

Veron Chen (LKKAuto)

From: Yee Pei Li <YeePeiLi@tokiomarine.com.sg>
Sent: Friday, 21 January 2022 10:52 AM
To: Rico 60 Claims
Cc: SUR
Subject: RE: LOD for SDA 1288 C ; Your Insured: SJA 3723 D should read correctly as SGV7113M ; DOA: 25/12/2020 | TMIS : PL-M2006425-02

WITHOUT PREJUDICE

Dear Damien,

As spoken and refer to below email between your goodself & my colleague Angela dated 04 May 2021.

From: enquiry [<mailto:enquiry@rico60.com>]
Sent: Tuesday, May 4, 2021 2:56 pm
To: Angela Tan Kim Lay <AngelaTan@tokiomarine.com.sg>; claims@rico60.com

2

Cc: settlement.rico60@gmail.com
Subject: RE: PRI - PRI Arrangement for SDA 1288 C - | TMIS | Email SUR LIST | CY-M2006425-02

WITHOUT PREJUDICE

Dear Angela,
Wish to informed that we had made a mistakes previously by arranging China Taiping to surveyed this case. LKK was arranged to surveyed this case. As SGV7113M is your insured and was behind our client's car during this chain collision. As we know LKK is also one of your panel, are we able to let LKK to survey instead for this case?

Do let us know soon if there are other alternatives?

Thanks.

Damian Lim

Await complete LKK surveyor report & survey vehicle photos (inspection, before repair & after repair photos) in order for our next course of action.

Thank you.

Kindly note that in accordance with the latest measures introduced by the Government to curb the spread of the Covid-19 virus, our response/processing time may be delayed. All correspondence will be by way of email only. We seek your understanding on the same.

Regards
Yee Pei Li (Ms)
Motor Claims Department

Tokio Marine Insurance Singapore Ltd.
20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046

From: Rico 60 Claims [mailto:claims@rico60.com]

Sent: Friday, January 21, 2022 10:07 AM

To: Yee Pei Li <YeePeiLi@tokiomarine.com.sg>

Cc: SUR <sur@lkkauto.com>; Rico 60 Auto Services <claims@rico60.com>

Subject: Re: LOD for SDA 1288 C ; Your Insured: SJA 3723 D should read correctly as SGV7113M ; DOA: 25/12/2020 | TMIS : PL-M2006425-02

Without Prejudice

Dear Pei Li,

Please assist to urge LKK for the survey report as this was a SJE and we have no access to the report.

Appreciate if you could help us close this case amicably.

Thanks.

DL

On 21 Jan 2022, at 10:01, Yee Pei Li <YeePeiLi@tokiomarine.com.sg> wrote:

WITHOUT PREJUDICE

Dear Jesski,

We refer to your email dated 20 January 2021.

Your attachment of marked estimate & vehicle photos are not sufficient.

That is not the complete LKK surveyor report & survey vehicle photos as it should indicate the details of the recommended parts which LKK had finalised with your workshop.

Await complete LKK surveyor report & survey vehicle photos (inspection, before repair & after repair photos)

Thank you.

Kindly note that in accordance with the latest measures introduced by the Government to curb the spread of the Covid-19 virus, our response/processing time may be delayed. All correspondence will be by way of email only. We seek your understanding on the same.

Regards

Yee Pei Li (Ms)

Motor Claims Department

Tokio Marine Insurance Singapore Ltd.

20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046

T (65) 6592 6420 | F (65) 6221 2101 |

E yeepei@tokiomarine.com.sg | www.tokiomarine.com

From: Accounts [<mailto:claims@rico60.com>]
Sent: Thursday, January 20, 2022 4:58 PM
To: Yee Pei Li <YeePeiLi@tokiomarine.com.sg>
Cc: SUR <sur@lkkauto.com>
Subject: RE: LOD for SDA 1288 C ; Your Insured: SJA 3723 D should read correctly as SGV7113M ;
DOA: 25/12/2020 | TMIS : PL-M2006425-02

Dear Pei Li,

Kindly refer to attached .

Thank you.

Best Regards,

Jesski Low



RICO 60 AUTO SERVICES PTE. LTD.

