

Hsiao Tong (LKKAUTO)

From: angie.yong@3aautomobile.com
Sent: Thursday, 30 June 2022 11:25 AM
To: Hsiao Tong (LKKAUTO)
Cc: Kenneth Tan; Anson Lim
Subject: RE: **SPAM** RE: Accident involving SJR 2895 H & SMV 1197 P on 18/04/2021
Attachments: Private Settlement Form.pdf; Private Settlement - Payment Cheque.pdf

Dear Hsiao Tong,

Please find enclosed private settlement form duly signed and our cheque image payment to both workshop and your company.

We will assist to bank in the cheque today.

Thank you & best regards,
Angie Yong

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Tuesday, 28 June 2022 11:25 am
To: angie.yong@3aautomobile.com
Subject: RE: **SPAM** RE: Accident involving SJR 2895 H & SMV 1197 P on 18/04/2021

Hi Angie,

As per our tele-conversation yesterday, we attached herewith the following: -

- Mutual Settlement Form
- Third party workshop tax invoice (\$3,200.00)
- LKK professional fee invoice (\$340.00)

Please assist to settle the matter as below: -

1. **\$ 3,200.00** payable to **Rico 60 Auto Services Pte Ltd**
2. **\$ 340.00** payable to **LKK AUTO CONSULTANTS PTE LTD**

You may send the payment via internal banking as per below details:

Account name:	Rico 60 Auto Services Pte Ltd
Bank Name:	UOB
Bank Code:	7375
Branch Code:	045
Account No:	371 310 6419
Email Address:	claims@rico60.com & enquiry@rico60.com

Name of Bank Account	LKK AUTO CONSULTANTS PTE LTD
Name of Bank	UOB

Bank – Branch No.	7375 - 016
Account No.	116-311-126-3
Email address for remittance advice	account@lkkauto.com
PAYNOW ID	199607198R002

Pls do let us know once transferred so that we can check at our end.

Please also return the following:

1. the signed mutual settlement letter (scan copy will do).

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: angie.yong@3aautomobile.com <angie.yong@3aautomobile.com>

Sent: Friday, 24 June 2022 10:20 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: **SPAM** RE: Accident involving SJR 2895 H & SMV 1197 P on 18/04/2021

Dear Hsiao Tong,

Can you return my call when you are available?

Thanks,

Angie

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Wednesday, 22 June 2022 11:25 am

To: angie.yong@3aautomobile.com

Subject: **SPAM** RE: Accident involving SJR 2895 H & SMV 1197 P on 18/04/2021

Dear Angie,

Apologised for late response.

We have reviewed the matter and the adjusted repair cost to third party vehicle is at \$2,700.00(before GST) with 4 repair days. The repair cost included the replacement of bootlid, rear bumper, rear bumper clips, rear bumper reverse sensor, rear bumper reinforcement & labour charges. We attached here with the damage photos during our inspection for your easy reference.

The breakdown of our propose settlement with third party is as follows: -

1. Cost of Repair (with GST)	\$ 2,889.00
2. Loss of Rental (4days x \$100.00)	\$ 400.00
3. LTA Search Receipt	\$ 7.45
Total	\$ 3,296.45

LKK Professional Fee (with GST)	\$ 365.94
---------------------------------	------------------

Please advise if you would like to private settle or let insurer to settle the matter.

Appreciate your early reply.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: angie.yong@3aautomobile.com <angie.yong@3aautomobile.com>

Sent: Tuesday, 8 March 2022 2:17 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Accident involving SJR 2895 H & SMV 1197 P on 18/04/2021

Dear Hsiao Tong,

As per our conversation minutes ago, please find attached scene photos for your review.

I believe you will understand why we are disputing the third-party claim amount.

We look forward to hearing from you soon with a fair outcome.

Thank you & best regards,



Angie Yong

Hq:120 Lower Delta Road #02-15 Cendex Centre (S) 169208

ws:1002 Bukit Merah Lane 3 #01-73 Singapore 159719

e: angie.yong@3aautomobile.com

p: +65 6223 1122 | **f:** +65 6738 6666

IMPORTANT NOTICE:

The information in this email (and any attachments) is intended solely for intended addressees and is confidential. If you are not the intended recipient, you must not use, copy or disseminate the information contained herein or hereto attached. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and we shall not be liable for any loss or damage arising in any way from its use.

P Please consider the environment before printing this e-mail!

MUTUAL SETTLEMENT FORM FOR MOTOR ACCIDENT



1. WE, THE UNDERSIGNED HEREBY AGREE TO MUTUALLY SETTLE AMONG OURSELVES A MOTOR ACCIDENT AS FOLLOWS:

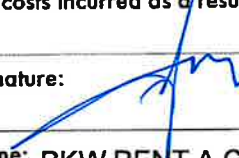

Date / Time:	18/04/2021 @ 15:25HRS		
Along:	ABC BRICKWORKS GANRTY NEAR BLK 1		
Involving Vehicle Number(s):	SMV1197P	&	SJR2895H

2. BOTH PARTIES HAVE AGREED TO SETTLE THIS MATTER AMICABLY AS FOLLOWS:

**Delete (A) and (B) as applicable.*

~~(A) Neither party shall be liable to compensate the party for any loss or damages (direct or indirect) incurred or to be incurred as a result of the accident.~~

(B) Without admission of liability, BKW RENT A CAR PTE LTD (Name) (Party paying compensation) has paid a sum of \$S 3,200.00 (Amount) which RICO 60 AUTO SERVICES PTE LTD (Owner of vehicle receiving compensation) herewith acknowledge receipt in full and final settlement of damages and costs incurred as a result of this accident.

