

RE: ACCIDENT INVOLVING YN 3538B & PC 7994E ALONG/AT UPPER CHANGI ROAD ON 08/09/2021

hweeteng@medtra.com.sg <hweeteng@medtra.com.sg>

Fri 10/29/2021 12:10 PM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; **Admin A** <admin-a@lkkauto.com>; Norsiah.MdNoor@aig.com <Norsiah.MdNoor@aig.com>

Cc: Kenny Lee <kenny.lee@medtra.com.sg>

 2 attachments (425 KB)

Drafted Letter for YN3538B incident review.docx; Accident 20210908-snapshots.pdf;

Dear Jaslin and all,

Please see attached letter and picture file for the reply of above mentioned matter.

We await for your kind reply.

Thank you.

Best Regards,

Tay Hwee Teng



Medtra (S) Pte. Ltd.

8 Kaki Bukit Avenue 4 #06-47 Premier@Kaki Bukit Singapore 415875

Retail Operating Hours: Mon-Fri 9:00am to 5:30pm (Closed for Lunch Break: 12pm to 1pm)

Tel: +65 6384 9384

Email: hweeteng@medtra.com.sg

Website: www.medtra.com.sg

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

Sent: Thursday, 28 October 2021 11:01 AM

To: hweeteng@medtra.com.sg

Subject: FW: ACCIDENT INVOLVING YN 3538B & PC 7994E ALONG/AT UPPER CHANGI ROAD ON 08/09/2021

Dear Jaslin and all,

Please see attached letter and picture file regarding this matter.

Thank you.

Dear Mr Tay

Please find below forwarded email.

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

Sent: Wednesday, 27 October 2021 10:13 AM

To: kktay@medtra.com.sg

Cc: Admin A <admin-a@lkkauto.com>; Md Noor, Norsiah <Norsiah.MdNoor@aig.com>

Subject: Re: ACCIDENT INVOLVING YN 3538B & PC 7994E ALONG/AT UPPER CHANGI ROAD ON 08/09/2021

Dear Mr Tay

As mentioned,

We attached herewith Third party's video footage for your reference.

Based on the video, when your vehicle passes by, third party's front mirror dropped off, and the wheel at the back was touching the white line. We are of the view that there is possibility that the back of the vehicle has encroached to third party's lane.

NOTE: The video footage is confidential information. In possessing, using or viewing the CCTV footage, you do not acquire any rights, title or interest in the CCTV footage and undertake to preserve its confidentiality. By downloading, using or viewing the video, you agree that you will not disclose, provide, reproduce, store, transmit or otherwise make available the CCTV footage, in whole or in part, to your client or any third party. All our rights are hereby reserved.

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: Jaslin Kok (LKK Auto)

Sent: Friday, October 15, 2021 10:11 AM

To: kktay@medtra.com.sg <kktay@medtra.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: ACCIDENT INVOLVING YN 3538B & PC 7994E ALONG/AT UPPER CHANGI ROAD ON 08/09/2021

Our Ref: CC4/AIG21009525/R1rs3

MEDTRA (S) PTE LTD – BY EMAIL ONLY
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING YN 3538B & PC 7994E ALONG/AT UPPER CHANGI ROAD ON 08/09/2021

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte Ltd to deal with the third-party claim against your policy.

We have received a claim from PC 7994E against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favor as your vehicle encroached into Third Party's lane and collided with Third Party who was moving in own lane. 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 7 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)*

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)

Re: ACCIDENT INVOLVING YN 3538B & PC 7994E ALONG/AT UPPER CHANGI ROAD ON 08/09/2021

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

Mon 12/27/2021 11:37 AM

To: Norsiah.MdNoor@aig.com <Norsiah.MdNoor@aig.com>

Dear Norsiah

As spoken on 15/12/2021.

We have proceeded to reject TP's claim and there is no respond till date.

We will proceed to close the case.

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

Sent: Monday, December 13, 2021 5:09 PM

To: Norsiah.MdNoor@aig.com <Norsiah.MdNoor@aig.com>

Subject: Re: ACCIDENT INVOLVING YN 3538B & PC 7994E ALONG/AT UPPER CHANGI ROAD ON 08/09/2021

Dear Norsiah

Kindly give us a call back at your earliest convenience @ 92307081.