Co. & GST Reg. No.: 201807623M
8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit
#02-24, Singapore 415875
Tel: +65 6286 6060 | Fax: +65 6286 7060
Email: claims@rico60.com

From: [Yee Pei Li](#)
Sent: Thursday, 20 January 2022 4:45 PM
To: [Accounts](#)
Cc: [SUR](#)
Subject: RE: LOD for SDA 1288 C ; Your Insured: SJA 3723 D should read correctly as SGV7113M ;
DOA: 25/12/2020 | TMIS : PL-M2006425-02

WITHOUT PREJUDICE

Dear Jesski,

Your LOD do not have surveyor - LKK complete surveyor report with vehicle damage photos.

And the subject tile of our insured vehicle should read as SGV7113M and not SJA3723D.

Do forward.

Thank you.

Kindly note that in accordance with the latest measures introduced by the Government to curb the spread of the Covid-19 virus, our response/processing time may be delayed. All correspondence will be by way of email only. We seek your understanding on the same.

Regards

[Yee Pei Li](#) (Ms)

Motor Claims Department

Tokio Marine Insurance Singapore Ltd.

20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046
T (65) 6592 6420 | F (65) 6221 2101 |

From: Accounts [<mailto:claims@rico60.com>]

Sent: Monday, January 10, 2022 7:17 PM

To: Motor Claims <motorclaims@tokiomarine.com.sg>; Yee Pei Li <YeePeiLi@tokiomarine.com.sg>

Subject: RE: LOD for SDA 1288 C ; Your Insured: SJA 3723 D ; DOA: 25/12/2020 - | TMIS |
ACKNOWLEDGE LOD | PL-M2006425-02

Dear Pei Li,

Amended LOD was sent on 3/11/2021.

According to NIMA Protocol ; should have gotten an response on 29/12/2021

Is your settlement offer ready for the above case ?

Thank you.

Best Regards,

Jesski Low



RICO 60 AUTO SERVICES PTE. LTD.

Co. & GST Reg. No.: 201807623M

8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit

#02-24, Singapore 415875

Tel: +65 6286 6060 | Fax: +65 6286 7060

Email: claims@rico60.com

From: [Motor Claims](#)

Sent: Monday, 8 November 2021 2:49 PM

To: claims@rico60.com

Subject: RE: LOD for SDA 1288 C ; Your Insured: SJA 3723 D ; DOA: 25/12/2020 - | TMIS |
ACKNOWLEDGE LOD | PL-M2006425-02

WITHOUT PREJUDICE

Our Ref: | **TMIS | PL-M2006425-02**

Your Ref: **SDA1288C**

Dear Sir/ Mdm,

Please note:

1. Please do not mail us the duplicate hard copy Letter of Demand; and
2. Please email us a copy of Letter of Authorisation/Warrant to Act and you may disregard our request if you have done so; and
3. Settlement and payment are subject to production of original documents on the demand at any time.

(X) We acknowledge receipt of your letter dated **09.03.2021** which we received on **03.11.2021**.

() Our Insured has yet to report the accident to us.

(X) We will revert to you on our position within 8 calendar weeks from today or within 14 days after the said re-inspection, whichever is later.

Officer In Charge: Yee Pei Li

Email: YeePeiLi@tokiomarine.com.sg

Thank you

Best Regards

Annie Tan

Administrative Assistant, Motor Claims

Tokio Marine Insurance Singapore Ltd.

20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046

F (65) 6221 2101

E anniesohcheng@tokiomarine.com.sg | W www.tokiomarine.com

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Tokio Marine Group

Please note that all personal information provided to Tokio Marine Insurance Singapore Ltd. is subject to the Personal Data Protection Policy Statement posted at www.tokiomarine.com.

From: Angela Tan Kim Lay

Sent: Wednesday, November 3, 2021 11:16 AM

To: Motor Claims <motorclaims@tokiomarine.com.sg>

Subject: FW: LOD for SDA 1288 C ; Your Insured: SJA 3723 D ; DOA: 25/12/2020 - | TMIS | PL-M2006425-02

Kindly note that in accordance with the latest measures introduced by the Government to curb the spread of the Covid-19 virus, our response/processing time may be delayed. All correspondence will be by way of email only. We seek your understanding on the same.

Regards

Angela Tan (Ms)

Motor Claims Department

Tokio Marine Insurance Singapore Ltd.

20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046

T (65) 6592 6403 | F (65) 6221 2101 |

E angelatan@tokiomarine.com.sg | www.tokiomarine.com

From: Accounts [<mailto:claims@rico60.com>]

Sent: Wednesday, November 3, 2021 10:23 am

To: Angela Tan Kim Lay <AngelaTan@tokiomarine.com.sg>

Cc: settlement.rico60@gmail.com; enquiry@rico60.com

Subject: RE: LOD for SDA 1288 C ; Your Insured: SJA 3723 D ; DOA: 25/12/2020 - | TMIS | PL-M2006425-02

Dear Angela Tan,

Attached is Amended LOD for the above case.

Kindly release DV/Settlement offer.

Thank you.

Best Regards,
Jesski Low



RICO 60 AUTO SERVICES PTE. LTD.

Co. & GST Reg. No.: 201807623M
8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit
#02-24, Singapore 415875
Tel: +65 6286 6060 | Fax: +65 6286 7060
Email: claims@rico60.com

From: [Angela Tan Kim Lay](#)
Sent: Monday, 18 October 2021 9:56 AM
To: claims@rico60.com
Cc: settlement.rico60@gmail.com; enquiry@rico60.com
Subject: RE: LOD for SDA 1288 C ; Your Insured: SJA 3723 D ; DOA: 25/12/2020 - | TMIS | PL-M2006425-02

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Sirs/Mdm,

Please noted that our Insured should be SGV7113M instead of SJA3723D.

Kindly amend copy of your letter of demand with correct subject title for our consideration of your client's property damages claim.

Thank you.

Kindly note that in accordance with the latest measures introduced by the Government to curb the spread of the Covid-19 virus, our response/processing time may be delayed. All correspondence will be by way of email only. We seek your understanding on the same.

Regards
Angela Tan (Ms)
Motor Claims Department

Tokio Marine Insurance Singapore Ltd.
20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046
T (65) 6592 6403 | F (65) 6221 2101 |
E angelatan@tokiomarine.com.sg | www.tokiomarine.com

From: Claims [<mailto:claims@rico60.com>]
Sent: Saturday, October 16, 2021 12:03 PM
To: Motor Claims <motorclaims@tokiomarine.com.sg>
Cc: 'Settlement' <settlement.rico60@gmail.com>; 'Rico 60 Enquiry' <enquiry@rico60.com>
Subject: RE: LOD for SDA 1288 C ; Your Insured: SJA 3723 D ; DOA: 25/12/2020

Dear Annie,

With reference to attached.

SGV 7113 M is insured by Tokio Marine.

Kindly explain as to why we should direct our claim to our insurer?

Thank you.

Best Regards,

Prescelia Hoe



RICO 60 AUTO SERVICES PTE. LTD.

Co. & GST Reg. No.: 201807623M

8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit

#02-24, Singapore 415875

Tel: +65 6286 6060 | Fax: +65 6286 7060

Email: settlement.rico60@gmail.com

From: Annie Tan [<mailto:anniesohcheng@tokiomarine.com.sg>] **On Behalf Of** Motor Claims

Sent: Monday, September 20, 2021 12:10 PM

To: Claims <claims@rico60.com>

Subject: RE: LOD for SDA 1288 C ; Your Insured: SJA 3723 D ; DOA: 25/12/2020

Hi, Prescelia Hoe

Kindly direct your claim to your insurer

FBH4938C (MSIG) > SLH8419P (AXA) > SGV7113M (OI) > SDA1288C (NTUC) > SME912M (LIBERTY) > SJA3723D (CNTP) > SHD6533Z (III)

Thank you

Best Regards

Annie Tan

Administrative Assistant, Motor Claims

Tokio Marine Insurance Singapore Ltd.

20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046

F (65) 6221 2101

E anniesohcheng@tokiomarine.com.sg | W www.tokiomarine.com

A member of the

From: Claims [<mailto:claims@rico60.com>]
Sent: Tuesday, September 14, 2021 1:01 PM
To: Motor Claims <motorclaims@tokiomarine.com.sg>
Cc: 'Settlement' <settlement.rico60@gmail.com>; 'Rico 60 Enquiry' <enquiry@rico60.com>
Subject: LOD for SDA 1288 C ; Your Insured: SJA 3723 D ; DOA: 25/12/2020

Dear Motor Claims Dept,

Your Insured : SJA 3723 D

Attached file as per your pursuant

Kindly release DV/Settlement offer.

Thank you.

Best Regards,

Prescelia Hoe



RICO 60 AUTO SERVICES PTE. LTD.

Co. & GST Reg. No.: 201807623M
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Email: settlement.rico60@gmail.com

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