Signature: 	Signature: 
Name: BKW RENT A CAR PTE LTD	Name: RICO 60 AUTO SERVICES PTE LTD
I/C No: 200106276D	I/C No: 201807623M
Address: 120 Lower Delta Road #02-15 Cendex Centre (S) 169208	Address: Blk 8 Faki Bukit Ave 4 #02-24 Premier @ Faki Bukit (S) 415875
Vehicle No.: SJR 2895H	Vehicle No.: SMV 1197P
Contact No.: 6738 7777	Contact No.:
Date: 29/06/2022	Date: 28/06/2021



Maybank Singapore Limited

NEGOTIABLE
PAYEE ONLY

DATE 日期 29 06 22
TARIKH

D D M M Y Y

PAY TO 折交
BAYAR

Rico 60 Auto Services Pte Ltd

SINGAPORE 新加坡
DOLLARS

\$3,200.00*

OR BEARER 或持票人取 ATAU PEMBAWA

S\$ 3200 / $\frac{XX}{XX}$

B K W RENT A CAR PTE LTD

[Signature]

Please sign above this line 請在此線以上部分簽署
Sila Tandatangan Di Atas Garisan Ini

CHEQUE NO.

BANK/BRANCH NO.

ACCOUNT NO.

⑆9⑈938932⑈7302⑈02⑆042⑆1007548⑈

Account number & payment reference(s), if any:	371-310-641-9		
Name:		Contact No.:	
For bank's use only. Please do not write in this box.			

Notes	QTY	Amount
\$10,000		
\$1,000		
\$100		
\$50		
\$10		
\$5		
\$2		
Sub Total		
Coins		
Total \$		



Account number & payment reference(s), if any:	116-311-1067-3		408.
	PAYEE ONLY		
Name:	Contact No.:		
<p>For bank's use only. Please do not write in this box.</p>			

Notes	QTY	Amount
\$10,000		
\$1,000		
\$100		
\$50		
\$10		
\$5		
\$2		
Sub Total		
Coins		
Total \$		

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 30 June 2022 12:29 PM
To: Enquiry
Cc: Admin A; enquiry@rico60.com; Accounts
Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3
Attachments: Private Settlement Form signed by both parties.pdf; Private Settlement - Payment Cheque to Rico 60.pdf

Without Prejudice

Dear Sirs/Mdm,

Please find enclosed private settlement form duly signed by both parties and our insured cheque image payment to your workshop.

Our insured will assist to bank in the cheque today.

Please take note and let us know once you receive payment. Thank you.

“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,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 28 June 2022 11:41 AM
To: Enquiry <claims@rico60.com>
Cc: Admin A <admin-a@lkkauto.com>; enquiry@rico60.com; Accounts <settlement.rico60@gmail.com>
Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice

Dear Sirs,

Thank you for your email.

We will forward to our insured to process payment.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Enquiry <claims@rico60.com>

Sent: Tuesday, 28 June 2022 10:45 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; enquiry@rico60.com; Yong, Joanne-LF <Joanne-LF.yong@aig.com>; Accounts <settlement.rico60@gmail.com>

Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

WITHOUT PREJUDICE

Dear Hsiao Tong,

Kindly refer to attached as per your request.

Below is our company's bank account details :

Account Name : Rico 60 Auto Services Pte Ltd

Bank Name : UOB

Account No : 371 310 6419

Bank Code : 7375

Branch Code : 045

Email Address : claims@rico60.com & enquiry@rico60.com

Thank you

Best Regards

RICO 60 AUTO SERVICES PTE LTD

From: [Hsiao Tong \(LKKAuto\)](#)

Sent: Tuesday, 28 June 2022 9:06 AM

To: [Enquiry](#)

Cc: [Admin A](#); enquiry@rico60.com; [Yong, Joanne-LF](#); [Accounts](#)

Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice

Dear Sirs/mdm,

Thank you for your email.

Please be informed that our insured will do private settlement.

Kindly send us the following document in order for our insured to process payment: -

1. Attached private settlement form.
2. Invoice amount of \$3,200.00.
3. Company bank account details.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Enquiry <claims@rico60.com>

Sent: Monday, 27 June 2022 1:14 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; enquiry@rico60.com; Yong, Joanne-LF <Joanne-LF.yong@aig.com>; Accounts <settlement.rico60@gmail.com>

Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

WITHOUT PREJUDICE

Dear Hsiao Tong,

We just tried to call you but your colleague said you went to lunch.

Please ignore the email we sent you on **Friday, 24 June 2022 5:47 PM**

We accept the amount **\$3,200 (all in)** you offer us.

Kindly release DV.

Thank you

Best Regards

RICO **60** AUTO SERVICES PTE LTD

From: [Hsiao Tong \(LKKAuto\)](#)

Sent: Monday, 27 June 2022 10:06 AM

To: [Enquiry](#)

Cc: Admin A; enquiry@rico60.com; Yong, Joanne-LF; Accounts

Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice

Hi,

For this matter, I have spoken to Mr Damian.

Could you check and call me back at 6742 3197?

Thanks.

“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,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Enquiry <claims@rico60.com>

Sent: Friday, 24 June 2022 5:47 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; enquiry@rico60.com; Yong, Joanne-LF <Joanne-LF.yong@aig.com>; Accounts <settlement.rico60@gmail.com>

Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

WITHOUT PREJUDICE

Dear Hsiao Tong,

Thank you for your offer.