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

Sent: Tuesday, November 23, 2021 3:58 PM

To: Norsiah.MdNoor@aig.com <Norsiah.MdNoor@aig.com>

Subject: Re: ACCIDENT INVOLVING YN 3538B & PC 7994E ALONG/AT UPPER CHANGI ROAD ON 08/09/2021

Dear Norsiah

Tried to call you but to no avail.

Kindly give us a call back at your earliest convenience @ 92307081.

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: hweeteng@medtra.com.sg <hweeteng@medtra.com.sg>

Sent: Friday, October 29, 2021 12:10 PM

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

Norsiah.MdNoor@aig.com <Norsiah.MdNoor@aig.com>

Cc: Kenny Lee <kenny.lee@medtra.com.sg>

Subject: RE: ACCIDENT INVOLVING YN 3538B & PC 7994E ALONG/AT UPPER CHANGI ROAD ON 08/09/2021

Dear Jaslin and all,

Please see attached letter and picture file for the reply of above mentioned matter.

We await for your kind reply.

Thank you.

Best Regards,

Tay Hwee Teng



medtrapak

Medtra (S) Pte. Ltd.

8 Kaki Bukit Avenue 4 #06-47 Premier@Kaki Bukit Singapore 415875

Retail Operating Hours: Mon-Fri 9:00am to 5:30pm (Closed for Lunch Break: 12pm to 1pm)

Tel: +65 6384 9384

Email: hweeteng@medtra.com.sg

Website: www.medtra.com.sg

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

Sent: Thursday, 28 October 2021 11:01 AM

To: hweeteng@medtra.com.sg

Subject: FW: ACCIDENT INVOLVING YN 3538B & PC 7994E ALONG/AT UPPER CHANGI ROAD ON 08/09/2021

Dear Jaslin and all,

Please see attached letter and picture file regarding this matter.

Thank you.

Dear Mr Tay

Please find below forwarded email.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte LtdPhone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>**Sent:** Wednesday, 27 October 2021 10:13 AM**To:** kktay@medtra.com.sg**Cc:** Admin A <admin-a@lkkauto.com>; Md Noor, Norsiah <Norsiah.MdNoor@aig.com>**Subject:** Re: ACCIDENT INVOLVING YN 3538B & PC 7994E ALONG/AT UPPER CHANGI ROAD ON 08/09/2021

Dear Mr Tay

As mentioned,

We attached herewith Third party's video footage for your reference.

Based on the video, when your vehicle passes by, third party's front mirror dropped off, and the wheel at the back was touching the white line. We are of the view that there is possibility that the back of the vehicle has encroached to third party's lane.

NOTE: The video footage is confidential information. In possessing, using or viewing the CCTV footage, you do not acquire any rights, title or interest in the CCTV footage and undertake to preserve its confidentiality. By downloading, using or viewing the video, you agree that you will not disclose, provide, reproduce, store, transmit or otherwise make available the CCTV footage, in whole or in part, to your client or any third party. All our rights are hereby reserved.

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: Jaslin Kok (LKK Auto)**Sent:** Friday, October 15, 2021 10:11 AM**To:** kktay@medtra.com.sg <kktay@medtra.com.sg>**Cc:** Admin A <admin-a@lkkauto.com>**Subject:** ACCIDENT INVOLVING YN 3538B & PC 7994E ALONG/AT UPPER CHANGI ROAD ON 08/09/2021

Our Ref: CC4/AIG21009525/R1rs3

MEDTRA (S) PTE LTD – BY EMAIL ONLY

[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING YN 3538B & PC 7994E ALONG/AT UPPER CHANGI ROAD ON 08/09/2021

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte Ltd to deal with the third-party claim against your policy.

We have received a claim from PC 7994E against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favor as your vehicle encroached into Third Party's lane and collided with Third Party who was moving in own lane. 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 7 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)*

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)

Re: Accident Involving PC7994E & YN3538B DOA 08.09.2021 - Invoice, LOD & LOA

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

Wed 12/15/2021 11:08 AM

To: The One Holdings Accounts <accounts@theoneholdings.com.sg>

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to your client's video footage, our client was seen to be within his lane.

In view of the above, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's matter.

