

## Jasper Chua (LKK Auto)

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**From:** Jasper Chua (LKK Auto)  
**Sent:** Friday, 16 October 2020 9:47 AM  
**To:** June Phua ( Cheng Hoe Motor)  
**Cc:** Admin A; CHENG HOE (AMK) HOE MOTOR SERVICE (AMK)  
**Subject:** RE: REMINDER (1) - ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020) (INDIA INSD : SHC8735A - MS PRIYA'S CASE) LKK REF : CC4/III20009892/bs3 (3RD REMINDER PLS)  
**Attachments:** SHC 8735A.JPG

Without Prejudice

Dear Sir/ Madam,

Please be informed that our principal had further reviewed the matter and based on the video footage provided by our insured, your client vehicle encroached into our insured's driver lane after turning. Your client vehicle should maintain at most right lane when and after turning.

We have our principal 's instruction that the liability is in favor of our insured. Kindly refer to our insured's statement as attached for your reference.

As such, we have to reject and unable to look into your client's claim.

**"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."**

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

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**From:** June Phua ( Cheng Hoe Motor) <chmotor@singnet.com.sg>

**Sent:** Tuesday, 13 October 2020 1:56 PM

**To:** Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

**Cc:** Admin A <admin-a@lkkauto.com>; CHENG HOE (AMK) HOE MOTOR SERVICE (AMK) <chmamk@singnet.com.sg>

**Subject:** REMINDER (1) - ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020) (INDIA INSD : SHC8735A - MS PRIYA'S CASE) LKK REF : CC4/III20009892/bs3 (3RD REMINDER PLS)

RE-SEND

Thank you.

Rgds

June

Cheng Hoe Motor Pte Ltd

Tel : 67556142

Fax : 67557719

Email- [chmotor@singnet.com.sg](mailto:chmotor@singnet.com.sg)

**From:** Cheng Hoe Motor Pte Ltd (AMK)  
**Sent:** Tuesday, October 6, 2020 12:36 PM  
**To:** Jasper Chua (LKK Auto) ; Cheng Hoe Motor (HQ)  
**Cc:** Admin A  
**Subject:** Re: ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020) (INDIA INSD : SHC8735A - MS PRIYA'S CASE)  
LKK REF : CC4/III20009892/bs3 (3RD REMINDER PLS)

Hi Jasper,

We have forward the video link to you on 23/09/2020 as per your request on the same date.

However,we have yet to received any update from you as up-to-date,would appreciate if you can assist to advise on liability on urgent basis.

Thank you.

Rgds  
Dorlyn Li  
Cheng Hoe Motor Pte Ltd (AMK)  
Tel : 64812001

**From:** Cheng Hoe Motor Pte Ltd (AMK)  
**Sent:** Friday, October 2, 2020 4:21 PM  
**To:** Jasper Chua (LKK Auto)  
**Cc:** Admin A  
**Subject:** Re: ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020) (INDIA INSD : SHC8735A - MS PRIYA'S CASE)  
LKK REF : CC4/III20009892/bs3 (REMINDER PLS)

Hi Jasper,

Would appreciate your assistance to check & advise on liability soonest please.

Thank you.

Rgds  
Dorlyn Li  
Cheng Hoe Motor Pte Ltd (AMK)  
Tel: 64812001

**From:** Cheng Hoe Motor Pte Ltd (AMK)  
**Sent:** Wednesday, September 30, 2020 10:35 AM  
**To:** Jasper Chua (LKK Auto)  
**Cc:** Admin A  
**Subject:** Re: ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020) (INDIA INSD : SHC8735A - MS PRIYA'S CASE)  
LKK REF : CC4/III20009892/bs3 (REMINDER PLS)

Hi Jasper,

As per our previous email on the video provided,do let us know once there is any update on your side pertaining to the liability.

Thank you.

Rgds  
Dorlyn Li  
Cheng Hoe Motor Pte Ltd (AMK)  
Tel : 64812001

**From:** Cheng Hoe Motor Pte Ltd (AMK)  
**Sent:** Wednesday, September 23, 2020 10:32 AM  
**To:** Jasper Chua (LKK Auto)  
**Cc:** Admin A  
**Subject:** Re: ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020) (INDIA INSD : SHC8735A - MS PRIYA'S CASE)  
LKK REF : CC4/III20009892/bs3 (REMINDER PLS)

Hi Jasper,

Video link provided by owner as follow :

<https://drive.google.com/file/d/1kHetSNxXBYleLGPsfKpgawyAo3YblpbT/view?usp=sharing>

Thank you.

Rgds  
Dorlyn Li  
Cheng Hoe Motor Pte Ltd (AMK)  
Tel : 64812001

**From:** Jasper Chua (LKK Auto)  
**Sent:** Wednesday, September 23, 2020 9:39 AM  
**To:** Cheng Hoe Motor Pte Ltd (AMK)  
**Cc:** Admin A  
**Subject:** RE: ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020) (INDIA INSD : SHC8735A - MS PRIYA'S CASE)  
LKK REF : CC4/III20009892/bs3 (REMINDER PLS)

WITHOUT PREJUDICE

Dear Sir/Mdm,

Please send us a copy of your client 's vehicle video footage for our necessary action.