We are unable to accept your offer of \$3,200 (all in) for this case. The offer amount is lower than the COR. Please try to reoffer nearer to our LOD asap to close this case amicably.

Thank you

Best Regards

RICO 60 AUTO SERVICES PTE LTD

From: [Hsiao Tong \(LKKAuto\)](#)
Sent: Friday, 24 June 2022 5:00 PM
To: [Enquiry](#)
Cc: [Admin A](#); enquiry@rico60.com; [Yong, Joanne-LF](#); [Accounts](#)
Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of \$3,200.00(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.”

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Enquiry <claims@rico60.com>
Sent: Tuesday, 21 June 2022 3:09 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; enquiry@rico60.com; Yong, Joanne-LF <Joanne-LF.yong@aig.com>; Accounts <settlement.rico60@gmail.com>
Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

WITHOUT PREJUDICE

Dear Hsiao Tong,

We refer to the email dated on 06 June 2022.

How did you get on with your insured about the case? Please kindly send us the settlement offer for this case.
We look forward to your offer to close this case amicably.

Thank you

Best Regards

RICO **60** AUTO SERVICES PTE LTD

From: claims@rico60.com

Sent: Monday, 13 June 2022 6:54 PM

To: [Hsiao Tong \(LKKAuto\)](#); [Settlement](#); [Claims](#)

Cc: [Admin A](#); enquiry@rico60.com; [Yong, Joanne-LF](#)

Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H;
DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Hsiao Tong,
Any update for this case?

Kindly revert soon.

Thanks.

RICO

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Monday, June 6, 2022 4:49 PM

To: claims@rico60.com; 'Settlement' <settlement.rico60@gmail.com>

Cc: Admin A <admin-a@lkkauto.com>; enquiry@rico60.com; Yong, Joanne-LF <Joanne-LF.yong@aig.com>

Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H;
DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice

Dear Sirs,

Please be informed that we are liaising with our insured on this matter and will get back to you.

Thank you.

“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,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

From: Yong, Joanne-LF <Joanne-LF.yong@aig.com>

Sent: Monday, 6 June 2022 4:45 PM

To: claims@rico60.com; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; 'Settlement' <settlement.rico60@gmail.com>

Cc: Admin A <admin-a@lkkauto.com>; enquiry@rico60.com; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice

Save As to Costs

Dear Sir,

Refer to your email below.

LKK Auto will revert to you shortly

Thank you.

Best regards,

Joanne Yong

Senior Complex Claims Examiner – Auto Property Damage Claims

AIG Asia Pacific Insurance Pte. Ltd

AIG Building

78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 1953

Joanne-LF.yong@aig.com | www.AIG.sg

From: claims@rico60.com <claims@rico60.com>

Sent: Monday, June 6, 2022 4:44 PM

To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Settlement' <settlement.rico60@gmail.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; enquiry@rico60.com; 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>; 'Claims' <claims@rico60.com>

Subject: [EXTERNAL] RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

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

Dear Joanne,
Please assist to update status of this claim?

Thanks.

RICO

From: claims@rico60.com <claims@rico60.com>
Sent: Thursday, June 2, 2022 12:11 PM
To: 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Settlement' <settlement.rico60@gmail.com>; 'Claims' <claims@rico60.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; enquiry@rico60.com; 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>
Subject: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Joanne,
Please advise status of this case?

Thanks.

RICO

From: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Sent: Monday, May 23, 2022 1:27 PM
To: claims@rico60.com; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Settlement' <settlement.rico60@gmail.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; enquiry@rico60.com; 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>
Subject: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice
Save As to Costs

Dear Sir,

Refer to the above matter.

We are reviewing the matter and will revert to you offer.

We would much grateful that you could pls kindly hold on and will revert to you soon.

Thank you.

Best regards,
Joanne Yong
Senior Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd

AIG Building

78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1953
Joanne-LF.yong@aig.com | www.AIG.sg

From: claims@rico60.com <claims@rico60.com>
Sent: Monday, May 23, 2022 1:08 PM
To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Settlement' <settlement.rico60@gmail.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; Yong, Joanne-LF <Joanne-LF.yong@aig.com>; enquiry@rico60.com;
'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>
Subject: [EXTERNAL] RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

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

Dear Hsiao Tong,
Is the settlement offer ready?

Thanks.

RICO

From: RICO CLAIMS <claims@rico60.com>
Sent: Thursday, May 19, 2022 3:55 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Settlement <settlement.rico60@gmail.com>
Cc: Admin A <admin-a@lkkauto.com>; Yong, Joanne-LF <Joanne-LF.yong@aig.com>; enquiry@rico60.com;
Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Hsiao Tong,

WITHOUT PREJUDICE

Is the settlement offer for the above case ready ?

Best Regards,

RICO 60 AUTO SERVICES PTE. LTD.

From: [RICO CLAIMS](#)
Sent: Thursday, 12 May 2022 3:31 PM
To: [Hsiao Tong \(LKKAuto\)](#); [Settlement](#)
Cc: [Admin A](#); [Yong, Joanne-LF](#); enquiry@rico60.com; [Jaslin Kok \(LKK Auto\)](#)
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Hsiao Tong,

Is the settlement offer for the above case ready ?

Best Regards,

RICO 60 AUTO SERVICES PTE. LTD.

