

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Thursday, 8 July 2021 11:41 AM  
**To:** Chen Wei Jiun  
**Subject:** <STANDARD NOTIFICATION LETTER> OUR REF: CC4/AIG21006872/R1ga3 \*\*\*  
ACCIDENT INVOLVING SMX 3467L & SLK 9452U ON 13/05/2021 \*\*\*

**Importance:** High

Our Ref: CC4/AIG21006872/R1ga3

**BY EMAIL ONLY**

08 JULY 2021

**CHEN WEI JIUN**

Dear Sir/Madam,

### **ACCIDENT INVOLVING SMX 3467L & SLK 9452U ON 13/05/2021**

We refer to the above accident. We are the Appointed Surveyor and Loss Adjuster Company by your Motor Insurer (AIG Asia Pacific Insurance Pte Ltd.) to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

This is to inform you that we received a Third Party Claim from **SLK 9452U**.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

c.c AIG Asia Pacific Insurance Pte Ltd  
(Motor Claims Dept)

**"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,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*

## Cecilia Chong (LKK Auto)

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**From:** Md Noor, Norsiah <Norsiah.MdNoor@aig.com>  
**Sent:** Wednesday, 21 July 2021 3:33 PM  
**To:** Cecilia Chong (LKK Auto)  
**Subject:** RE: Our Ref: 7586492524SG SMX3467L Mazda3 - Car Incident 14 May 21

Dear Cecilia,

Refer to the above.

Please assist to reject the third party's claim bases on the voice conversation between third party's driver and insured.

Thank you

**Norsiah MdNoor**

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 1606  
[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com) | [www.AIG.sg](http://www.AIG.sg)

*If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.*

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**From:** Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>  
**Sent:** Friday, July 9, 2021 11:00 AM  
**To:** Md Noor, Norsiah <Norsiah.MdNoor@aig.com>  
**Subject:** [EXTERNAL] RE: SMX3467L Mazda3 - Car Incident 14 May 21

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

Dear Norsiah,

OI inform that he will undertake his case personally as Fidrec has handle this case for him.

Screenshot from OI as below:

Kindly let us have your instruction to provide OI a copy of undertaking letter or to proceed with submitting WP without undertaking letter to be sign.

Thanks

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Wednesday, 21 July 2021 4:58 PM  
**To:** claims@forzaauto.sg; Mei Kwan (LKKAuto)  
**Cc:** Admin A; assignments  
**Subject:** RE: Request PRI for vehicle SLK9452U \*\*\* LKK REF: CC4/AIG21006872/ga3  
**Attachments:** OI SS CONVO WITH TP.jpg; oi audio call with tp.mp4

WITHOUT PREJUDICE

Dear Sir/Mdm,

Attached is a copy of the audio call recording and whatsapp convo screenshot between your client and our insured.

Based on the convo, your client has initiate the repair towards our insured vehicle by asking for vehicle chassis plate number and on the repair quotation on our insured vehicle and mention in audio by your client that he will pay for everything on our insured vehicle damages.

And that your client has admitted his fault by doing so.

In view of above, we have our principal instruction and approval to deny liability and not able to look into this matter.

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.

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**From:** claims@forzaauto.sg <claims@forzaauto.sg>

**Sent:** Monday, 21 June 2021 5:53 PM

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

**Cc:** Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments