OUR CLIENT SMK5492T 14/08/2020 POLICY NO. PNPV2019-00013778 YOUR INSURED GBE2471K \*\*\* LKK REF: CC4/AIG20008567/ea3**

Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Mon 8/31/2020 5:06 PM

To: Mui Hong @ Ah Lim Motor <muihong@ahlimmotor.com.sg>; Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>

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

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her via email.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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:** Mui Hong @ Ah Lim Motor <muihong@ahlimmotor.com.sg>

**Sent:** Monday, August 31, 2020 4:46 PM

**To:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

**Subject:** Reminder on liability - OUR CLIENT SMK5492T 14/08/2020 POLICY NO. PNPV2019-00013778 YOUR INSURED GBE2471K \*\*\* LKK REF: CC4/AIG20008567/ea3

Dear Mei Kwan / Asher.

Pls advise if there is any instruction on Direct Settlement from your office / AIG ? Liability should be clear basing on both driver's report.

It has been more than 2 weeks since DOA.

Pls advise what is causing the delay and the AIG OIC so that I can directly enquire w AIG if needed.

Pls do advise ASAP.

Thanks

Best Regards,

Kee Mui Hong  
Ah Lim Motor @ AMK  
10, Ang Mo Kio Industrial Park 2A  
#01-09 AMK Autopoint S568047  
Tel : 6483 1244 Fax : 6483 6170

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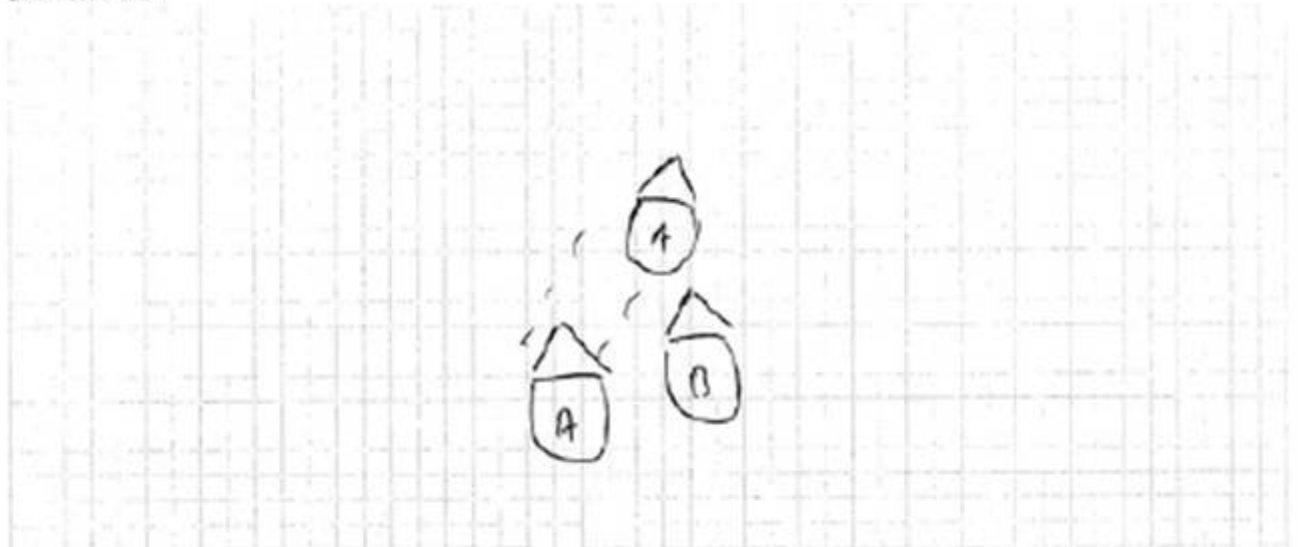
**From:** Mei Kwan (LKKAUTO) [mailto:Meikwan@lkkauto.com]  
**Sent:** Friday, 28 August 2020 2:21 PM  
**To:** Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: TP / OUR CLIENT SMK5492T 14/08/2020 POLICY NO. PNPV2019-00013778  
YOUR INSURED GBE2471K \*\*\* LKK REF: CC4/AIG20008567/ea3

Dear Sir / 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**



**DESCRIBE CIRCUMSTANCES OF THE ACCIDENT**

Refer to police report.
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**Brief Details.**

On the above mentioned date, time and location, I was travelling along Fernvale Road near Thanggam LRT station. I was on the left lane and my intention was to turn to the right lane. I signaled and in the midst of changing lane, a vehicle (SMK5492T) who was behind me, collided with the rear of my vehicle. We stopped at the side of the road and exchanged particulars. There were no injuries sustained on either side. His left front side of the car hit the right rear side of my vehicle. His vehicle sustained damages on the bumper located on the left front side of his vehicle but my vehicle did not sustain any damages. We took photograph of the damages. We have agreed to settle this through insurance as such, I am lodging this report for insurance follow up.