From: claims@rico60.com

Sent: Tuesday, 26 April 2022 1:40 PM

To: [Hsiao Tong \(LKKAuto\)](#); [Settlement](#); [Claims](#)

Cc: [Admin A](#); [Yong, Joanne-LF](#); enquiry@rico60.com; [Jaslin Kok \(LKK Auto\)](#)

Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Hsiao Tong,

Please advise if offer is ready for this case?

Thanks.

RICO

From: claims@rico60.com <claims@rico60.com>

Sent: Monday, April 11, 2022 8:26 PM

To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Settlement' <settlement.rico60@gmail.com>; 'Claims' <claims@rico60.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>; enquiry@rico60.com; 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>

Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Hsiao Tong,

Any update on our settlement offer for this case?

Thanks.

RICO

From: claims@rico60.com <claims@rico60.com>

Sent: Wednesday, April 6, 2022 3:03 PM

To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Settlement' <settlement.rico60@gmail.com>; 'Claims' <claims@rico60.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>; enquiry@rico60.com; 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>

Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Hsiao Tong,

Please advise settlement offer/DV is ready?

Thanks.

RICO

From: Accounts <claims@rico60.com>
Sent: Tuesday, March 15, 2022 5:07 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Settlement <settlement.rico60@gmail.com>
Cc: Admin A <admin-a@lkkauto.com>; Yong, Joanne-LF <Joanne-LF.yong@aig.com>; enquiry@rico60.com;
Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Hsiao Tong,

WITHOUT PREJUDICE

I refer to your email date 7/3/2022.

Any updates on the review ? please kindly update us on the status of this case as of now 😊

Thank you.

Best Regards,

RICO 60 AUTO SERVICES PTE. LTD.

From: [Hsiao Tong \(LKKAuto\)](#)
Sent: Monday, 7 March 2022 5:05 PM
To: [Accounts](#); [Settlement](#)
Cc: [Admin A](#); [Yong, Joanne-LF](#); enquiry@rico60.com; [Jaslin Kok \(LKK Auto\)](#)
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice

Dear Sirs/Mdm,

We are reviewing the matter and will get back to you asap.

Kindly bears with us for time being.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Accounts <claims@rico60.com>

Sent: Monday, 7 March 2022 4:52 PM

To: Settlement <settlement.rico60@gmail.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Yong, Joanne-LF <Joanne-LF.yong@aig.com>; enquiry@rico60.com

Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Jaslin,

I refer to your email dated 10/2/2022.

I understand that ur insured has some concern on the damages and repair costs.

How is the situation now on your end ?

Kindly update us on the status as of now 😊

Thank you.

Best Regards,

RICO 60 AUTO SERVICES PTE. LTD.

From: [Settlement](#)

Sent: Tuesday, 1 March 2022 4:50 PM

To: [Jaslin Kok \(LKK Auto\)](#)

Cc: [Admin A](#); [Yong, Joanne-LF](#); enquiry@rico60.com; [Rico 60](#)

Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Jaslin,

Kindly provide us an update regarding this case.

Thank You

Best Regards,

RICO 60 AUTO SERVICES PTE. LTD.

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

Sent: Thursday, February 24, 2022 9:05 PM

To: 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>; 'Settlement' <settlement.rico60@gmail.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>

Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Jaslin,

Please assist for this case for us as DOA was in April 2021.. We would like to seek for amicable settlement offer soon to close it off.

Thanks.

RICO

From: claims@rico60.com <claims@rico60.com>

Sent: Monday, February 21, 2022 12:07 PM

To: 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>; 'Settlement' <settlement.rico60@gmail.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>

Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Jaslin,

Please advise if offer is ready.

Thanks.

RICO

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

Sent: Thursday, February 10, 2022 9:49 AM

To: Settlement <settlement.rico60@gmail.com>

Cc: Admin A <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>; 'Claims' <claims@rico60.com>

Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

WITHOUT PREJUDICE

Dear Sir/Madam,

As mentioned, Our insured have some concern on the damages and repair cost.

Our surveyor is still working on the repair cost.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

From: Settlement <settlement.rico60@gmail.com>
Sent: Wednesday, 9 February 2022 11:37 AM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>; 'Claims' <claims@rico60.com>
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Jaslin,

Kindly provide us an update regarding this case.

Thank you

Regards,
Prescelia Hoe

From: Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]
Sent: Monday, January 24, 2022 11:26 AM
To: Settlement <settlement.rico60@gmail.com>
Cc: Admin A <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>; 'Claims' <claims@rico60.com>
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

WITHOUT PREJUDICE

Dear Sir/Madam,

Our insured have some concern on the damages and repair cost.

Kindly allow us sometime to clear our insured.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

From: Settlement <settlement.rico60@gmail.com>
Sent: Saturday, 22 January 2022 2:31 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>; 'Claims' <claims@rico60.com>
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Jaslin,

Kindly provide us an update regarding this case.

Thank you

Regards,
Prescelia Hoe

From: Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]
Sent: Wednesday, December 29, 2021 2:00 PM
To: Settlement <settlement.rico60@gmail.com>
Cc: Admin A <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>; 'Claims' <claims@rico60.com>
Subject: Re: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

WITHOUT PREJUDICE

Dear Sir/Madam,

Our insured have some concern on the damages and repair cost.

Kindly allow us sometime to clear our insured.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

From: Settlement <settlement.rico60@gmail.com>
Sent: Wednesday, December 29, 2021 1:43 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>; 'Claims' <claims@rico60.com>
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Jaslin,

Kindly provide us an update regarding this case.

