

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Friday, 13 August 2021 11:48 AM
To: contact@stainterglobal.com
Subject: ACCIDENT INVOLVING GBH 4637X AND SMS 2698U ON 06/08/2021

Our Ref: CC4/AIG21008316/Kea3

13 AUG 2021

STA INTER-GLOBAL PTE LTD

Dear Sir/Madam,

ACCIDENT INVOLVING GBH 4637X AND SMS 2698U ON 06/08/2021

We refer to the above accident where we are acting for 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.

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.

Yours faithfully,

Asher
Case Handler
DID: 6841 6051
FAX: 6741 4108
Email: Ashersng@lkkauto.com

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

EzLyna (LKKAuto)

From: EzLyna (LKKAuto)
Sent: Friday, 10 February 2023 2:44 pm
To: CHENG HOE MOTOR PTE LTD (HQ)
Cc: Admin A
Subject: LETTER OF DEMAND / YR VEH NO:SMS2698U / OUR REF: CC4/AIG21008316/Kea3 / DOA:06.08.2021

Dear Officer In Charge,

We refer to the above matter.

I just take over this case. I am unable to locate Letter Of Demand for this case.

Kindly forward a copy to me soon. Thank you.

*I am working from home from 30th~17th February 2023. If you wish to contact me, pls whatsapp call at 80287880 or email.

Best Regards,

Ezlyna Eng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: Ezlyna@lkkauto.com |

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

EzLyna (LKKAuto)

From: EzLyna (LKKAuto)
Sent: Wednesday, 19 October 2022 3:15 pm
To: June Phua (Cheng Hoe Motor
Cc: Admin A
Subject: RE: FINALISE ESTIMATE- SMS2698U vs GBH4637X (OI) on D.O.A.: 6/8/2021 *** LKK REF: CC4/AIG21008316/Kea3

Dear Sir/Madam,

We refer to the above matter.

This case is pending finalise with our surveyor. Please call our surveyor Kenneth hp:9691 0663 to finalise the cost of repair and submit LOD to us soon.

Kindly let us know if you intend to proceed to submit claim for your client.

Thank you.

Best Regards,
Ezlyna (Lyna) | Case Handler
LKK Auto Consultants Pte Ltd
email: Ezlyna@lkkauto.com | did: 6841-6051
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Wednesday, 19 October 2022 3:05 PM
To: EzLyna (LKKAuto) <ezlyna@lkkauto.com>
Subject: FW: VIDEO- SMS2698U vs GBH4637X (OI) on D.O.A.: 6/8/2021 *** LKK REF: CC4/AIG21008316/Kea3

From: Asher Sng (LKKAuto)
Sent: Friday, 13 August 2021 11:55 AM
To: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>
Subject: RE: VIDEO- SMS2698U vs GBH4637X (OI) on D.O.A.: 6/8/2021 *** LKK REF: CC4/AIG21008316/Kea3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir/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.

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 base on the number of days of repair as recommended by our surveyor.

In order to expedite the claim process, please forward all relevant documents to us (LKK) to proceed on negotiate settlement.

- Please do not send the LOD to our principal for direct settlement.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>

Sent: Friday, 13 August 2021 11:13 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: VIDEO- SMS2698U vs GBH4637X (OI) on D.O.A.: 6/8/2021 *** LKK REF: CC4/AIG21008316/Kea3

Hi Asher,

Attached the video footage.

Pls view and advise.

Thank you.

Rgds

June

Cheng Hoe Motor Pte Ltd

Tel : 67556142

Fax : 67557719

Email- chmotor@singnet.com.sg

From: Mei Kwan (LKKAuto)

Sent: Friday, August 13, 2021 10:40 AM

To: chmotor@singnet.com.sg

Cc: Asher Sng (LKKAuto) ; Admin A

Subject: RE: PRE-REPAIR INSPECTION REQUEST – SMS2698U vs GBH4637X (OI) on D.O.A.: 6/8/2021 *** LKK REF: CC4/AIG21008316/Kea3

