

## Mei Kwan (LKKAuto)

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**From:** Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>  
**Sent:** Tuesday, 7 December, 2021 5:26 PM  
**To:** Mei Kwan (LKKAuto); Admin A  
**Cc:** Suraidah B Saidi PTCBC; assignments; Cecilia Chong (LKK Auto)  
**Subject:** RE: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 \*\*\* LKK REF: CC4/LPC21007388/ga3

**Categories:** HMK

Hi Mei Kwan,

Was informed by driver that he has already repaired himself the damage .

Please close case at your end.

Thank you.

Regards,

Ashlyn

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**From:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** Monday, 6 December 2021 11:17 am  
**To:** Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>; Admin A <admin-a@lkkauto.com>  
**Cc:** Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; assignments <assignments@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>  
**Subject:** RE: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 \*\*\* LKK REF: CC4/LPC21007388/ga3

**CAUTION:** This email originated from outside of the organization (Inchcape). Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Ashlyn,

We refer to the above matter.

Kindly advise whether your client still would like to pursue with TP claim.

If so, please arrange vehicle for survey and get back to us by 7 working days.

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto: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.*

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Tuesday, August 3, 2021 2:20 PM  
**To:** Ashlyn Chng <[Ashlyn.Chng@inchcape.com.sg](mailto:Ashlyn.Chng@inchcape.com.sg)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 \*\*\* LKK REF: CC4/LPC21007388/ga3

WITHOUT PREJUDICE

Dear Ashlyn,

We refer to the above matter.

The liability is clear.

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.”

**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.*

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**From:** Ashlyn Chng <[Ashlyn.Chng@inchcape.com.sg](mailto:Ashlyn.Chng@inchcape.com.sg)>  
**Sent:** Wednesday, 28 July 2021 2:06 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 \*\*\* LKK REF: CC4/LPC21007388/ga3

Dear Mei Kwan,

Any update on the liability?

Hope to hear from you soon.

Thank you.

Regards,  
Ashlyn

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Thursday, 15 July 2021 3:10 pm  
**To:** Ashlyn Chng <[Ashlyn.Chng@inchcape.com.sg](mailto:Ashlyn.Chng@inchcape.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 \*\*\* LKK REF: CC4/LPC21007388/ga3

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Dear Ashlyn,

Our insured has yet to report the accident till date.

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto: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.*

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**From:** Ashlyn Chng [<mailto:Ashlyn.Chng@inchcape.com.sg>]  
**Sent:** Thursday, 15 July 2021 8:05 AM  
**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** RE: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 \*\*\* LKK REF: CC4/LPC21007388/ga3

Dear Sir / Mdm,

Refer to the above mentioned, appreciate if you could revert on the liability soonest.

Hope to hear from you soon.

Thank you.

Regards,

Ashlyn

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**From:** Ashlyn Chng  
**Sent:** Thursday, 8 July 2021 1:35 pm  
**To:** 'Mei Kwan (LKKAuto)' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>; 'Cecilia Chong (LKK Auto)' <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 \*\*\* LKK REF: CC4/LPC21007388/ga3

Dear Mei Kwan,

Second video.

Regards,  
Ashlyn

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**From:** Ashlyn Chng  
**Sent:** Thursday, 8 July 2021 1:34 pm  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 \*\*\* LKK REF: CC4/LPC21007388/ga3

Dear Mei Kwan,

Please refer to attached accident scene video footage for your perusal.

Appreciate if you could revert on the liability soonest.

Thank you.

Regards,  
Ashlyn

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Tuesday, 6 July 2021 4:41 pm  
**To:** Ashlyn Chng <[Ashlyn.Chng@inchcape.com.sg](mailto:Ashlyn.Chng@inchcape.com.sg)>  
**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 \*\*\* LKK REF: CC4/LPC21007388/ga3

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Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident.

**Please provide us the following and arrange for survey.**

- **evidence i.e. video and scene photo**
- **PIR result (if any)**

Our respective case handler, Cecilia will look into the matter and get back to you in due course.

**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](mailto: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.*

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**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Sent:** Tuesday, 6 July, 2021 2:14 PM

**To:** Ashlyn Chng <[Ashlyn.Chng@inchcape.com.sg](mailto:Ashlyn.Chng@inchcape.com.sg)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

**Subject:** FW: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [External General]

## **Lonpac External - General**

WITHOUT PREJUDICE

Our Ref : TBA

Dear Ashlyn,

Our insured has not lodged the accident report and we are unable to comment on liability.

We shall proceed to appoint LKK Auto Consultants Pte Ltd for the survey.

For liability clearance, you may also liaise with them.

Aside to LKK – Attn : Nivitha/ Summer,

FYA.

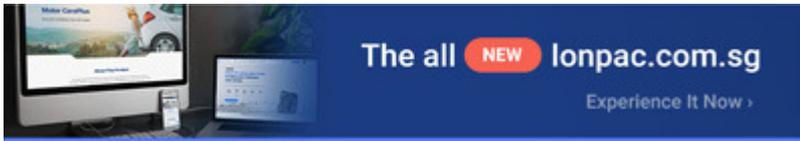
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



***In view of the latest "Heightened Alert" on COVID-19 measures, more than 50% of our staff will be working from home from 17 May to 13 June 2021. Please expect delays in our replies during this period. Your understanding is greatly appreciated and we apologise for any inconvenience caused.***

*We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.*

*Lonpac External - General data is for internal / external use.*

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**From:** Ashlyn Chng [<mailto:Ashlyn.Chng@inchcape.com.sg>]  
**Sent:** Tuesday, 6 July 2021 1:54 pm  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>  
**Subject:** RE: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **YP7732U** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with **Car Rental of @ \$130 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Ary Chua @ 88040322 / 6631 1507** is located at **2 Pandan Crescent / Level 4** for an appointment to inspect our client's vehicle (currently vehicle **NOT** in workshop).

**As for liability clearance, kindly revert to this email.**

Your kind attention into the above is greatly appreciated.

Thank you.

Regards,

Ashlyn Chng

**D:** 6631 1874 | **F:** 6872 7260 | **E:** [Ashlyn.chng@inchcape.com.sg](mailto:Ashlyn.chng@inchcape.com.sg)

Inchcape Centre

Level 4, Bodycare Centre

2 Pandan Crescent

Singapore 128462

[www.borneomotors.com.sg](http://www.borneomotors.com.sg) | [www.lexus.com.sg](http://www.lexus.com.sg) | [www.toyotasingapore.com.sg](http://www.toyotasingapore.com.sg) | [www.hino.com.sg](http://www.hino.com.sg) | [www.suzukicar.com.sg](http://www.suzukicar.com.sg)