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: Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]
Sent: Thursday, November 25, 2021 2:26 PM
To: Claims <claims@rico60.com>
Cc: 'Accounts' <settlement.rico60@gmail.com>; Admin A <admin-a@lkkauto.com>; Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

WITHOUT PREJUDICE

Dear Sir/Madam,

Our insured is considering for a private settlement.

We have informed them the settlement amount, will revert soon.

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: Yong, Joanne-LF <Joanne-LF.yong@aig.com>

Sent: Thursday, 25 November 2021 2:02 PM

To: Claims <claims@rico60.com>

Cc: 'Accounts' <settlement.rico60@gmail.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>;

Admin A <admin-a@lkkauto.com>

Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice

Save As to Costs

Dear Sir,

Refer to your email below.

We will revert to you soon.

Thank you.

Best regards,

Joanne Yong

Senior Complex Claims Examiner – Auto Property Damage Claims

AIG Asia Pacific Insurance Pte. Ltd

AIG Building

78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 1953

Joanne-LF.yong@aig.com | www.AIG.sg

From: Claims <claims@rico60.com>

Sent: Thursday, November 25, 2021 12:07 PM

To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>

Cc: 'Accounts' <settlement.rico60@gmail.com>; 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>;

'Admin A' <admin-a@lkkauto.com>

Subject: [EXTERNAL] RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

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

Dear Joanne,

Kindly provide us an update regarding this case.

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: Yong, Joanne-LF [<mailto:Joanne-LF.yong@aig.com>]

Sent: Wednesday, November 3, 2021 1:52 PM

To: Rico 60 Claims <claims@rico60.com>

Cc: Accounts <settlement.rico60@gmail.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice
Save As to Costs

Dear Sir,

Revert to you shortly

Thank you.

Best regards,

Joanne Yong

Senior Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1953

Joanne-LF.yong@aig.com | www.AIG.sg

From: Rico 60 Claims <claims@rico60.com>

Sent: Wednesday, November 3, 2021 1:33 PM

To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>

Cc: Accounts <settlement.rico60@gmail.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: [EXTERNAL] RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

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

WITHOUT PREJUDICE

Dear Joanne,

Please try to close this case so that we will not incurred legal costs. As my client is pushing us for outcome so that his liability will be clear when he is renewing his insurance.

Do note that your insured was the cause of this incident and evidences clearly show it. If you need it, let us know so that it may help you to clear this case easily.

Thanks.

Damian Lim

From: Yong, Joanne-LF [mailto:Joanne-LF.yong@aig.com]

Sent: Monday, 25 October 2021 1:51 PM

To: Claims

Cc: 'Accounts'; Jaslin Kok (LKK Auto); Admin A

Subject: FW: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice

Save As to Costs

Dear Sir,

Refer to the above matter.

This claim is still investigation. We are unable to send out offer to you.

Thank you.

Best regards,

Joanne Yong

Senior Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd

AIG Building

78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 1953

Joanne-LF.yong@aig.com | www.AIG.sg

From: Claims <claims@rico60.com>

Sent: Friday, October 22, 2021 6:11 PM

To: ClaimsDocManagement <ClaimsDocManagement@aig.com>

Cc: 'Settlement' <settlement.rico60@gmail.com>; 'Damian Lim' <enquiry@rico60.com>

Subject: [EXTERNAL] RE: LOD for SMV 1197 P; Your Insured: SJR 2895 H; DOA: 18/04/2021

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

WITHOUT PREJUDICE

Dear Motor Claims Department,

Please advise settlement offer is ready for the above claim?

Kindly expedite to close this case with us soon.

Thank you.

Best Regards,

Yvonne Teoh



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: Claims [<mailto:claims@rico60.com>]

Sent: Tuesday, 21 September 2021 1:18 PM

To: 'CLAIMSDOCMANAGEMENT@AIG.COM'

Cc: 'Settlement'; 'Damian Lim'

Subject: LOD for SMV 1197 P; Your Insured: SJR 2895 H; DOA: 18/04/2021

Dear Motor Claims Dept,

Your Insured : SJR 2895 H

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

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

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 30 June 2022 12:32 PM
To: 'Yong, Joanne-LF'
Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3
Attachments: Private Settlement Form signed by both parties.pdf

Hi Joanne,

Enclosed here with a copy of private settlement form signed by both parties for your easy reference.

Insured had settled third party claim and LKK fee.

We will proceed to close file without billing to AIG.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 28 June 2022 11:34 AM
To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Hi Joanne,

For an update, insured is doing private settlement for this matter. Insured will pay for LKK professional fee as well.

We are currently pending for signed private settlement form and payment from insured

We will upload all the relevant documents in Merimen once it is ready.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

From: Enquiry <claims@rico60.com>

Sent: Tuesday, 28 June 2022 10:45 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; enquiry@rico60.com; Yong, Joanne-LF <Joanne-LF.yong@aig.com>; Accounts <settlement.rico60@gmail.com>

Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

WITHOUT PREJUDICE

Dear Hsiao Tong,

Kindly refer to attached as per your request.

Below is our company's bank account details :

Account Name : Rico 60 Auto Services Pte Ltd

Bank Name : UOB

Account No : 371 310 6419

Bank Code : 7375

Branch Code : 045

Email Address : claims@rico60.com & enquiry@rico60.com

Thank you

Best Regards

RICO **60** AUTO SERVICES PTE LTD

From: [Hsiao Tong \(LKKAuto\)](#)

Sent: Tuesday, 28 June 2022 9:06 AM

To: [Enquiry](#)

Cc: [Admin A](#); enquiry@rico60.com; [Yong, Joanne-LF](#); [Accounts](#)

Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice

Dear Sirs/mdm,

Thank you for your email.