**Please provide us the following.**

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

Please note that for liability, claim negotiation and settlement, please contact **Asher**.

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.**

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)

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**From:** Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>

**Sent:** Wednesday, 26 August, 2020 4:24 PM

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

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

**Subject:** RE: TP / OUR CLIENT SMK5492T 14/08/2020 POLICY NO. PNPV2019-00013778 YOUR INSURED GBE2471K \*\*\*

LKK REF: CC4/AIG20008567/ea3

**Importance:** High

Hi Asher,

I understand that your insured has file for the report.  
Kindly advise me on the liability.

Thanks.

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170

**From:** Zila @ Ah Lim Motor Company  
**Sent:** Monday, 24 August 2020 8:59 AM  
**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: TP / OUR CLIENT SMK5492T 14/08/2020 POLICY NO. PNPV2019-00013778 YOUR INSURED GBE2471K \*\*\*  
LKK REF: CC4/AIG20008567/ea3  
**Importance:** High

Hi Asher,

Pls advise if your insured has file for the report.  
Kindly advise liability for this case.

Thanks.

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170

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**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Sent:** Tuesday, 18 August 2020 11:21 AM  
**To:** Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** Re: TP / OUR CLIENT SMK5492T 14/08/2020 POLICY NO. PNPV2019-00013778 YOUR INSURED GBE2471K \*\*\*  
LKK REF: CC4/AIG20008567/ea3

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

Hi Zila,

We refer to the email below.

Our principal have inform that our insured yet to file the report till date.

Shall revert to you once our insured reported.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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:** Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>  
**Sent:** Tuesday, August 18, 2020 10:51 AM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: TP / OUR CLIENT SMK5492T 14/08/2020 POLICY NO. PNPV2019-00013778 YOUR INSURED GBE2471K \*\*\*  
LKK REF: CC4/AIG20008567/ea3

Hi Asher,

Pls advise liability for this case.  
Thanks.

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Monday, 17 August 2020 5:36 PM  
**To:** Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: TP / OUR CLIENT SMK5492T 14/08/2020 POLICY NO. PNPV2019-00013778 YOUR INSURED GBE2471K \*\*\* LKK REF: CC4/AIG20008567/ea3

Dear Sirs / Madam,

We refer to the above matter.

Please be informed that we are currently **pending for our principal to release OI GIA report.**

***Please arrange for TP survey.***

Kindly note that for liability, claim negotiation and settlement, please contact Asher.

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

***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***

**From:** Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>  
**Sent:** Monday, 17 August, 2020 2:15 PM  
**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: TP / OUR CLIENT SMK5492T 14/08/2020 POLICY NO. PNPV2019-00013778 YOUR INSURED GBE2471K

Hi,

Kindly advise OIC & liability for this case.  
Thanks.

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170

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**From:** AIG SGP, Claims-Survey <[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)>  
**Sent:** Monday, 17 August 2020 2:11 PM  
**To:** Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>  
**Subject:** RE: TP / OUR CLIENT SMK5492T 14/08/2020 POLICY NO. PNPV2019-00013778 YOUR INSURED GBE2471K

Hi Zila,

LKK will handle both liability and survey.  
You may check with LKK.

Thanks.

AIG Claims Survey

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**From:** Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>  
**Sent:** Monday, August 17, 2020 2:04 PM  
**To:** AIG SGP, Claims-Survey <[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)>  
**Subject:** [EXTERNAL] RE: TP / OUR CLIENT SMK5492T 14/08/2020 POLICY NO. PNPV2019-00013778 YOUR INSURED GBE2471K

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

Hi,

Pls advise liability & OIC for this case.  
Thanks.

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170

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**From:** AIG SGP, Claims-Survey <[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)>

**Sent:** Friday, 14 August 2020 4:13 PM

**To:** Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>

**Subject:** RE: TP / OUR CLIENT SMK5492T 14/08/2020 POLICY NO. PNPV2019-00013778 YOUR INSURED GBE2471K

Hi Zila,

We'll appoint LKK to conduct survey.

Thanks.

AIG Claims Survey

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**From:** Zila @ Ah Lim Motor Company [<mailto:zila@ahlimmotor.com.sg>]

**Sent:** Friday, August 14, 2020 4:03 PM

**To:** AIG SGP, Claims-Survey

**Cc:** Chin, Lee-Ying

**Subject:** [EXTERNAL] TP / OUR CLIENT SMK5492T 14/08/2020 POLICY NO. PNPV2019-00013778 YOUR INSURED GBE2471K

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

Hi Claims Dept,

Kindly arrange for the vehicle to be survey.

Note: Vehicle is not in - To be arrange.

Thanks.

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170