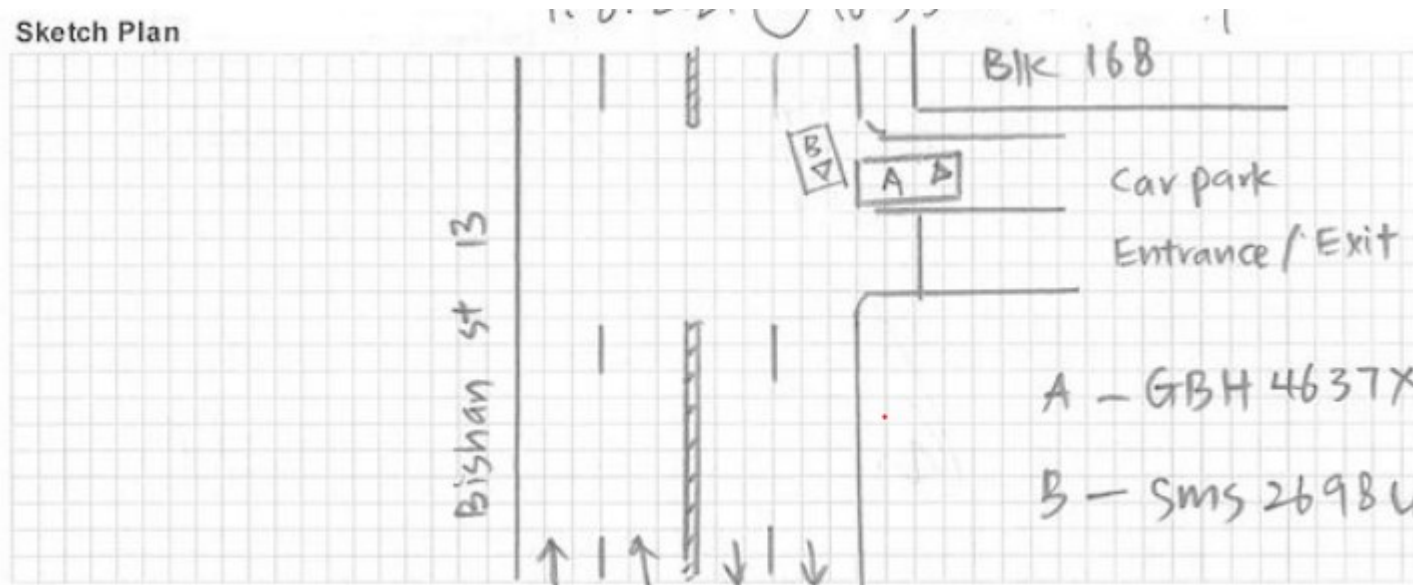
Dear June,

We refer to the above matter.

Please email us GIA report.

Enclosed OI's sketch plan and statement.

Sketch Plan



Describe Circumstances of the Accident

On the mentioned date & time, I was driving vehicle GBH 4637X along Bishan st 13 and wanted to park my vehicle at Blk 168. After I turned right to the entrance of the car park, I reversed my vehicle to re-adjust the position. While I was reversing, suddenly I felt an impact from behind and realised that my vehicle was hit by vehicle SMS 2698U.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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: Saturday, August 7, 2021 5:08 PM

To: chmotor@singnet.com.sg

Cc: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: PRE-REPAIR INSPECTION REQUEST - SMS2698U vs GBH4637X (OI) on D.O.A. : 6/8/2021 *** LKK REF: CC4/AIG21008316/Kea3

Dear June,

We refer to the above matter.

Please provide us the following

- **evidence i.e. video/ scene photo / note**
- **PIR (if any)**
- **estimated cost of repair**
- **GIA / police report**

Please note that for liability, claim negotiation and settlement, please contact **Asher**.

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)

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: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>

Sent: Friday, August 6, 2021 4:23 PM

To: Subramaniam, Divyashni <Divyashni.Subramaniam@aig.com>

Cc: Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>; Hor, Yinrul <Yinrul.Hor@aig.com>; Teo, Ericweihong <Ericweihong.Teo@aig.com>

Subject: [EXTERNAL] Repair Survey (Single Joint Expert) - SMS2698U

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

Dear Sir

OUR CLIENT – SMS2698U

D

OA - 6/8/21 @3pm

AIG

INSURED - GBH4637X

Kindly provide us your surveyor listing for the selection on the survey.

Thank you.

Regards

June

Cheng Hoe Motor Pte Ltd

Tel :67556142

Fax : 67557719

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