Please be informed that our insured will do private settlement.

Kindly send us the following document in order for our insured to process payment: -

1. Attached private settlement form.
2. Invoice amount of \$3,200.00.
3. Company bank account details.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Enquiry <claims@rico60.com>

Sent: Monday, 27 June 2022 1:14 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; enquiry@rico60.com; Yong, Joanne-LF <Joanne-LF.yong@aig.com>; Accounts <settlement.rico60@gmail.com>

Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

WITHOUT PREJUDICE

Dear Hsiao Tong,

We just tried to call you but your colleague said you went to lunch.

Please ignore the email we sent you on **Friday, 24 June 2022 5:47 PM**

We accept the amount \$3,200 (all in) you offer us.

Kindly release DV.

Thank you

Best Regards

RICO 60 AUTO SERVICES PTE LTD

From: [Hsiao Tong \(LKKAuto\)](#)

Sent: Monday, 27 June 2022 10:06 AM

To: [Enquiry](#)

Cc: [Admin A](#); enquiry@rico60.com; [Yong, Joanne-LF](#); [Accounts](#)

Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice

Hi,

For this matter, I have spoken to Mr Damian.

Could you check and call me back at 6742 3197?

Thanks.

“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,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Enquiry <claims@rico60.com>

Sent: Friday, 24 June 2022 5:47 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; enquiry@rico60.com; Yong, Joanne-LF <Joanne-LF.yong@aig.com>; Accounts <settlement.rico60@gmail.com>

Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

WITHOUT PREJUDICE

Dear Hsiao Tong,

Thank you for your offer.

We are unable to accept your offer of \$3,200 (all in) for this case. The offer amount is lower than the COR.

Please try to reoffer nearer to our LOD asap to close this case amicably.

Thank you

Best Regards

RICO **60** AUTO SERVICES PTE LTD

From: [Hsiao Tong \(LKKAuto\)](#)

Sent: Friday, 24 June 2022 5:00 PM

To: [Enquiry](#)

Cc: [Admin A](#); enquiry@rico60.com; [Yong, Joanne-LF](#); [Accounts](#)

Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of \$3,200.00(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."

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Enquiry <claims@rico60.com>

Sent: Tuesday, 21 June 2022 3:09 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; enquiry@rico60.com; Yong, Joanne-LF <Joanne-LF.yong@aig.com>;
Accounts <settlement.rico60@gmail.com>

Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H;
DOA: 18/04/2021 CC4/AIG21004970/T1RS3

WITHOUT PREJUDICE

Dear Hsiao Tong,

We refer to the email dated on 06 June 2022.

How did you get on with your insured about the case? Please kindly send us the settlement offer for this case.

We look forward to your offer to close this case amicably.

Thank you

Best Regards

RICO 60 AUTO SERVICES PTE LTD

From: claims@rico60.com

Sent: Monday, 13 June 2022 6:54 PM

To: [Hsiao Tong \(LKKAuto\)](#); [Settlement](#); [Claims](#)

Cc: [Admin A](#); enquiry@rico60.com; [Yong, Joanne-LF](#)

Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Hsiao Tong,
Any update for this case?

Kindly revert soon.

Thanks.

RICO

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Monday, June 6, 2022 4:49 PM

To: claims@rico60.com; 'Settlement' <settlement.rico60@gmail.com>

Cc: Admin A <admin-a@lkkauto.com>; enquiry@rico60.com; Yong, Joanne-LF <Joanne-LF.yong@aig.com>

Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice

Dear Sirs,

Please be informed that we are liaising with our insured on this matter and will get back to you.

Thank you.

“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,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Sent: Monday, 6 June 2022 4:45 PM
To: claims@rico60.com; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; 'Settlement' <settlement.rico60@gmail.com>
Cc: Admin A <admin-a@lkkauto.com>; enquiry@rico60.com; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Subject: RE: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice
Save As to Costs

Dear Sir,

Refer to your email below.

LKK Auto will revert to you shortly

Thank you.

Best regards,
Joanne Yong
Senior Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1953
Joanne-LF.yong@aig.com | www.AIG.sg

From: claims@rico60.com <claims@rico60.com>
Sent: Monday, June 6, 2022 4:44 PM
To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Settlement' <settlement.rico60@gmail.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; enquiry@rico60.com; 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>; 'Claims' <claims@rico60.com>
Subject: [EXTERNAL] RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

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

Dear Joanne,
Please assist to update status of this claim?

Thanks.

RICO

From: claims@rico60.com <claims@rico60.com>
Sent: Thursday, June 2, 2022 12:11 PM

To: 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Settlement' <settlement.rico60@gmail.com>; 'Claims' <claims@rico60.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; enquiry@rico60.com; 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>
Subject: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Joanne,
Please advise status of this case?

Thanks.

RICO

From: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Sent: Monday, May 23, 2022 1:27 PM
To: claims@rico60.com; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Settlement' <settlement.rico60@gmail.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; enquiry@rico60.com; 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>
Subject: RE: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice
Save As to Costs

Dear Sir,

Refer to the above matter.

We are reviewing the matter and will revert to you offer.

We would much grateful that you could pls kindly hold on and will revert to you soon.

Thank you.