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

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**From:** Jasper Chua (LKK Auto)  
**Sent:** Friday, 18 September 2020 4:37 PM  
**To:** Cheng Hoe Motor Pte Ltd (AMK) <[chmamk@singnet.com](mailto:chmamk@singnet.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020) (INDIA INSD : SHC8735A - MS PRIYA'S CASE) LKK  
REF : CC4/III20009892/bs3 (REMINDER PLS)

WITHOUT PREJUDICE

Dear Diorlyn,

Attached insured report for your references

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

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**From:** Cheng Hoe Motor Pte Ltd (AMK) <[chmamk@singnet.com](mailto:chmamk@singnet.com)>

**Sent:** Friday, 18 September 2020 4:10 PM

**To:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

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

**Subject:** Re: ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020) (INDIA INSD : SHC8735A - MS PRIYA'S CASE) LKK REF : CC4/III20009892/bs3 (REMINDER PLS)

Hi Jasper,

May we request a copy of SHC8735A statement please.

Thank you.

Rgds

Dorlyn Li

Cheng HOe Motor Pte Ltd (AMK)

Tel : 64812001

**From:** Jasper Chua (LKK Auto)

**Sent:** Friday, September 18, 2020 12:03 PM

**To:** Cheng Hoe Motor Pte Ltd (AMK)

**Cc:** Admin A

**Subject:** RE: ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020) (INDIA INSD : SHC8735A - MS PRIYA'S CASE) LKK REF : CC4/III20009892/bs3 (REMINDER PLS)

WITHOUT PREJUDICE

Dear Sir/ Madam ,

We refer to the above matter.

Kindly forward to us the **video footage or any evidences** from your client for our necessary action.

Thank you.

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

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**From:** Cheng Hoe Motor Pte Ltd (AMK) <[chmamk@singnet.com](mailto:chmamk@singnet.com)>

**Sent:** Friday, 18 September 2020 10:31 AM

**To:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Subject:** Fw: ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020) (INDIA INSD : SHC8735A - MS PRIYA'S CASE) LKK REF : CC4/III20009892/bs3 (REMINDER PLS)

**Importance:** High

Hi Jasper,

Good morning to you.

Would like to check if there is any update on the above case please.

Appreciate your assistance on urgent basis as above vehicle is in our workshop.

Thank you very much.

Rgds

Dorlyn Li

Cheng HOe Motor Pte Ltd (AMK)

Tel : 64812001

**From:** Cheng Hoe Motor Pte Ltd (AMK)

**Sent:** Wednesday, September 16, 2020 10:55 AM

**To:** Jasper Chua (LKK)

**Subject:** Fw: ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020) (INDIA INSD : SHC8735A - MS PRIYA'S CASE) LKK REF : CC4/III20009892/bs3

Hi Jasper,

Good morning to you.

Above vehicle was surveyed by Mr Kenneth on yesterday afternoon.

Would appreciate your kind assistance to expedite to check & advise on liability please.

Thank you very much.

Rgds

Dorlyn Li

Cheng Hoe Motor Pte Ltd (AMK)

Tel : 64812001

Fax : 64821296

**From:** Su Li (LKK Auto)  
**Sent:** Tuesday, September 15, 2020 3:47 PM  
**To:** Cheng Hoe Motor Pte Ltd (AMK)  
**Cc:** Admin A ; Jasper Chua (LKK Auto)  
**Subject:** RE: ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020) (INDIA INSD : SHC8735A - MS PRIYA'S CASE)  
LKK REF : CC4/III20009892/bs3

Without Prejudice

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.**

Kindly note that for liability, claim negotiation and settlement, please contact Jasper via email.

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.***

***\* 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: <mailto: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)

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**From:** Cheng Hoe Motor Pte Ltd (AMK) [<mailto:chmamk@singnet.com>]

**Sent:** Tuesday, 15 September 2020 3:30 PM

**To:** SUR; Admin-D (LKKAuto); Admin A

**Subject:** ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020) (INDIA INSD : SHC8735A - MS PRIYA'S CASE)

**Importance:** High

Hi Admin,

Kenneth has just surveyed the above vehicle, would appreciate your kind assistance to check & advise on liability on urgent basis as owner has left his vehicle in our workshop on yesterday.

Thank you very much.

Rgds

Dorlyn Li

Cheng Hoe Motor Pte Ltd (AMK)

Tel: 64812001

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**From:** Motor Claim - III

**Sent:** Tuesday, September 15, 2020 2:37 PM

**To:** Cheng Hoe Motor Pte Ltd (AMK) ; 'sur@lkkauto.com' ; Admin-D (LKKAuto) ; 'Admin A'

**Cc:** Manivel Priyadarshini

**Subject:** RE: Repair Survey (Single Joint Expert)/ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020)

Dear Sir / Mdm,

Please conduct a survey on TP vehicle [SKZ2997T](#) and let us have your report urgently.

This claim will be handled by [Ms Priya](#).

\*Kindly upload this survey request email to merimen.

**\*We started using audatex since 1<sup>st</sup> dec 2019. Please do adjustments through Audatex and upload the report onto Merimen.**

Thank You.

*Best Regards,*  
**Gabriel Wee**



64 Cecil Street; #05 - IOB Building

Singapore 049711

Tel: 6347 6100, Ext – 248

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**From:** Cheng Hoe Motor Pte Ltd (AMK) <[chmank@singnet.com](mailto:chmank@singnet.com)>

**Sent:** Tuesday, 15 September 2020 2:04 pm

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>; Manivel Priyadarshini <[manivel@iii.com.sg](mailto:manivel@iii.com.sg)>

**Subject:** Re: Repair Survey (Single Joint Expert)/ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020)

**Importance:** High

Hi,

Please assist to expedite on survey arrangements.

Thank you.

Rgds

Dorlyn Li

Cheng Hoe Motor Pte Ltd (AMK)

Tel : 64812001

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**From:** Cheng Hoe Motor Pte Ltd (AMK)

**Sent:** Tuesday, September 15, 2020 9:42 AM

**To:** Motor Claim - III

**Subject:** Re: Repair Survey (Single Joint Expert)/ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020)

Hi Gabriel,

Good morning to you.

Would like to inform you that the surveyor team was not in the below email for survey arrangements.

Thank you.

Rgds  
Dorlyn Li  
Cheng Hoe Motor Pte Ltd (AMK)  
Tel : 64812001

**From:** Motor Claim - III  
**Sent:** Monday, September 14, 2020 5:15 PM  
**To:** Cheng Hoe Motor Pte Ltd (AMK) ; Cheng Hoe Motor (HQ)  
**Cc:** Manivel Priyadarshini  
**Subject:** RE: Repair Survey (Single Joint Expert)/ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020)

Dear Sir / Mdm,

Please conduct a survey on TP vehicle [SKZ2997T](#) and let us have your report urgently.

This claim will be handled by [Ms Priya](#).

\*Kindly upload this survey request email to merimen.

**\*We started using audatex since 1<sup>st</sup> dec 2019. Please do adjustments throught Audatex and upload the report onto Merimen.**

Thank You.

*Best Regards,*  
**Gabriel Wee**



64 Cecil Street; #05 - IOB Building  
Singapore 049711  
Tel: 6347 6100, Ext – 248

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**From:** Cheng Hoe Motor Pte Ltd (AMK) <[chmamk@singnet.com](mailto:chmamk@singnet.com)>  
**Sent:** Monday, 14 September 2020 4:58 pm  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>; Cheng Hoe Motor (HQ) <[chmotor@singnet.com.sg](mailto:chmotor@singnet.com.sg)>  
**Subject:** Re: Repair Survey (Single Joint Expert)/ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020)  
**Importance:** High

Hi All,

Our Selection as follow :

- LKK Auto Consultants Pte Ltd

Thank you.

Rgds  
Dorlyn Li  
Cheng Hoe Motor PTe Ltd (AMK)  
Tel : 64812001

**From:** Motor Claim - III  
**Sent:** Monday, September 14, 2020 4:53 PM  
**To:** Cheng Hoe Motor Pte Ltd (AMK) ; Cheng Hoe Motor (HQ)  
**Subject:** RE: Repair Survey (Single Joint Expert)/ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020)

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

We started using audatex since 1<sup>st</sup> dec 2019. Please submit your estimate/quotation throught Audatex so that our surveyors can make the adjustments according.

*Best Regards,*  
**Gabriel Wee**



64 Cecil Street; #05 - IOB Building  
Singapore 049711  
Tel: 6347 6100, Ext – 248

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**From:** Cheng Hoe Motor Pte Ltd (AMK) <[chmamk@singnet.com](mailto:chmamk@singnet.com)>  
**Sent:** Monday, 14 September 2020 12:34 pm  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>; Cheng Hoe Motor (HQ) <[chmotor@singnet.com.sg](mailto:chmotor@singnet.com.sg)>  
**Subject:** Repair Survey (Single Joint Expert)/ENQUIRY OF LIABILITY - SKZ2997T (DOA: 13/09/2020)

Dear Sir,

OUR CLIENT – SKZ2997T  
DOA : 13/09/2020 @ 1000HRS

YOUR INSURED : SHC8735A

(A) Pls provide us your surveyor listing for the selection on the survey.

(B ) Also, please advise on liability and are you agree on DIRECT SETTLEMENT?

Thank you.

Regards  
Dorlyn Li  
Cheng Hoe Motor Pte Ltd  
(AMK Branch)  
Tel :64812001  
Fax : 64821296

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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India International Insurance Pte Ltd.

Registration No. 198703792-K