

Mei Kwan (LKKAuto)

From: Tropical Success <tsac303@singnet.com.sg>
Sent: Monday, December 6, 2021 11:31 AM
To: Mei Kwan (LKKAuto)
Subject: RE: S1M036SQ [EXTERNAL] FW: SMS6015P/SHB3597U DOA: 29/03/2021 *** LKK REF: CC4/ASM21005220/pa3

Categories: HMK

Dear Mei kwan

I think the owner already send his to another workshop.

calvin

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, 6 December 2021 11:03 am
To: Tropical Success <tsac303@singnet.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: S1M036SQ [EXTERNAL] FW: SMS6015P/SHB3597U DOA: 29/03/2021 *** LKK REF: CC4/ASM21005220/pa3

Dear Calvin,

We refer to the above matter.

Kindly arrange to survey within 7 working days.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

From: Hsiao Tong (LKKAuto)
Sent: Saturday, November 13, 2021 9:39 PM
To: Tropical Success <tsac303@singnet.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: S1M036SQ [EXTERNAL] FW: SMS6015P/SHB3597U DOA: 29/03/2021 *** LKK REF: CC4/ASM21005220/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

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

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

***Kindly arrange for survey if your client is still pursuing claim.**

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."

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, 7 June 2021 1:04 pm
To: Tropical Success <tsac303@singnet.com.sg>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: S1M036SQ [EXTERNAL] FW: SMS6015P/SHB3597U DOA: 29/03/2021 *** LKK REF: CC4/ASM21005220/pa3

Dear Calvin,

As spoken, this case is still under investigation / policy verification.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

From: Tropical Success [<mailto:tsac303@singnet.com.sg>]
Sent: Friday, 4 June 2021 7:44 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: RE: S1M036SQ [EXTERNAL] FW: SMS6015P/SHB3597U DOA: 29/03/2021 *** LKK REF: CC4/ASM21005220/pa3

Mei kwan

Can help me check with Axa how is the investigation result? Can we do settlement?

Regards
Calvin

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: 24 May, 2021 1:58 PM
To: Tropical Success <tsac303@singnet.com.sg>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: S1M036SQ [EXTERNAL] FW: SMS6015P/SHB3597U DOA: 29/03/2021 *** LKK REF: CC4/ASM21005220/pa3

Dear Calvin,

Our principal just updates us that this case is still under investigation.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

From: Mei Kwan (LKKAuto)
Sent: Thursday, 20 May 2021 2:08 PM
To: Tropical Success <tsac303@singnet.com.sg>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: S1M036SQ [EXTERNAL] FW: SMS6015P/SHB3597U DOA: 29/03/2021 *** LKK REF: CC4/ASM21005220/pa3

Hi Calvin,

Still pending AXA's reply.

Reminder sent.

We shall get back to you once any updates.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

From: Tropical Success [<mailto:tsac303@singnet.com.sg>]

Sent: Tuesday, 18 May 2021 5:44 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: RE: S1M036SQ [EXTERNAL] FW: SMS6015P/SHB3597U DOA: 29/03/2021 *** LKK REF: CC4/ASM21005220/pa3

Dear mei kwan

How is the investigation result?

Regards

Calvin

Tropical Success

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: 7 May, 2021 10:48 AM

To: Tropical Success <tsac303@singnet.com.sg>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: S1M036SQ [EXTERNAL] FW: SMS6015P/SHB3597U DOA: 29/03/2021 *** LKK REF: CC4/ASM21005220/pa3

Dear Calvin,

This case is still under investigation.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Tropical Success <tsac303@singnet.com.sg>

Sent: Wednesday, 28 April, 2021 9:59 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: S1M036SQ [EXTERNAL] FW: SMS6015P/SHB3597U DOA: 29/03/2021 *** LKK REF: CC4/ASM21005220/pa3

Dear mei kwan

Attached accident photos. Please let us know the liability status asap.

Regards
Calvin
Tropical

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: 28 April, 2021 9:35 AM

To: Tropical Success <tsac303@singnet.com.sg>

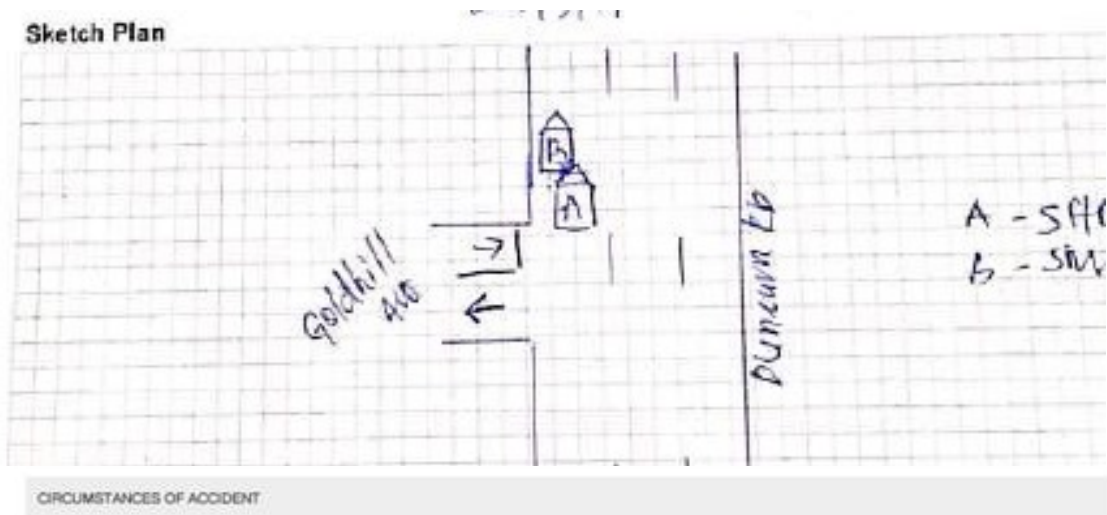
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: S1M036SQ [EXTERNAL] FW: SMS6015P/SHB3597U DOA: 29/03/2021 *** LKK REF: CC4/ASM21005220/pa3

Dear Sir / Madam,

We refer to the above matter.

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



ON 29/3/2021, AT ABOUT 1519HRS I WAS DRIVING MY VEHICLE SHB3597U ALONG DUNEARN RD. WHILE DRIVING, I REALISED THAT MY VEHICLE HAD SOME TECHNICAL PROBLEM WITH BREAK ISSUE OF MY VEHICLE. SO I STOP MY VEHICLE ALONG ROADSIDE AND INDICATED HAZARD LIGHT. I AM NOT SURE HOW WAS MY VEHICLE WAS COLLIDED ONTO FRONT VEHICLE SMS6015P. THE LADY DRIVER OF VEHICLE B CLAIMED THAT MY VEHICLE WAS KNOCKED ONTO HER VEHICLE. EXCHANGED PARTICULARS. I WOULD LIKE TO STATE THAT I NEVER TAKE ANY MEDICATION AND ALCOHOL. NOBODY WAS INJURED AT THE MOMENT OF ACCIDENT.

Please provide us the following and arrange for survey.

- evidence i.e. video and scene photo (if any)
- PIR result (if any)
- TP estimated cost of repair

Please note that for liability, claim negotiation and settlement, please contact Hsiao Tong.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

-----Original Message-----

From: Tropical Success <tsac303@singnet.com.sg>

Sent: Tuesday, 27 April, 2021 1:38 PM

To: SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>

Subject: S1M036SQ [EXTERNAL] FW: SMS6015P/SHB3597U DOA: 29/03/2021

Dear axa

Can you reply us about this 3rd party claim?

Regards

Calvin

Tropical Success

Tel: 54817773

-----Original Message-----

From: Tropical Success <tsac303@singnet.com.sg>

Sent: 26 April, 2021 11:58 AM

To: 'AXA SGP - Motor Survey' <motor.survey@axa.com.sg>

Subject: SMS6015P/SHB3597U DOA: 29/03/2021

Dear Axa

Please see attached 3rd party claim for SMS6015P. Please send us your list of 3rd party surveyors. Please confirm we can do direct settlement for this case.

calvin