Best regards,
Joanne Yong
Senior Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1953
Joanne-LF.yong@aig.com | www.AIG.sg

From: claims@rico60.com <claims@rico60.com>
Sent: Monday, May 23, 2022 1:08 PM
To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Settlement' <settlement.rico60@gmail.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; Yong, Joanne-LF <Joanne-LF.yong@aig.com>; enquiry@rico60.com; 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>

Subject: [EXTERNAL] RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

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

Dear Hsiao Tong,
Is the settlement offer ready?

Thanks.

RICO

From: RICO CLAIMS <claims@rico60.com>
Sent: Thursday, May 19, 2022 3:55 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Settlement <settlement.rico60@gmail.com>
Cc: Admin A <admin-a@lkkauto.com>; Yong, Joanne-LF <Joanne-LF.yong@aig.com>; enquiry@rico60.com; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Hsiao Tong,

WITHOUT PREJUDICE

Is the settlement offer for the above case ready ?

Best Regards,

RICO 60 AUTO SERVICES PTE. LTD.

From: [RICO CLAIMS](#)
Sent: Thursday, 12 May 2022 3:31 PM
To: [Hsiao Tong \(LKKAuto\)](#); [Settlement](#)
Cc: [Admin A](#); [Yong, Joanne-LF](#); enquiry@rico60.com; [Jaslin Kok \(LKK Auto\)](#)
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Hsiao Tong,

Is the settlement offer for the above case ready ?

Best Regards,

RICO 60 AUTO SERVICES PTE. LTD.

From: claims@rico60.com

Sent: Tuesday, 26 April 2022 1:40 PM

To: [Hsiao Tong \(LKKAuto\)](#); [Settlement](#); [Claims](#)

Cc: [Admin A](#); [Yong, Joanne-LF](#); enquiry@rico60.com; [Jaslin Kok \(LKK Auto\)](#)

Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Hsiao Tong,

Please advise if offer is ready for this case?

Thanks.

RICO

From: claims@rico60.com <claims@rico60.com>

Sent: Monday, April 11, 2022 8:26 PM

To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Settlement' <settlement.rico60@gmail.com>; 'Claims' <claims@rico60.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>; enquiry@rico60.com; 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>

Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Hsiao Tong,

Any update on our settlement offer for this case?

Thanks.

RICO

From: claims@rico60.com <claims@rico60.com>

Sent: Wednesday, April 6, 2022 3:03 PM

To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Settlement' <settlement.rico60@gmail.com>; 'Claims' <claims@rico60.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>; enquiry@rico60.com; 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>

Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Hsiao Tong,

Please advise settlement offer/DV is ready?

Thanks.

RICO

From: Accounts <claims@rico60.com>

Sent: Tuesday, March 15, 2022 5:07 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Settlement <settlement.rico60@gmail.com>

Cc: Admin A <admin-a@lkkauto.com>; Yong, Joanne-LF <Joanne-LF.yong@aig.com>; enquiry@rico60.com;

Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Hsiao Tong,

WITHOUT PREJUDICE

I refer to your email date 7/3/2022.

Any updates on the review ? please kindly update us on the status of this case as of now 😊

Thank you.

Best Regards,

RICO 60 AUTO SERVICES PTE. LTD.

From: [Hsiao Tong \(LKKAuto\)](#)

Sent: Monday, 7 March 2022 5:05 PM

To: [Accounts](#); [Settlement](#)

Cc: [Admin A](#); [Yong, Joanne-LF](#); enquiry@rico60.com; [Jaslin Kok \(LKK Auto\)](#)

Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice

Dear Sirs/Mdm,

We are reviewing the matter and will get back to you asap.

Kindly bears with us for time being.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Accounts <claims@rico60.com>

Sent: Monday, 7 March 2022 4:52 PM

To: Settlement <settlement.rico60@gmail.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Yong, Joanne-LF <Joanne-LF.yong@aig.com>; enquiry@rico60.com

Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Jaslin,

I refer to your email dated 10/2/2022.

I understand that ur insured has some concern on the damages and repair costs.

How is the situation now on your end ?

Kindly update us on the status as of now 😊

Thank you.

Best Regards,

RICO 60 AUTO SERVICES PTE. LTD.

From: [Settlement](#)

Sent: Tuesday, 1 March 2022 4:50 PM

To: [Jaslin Kok \(LKK Auto\)](#)

Cc: [Admin A](#); [Yong, Joanne-LF](#); enquiry@rico60.com; [Rico 60](#)

Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Jaslin,

Kindly provide us an update regarding this case.

Thank You

Best Regards,

RICO 60 AUTO SERVICES PTE. LTD.

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

Sent: Thursday, February 24, 2022 9:05 PM

To: 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>; 'Settlement' <settlement.rico60@gmail.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>

Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Jaslin,

Please assist for this case for us as DOA was in April 2021.. We would like to seek for amicable settlement offer soon to close it off.

Thanks.

RICO

From: claims@rico60.com <claims@rico60.com>
Sent: Monday, February 21, 2022 12:07 PM
To: 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>; 'Settlement' <settlement.rico60@gmail.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Jaslin,
Please advise if offer is ready.

Thanks.
RICO

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Thursday, February 10, 2022 9:49 AM
To: Settlement <settlement.rico60@gmail.com>
Cc: Admin A <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>; 'Claims' <claims@rico60.com>
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

WITHOUT PREJUDICE

Dear Sir/Madam,

As mentioned, Our insured have some concern on the damages and repair cost.