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: The One Holdings Accounts <accounts@theoneholdings.com.sg>

Sent: Thursday, October 14, 2021 8:48 AM

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

Cc: 'Hilmi (TOH)' <hilmi@theoneholdings.com.sg>

Subject: RE: Accident Involving PC7994E & YN3538B DOA 08.09.2021 - Invoice, LOD & LOA

Dear Jaslin,

Enclosed herewith the attachment for your reference.

Thank you.

Thanks & regards

Zi Xuan

The One Holdings Pte Ltd

8 Woodlands Industrial Park E3 Singapore 757786

Mon – Fri 0830 – 1730

Sat 0830 – 1200

Tel: 6755 8810

From: Jaslin Kok (LKK Auto) [mailto:jlinkok@lkkauto.com]

Sent: 13/10/2021 8:05 PM

To: The One Holdings Accounts <accounts@theoneholdings.com.sg>

Subject: Re: Accident Involving PC7994E & YN3538B DOA 08.09.2021 - Invoice, LOD & LOA

WITHOUT PREJUDICE

Dear Sirs/Mdm,

Kindly let us have your client's video footage for our viewing.

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: The One Holdings Accounts <accounts@theoneholdings.com.sg>

Sent: Tuesday, October 12, 2021 9:53 AM

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

Cc: hilmi@theoneholdings.com.sg <hilmi@theoneholdings.com.sg>

Subject: RE: Accident Involving PC7994E & YN3538B DOA 08.09.2021 - Invoice, LOD & LOA

Hi Jaslin,

Enclosed are the relevant documents for your perusal and process accordingly.

Thank you.

Thanks & regards

Zi Xuan

The One Holdings Pte Ltd

8 Woodlands Industrial Park E3 Singapore 757786

Mon – Fri 0830 – 1730

Sat 0830 – 1200

Tel: 6755 8810

From: The One Holdings Accounts [<mailto:accounts@theoneholdings.com.sg>]

Sent: 27/9/2021 4:48 PM

To: 'Rasul (LKKAuto)' <Rasul@lkkauto.com>

Cc: 'hilmi@theoneholdings.com.sg' <hilmi@theoneholdings.com.sg>; 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>

Subject: RE: Accident Involving PC7994E & YN3538B DOA 08.09.2021

Hi Rasul,

Confirm with the price.

Thanks & regards

Zi Xuan

The One Holdings Pte Ltd

8 Woodlands Industrial Park E3 Singapore 757786

Mon – Fri 0830 – 1730

Sat 0830 – 1200

Tel: 6755 8810

From: Rasul (LKKAuto) [<mailto:Rasul@lkkauto.com>]

Sent: 27/9/2021 2:45 PM

To: The One Holdings Accounts <accounts@theoneholdings.com.sg>

Cc: hilmi@theoneholdings.com.sg; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Subject: RE: Accident Involving PC7994E & YN3538B DOA 08.09.2021

Hi Zi Xuan,

Take note parts price list is 10% discount
Finalised amount is \$ 1,071.70 / 1 days of repair
Kindly confirm the amount

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

From: The One Holdings Accounts [<mailto:accounts@theoneholdings.com.sg>]

Sent: Friday, 24 September, 2021 9:52 AM

To: Rasul (LKKAuto)

Cc: hilmi@theoneholdings.com.sg

Subject: RE: Accident Involving PC7994E & YN3538B DOA 08.09.2021

Dear Mr. Rasul,

Attached is the after repair photos.
Kindly let us have the finalisation.

Thank you.

Thanks & regards

Zi Xuan

The One Holdings Pte Ltd

8 Woodlands Industrial Park E3 Singapore 757786

Mon – Fri 0830 – 1730

Sat 0830 – 1200

Tel: 6755 8810

From: The One Holdings Accounts [<mailto:accounts@theoneholdings.com.sg>]

Sent: 15/9/2021 2:21 PM

To: 'rasul@lkkauto.com' <rasul@lkkauto.com>

Cc: 'Hilmi (TOH)' <hilmi@theoneholdings.com.sg>

Subject: Accident Involving PC7994E & YN3538B DOA 08.09.2021

Dear Sir,

Kindly see attachments, before & after spray images.
Please let me know if you have any questions.

Thank you.

Thanks & regards

Zi Xuan

The One Holdings Pte Ltd

8 Woodlands Industrial Park E3 Singapore 757786

Mon – Fri 0830 – 1730

Sat 0830 – 1200

Tel: 6755 8810