Our surveyor is still working on the repair cost.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

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: Settlement <settlement.rico60@gmail.com>
Sent: Wednesday, 9 February 2022 11:37 AM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>; 'Claims' <claims@rico60.com>
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Jaslin,

Kindly provide us an update regarding this case.

Thank you

Regards,
Prescelia Hoe

From: Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]
Sent: Monday, January 24, 2022 11:26 AM
To: Settlement <settlement.rico60@gmail.com>
Cc: Admin A <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>; 'Claims' <claims@rico60.com>
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

WITHOUT PREJUDICE

Dear Sir/Madam,

Our insured have some concern on the damages and repair cost.

Kindly allow us sometime to clear our insured.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

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: Settlement <settlement.rico60@gmail.com>
Sent: Saturday, 22 January 2022 2:31 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>; 'Claims' <claims@rico60.com>
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Jaslin,

Kindly provide us an update regarding this case.

Thank you

Regards,
Prescelia Hoe

From: Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]
Sent: Wednesday, December 29, 2021 2:00 PM
To: Settlement <settlement.rico60@gmail.com>
Cc: Admin A <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>; 'Claims' <claims@rico60.com>
Subject: Re: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

WITHOUT PREJUDICE

Dear Sir/Madam,

Our insured have some concern on the damages and repair cost.

Kindly allow us sometime to clear our insured.

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: Settlement <settlement.rico60@gmail.com>
Sent: Wednesday, December 29, 2021 1:43 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>; 'Claims' <claims@rico60.com>
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Dear Jaslin,

Kindly provide us an update regarding this case.

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: Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]
Sent: Thursday, November 25, 2021 2:26 PM
To: Claims <claims@rico60.com>
Cc: 'Accounts' <settlement.rico60@gmail.com>; Admin A <admin-a@lkkauto.com>; Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

WITHOUT PREJUDICE

Dear Sir/Madam,

Our insured is considering for a private settlement.

We have informed them the settlement amount, will revert soon.

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: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Sent: Thursday, 25 November 2021 2:02 PM
To: Claims <claims@rico60.com>
Cc: 'Accounts' <settlement.rico60@gmail.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice

Save As to Costs

Dear Sir,

Refer to your email below.

We will revert to you soon.

Thank you.

Best regards,

Joanne Yong

Senior Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd

AIG Building

78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 1953

Joanne-LF.yong@aig.com | www.AIG.sg

From: Claims <claims@rico60.com>

Sent: Thursday, November 25, 2021 12:07 PM

To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>

Cc: 'Accounts' <settlement.rico60@gmail.com>; 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>;
'Admin A' <admin-a@lkkauto.com>

Subject: [EXTERNAL] RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

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Dear Joanne,

Kindly provide us an update regarding this case.

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: Yong, Joanne-LF [<mailto:Joanne-LF.yong@aig.com>]

Sent: Wednesday, November 3, 2021 1:52 PM

To: Rico 60 Claims <claims@rico60.com>

Cc: Accounts <settlement.rico60@gmail.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice
Save As to Costs

Dear Sir,

Revert to you shortly

Thank you.

Best regards,
Joanne Yong
Senior Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1953
Joanne-LF.yong@aig.com | www.AIG.sg

From: Rico 60 Claims <claims@rico60.com>
Sent: Wednesday, November 3, 2021 1:33 PM
To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Cc: Accounts <settlement.rico60@gmail.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

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

WITHOUT PREJUDICE

Dear Joanne,

Please try to close this case so that we will not incurred legal costs. As my client is pushing us for outcome so that his liability will be clear when he is renewing his insurance.

Do note that your insured was the cause of this incident and evidences clearly show it. If you need it, let us know so that it may help you to clear this case easily.

Thanks.

Damian Lim

From: Yong, Joanne-LF [mailto:Joanne-LF.yong@aig.com]
Sent: Monday, 25 October 2021 1:51 PM
To: Claims
Cc: 'Accounts'; Jaslin Kok (LKK Auto); Admin A
Subject: FW: #9874419259SG003#027#FW: RE: LOD for SMV 1197 P; Your Insured: SJR2895H; DOA: 18/04/2021 CC4/AIG21004970/T1RS3

Without Prejudice
Save As to Costs

Dear Sir,

Refer to the above matter.

This claim is still investigation. We are unable to send out offer to you.

Thank you.

Best regards,

Joanne Yong

Senior Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1953
Joanne-LF.yong@aig.com | www.AIG.sg

From: Claims <claims@rico60.com>
Sent: Friday, October 22, 2021 6:11 PM
To: ClaimsDocManagement <ClaimsDocManagement@aig.com>
Cc: 'Settlement' <settlement.rico60@gmail.com>; 'Damian Lim' <enquiry@rico60.com>
Subject: [EXTERNAL] RE: LOD for SMV 1197 P; Your Insured: SJR 2895 H; DOA: 18/04/2021

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

WITHOUT PREJUDICE

Dear Motor Claims Department,

Please advise settlement offer is ready for the above claim?

Kindly expedite to close this case with us soon.

Thank you.

Best Regards,
Yvonne Teoh



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: Claims [<mailto:claims@rico60.com>]
Sent: Tuesday, 21 September 2021 1:18 PM
To: 'CLAIMSDOCMANAGEMENT@AIG.COM'

Cc: 'Settlement'; 'Damian Lim'

Subject: LOD for SMV 1197 P; Your Insured: SJR 2895 H; DOA: 18/04/2021

Dear Motor Claims Dept,

Your Insured : SJR 2895 H

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