

Re: ACCIDENT INVOLVING SMJ 4611D AND SLK 8495C ON 11/07/2021 23:00 ALONG/AT TOH TUCK, OPP HIGH GATE CONDO, Pt 1 of 2

Lee Su Yin <mrsu72@gmail.com>

Fri 18/2/2022 2:11 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsieh Jia Ying, Joyce <joycehsiehjiaying@hotmail.com>

Dear Ms Chew

Thank you for the prompt reply. All noted.

Regards

Su Yin

On Fri, Feb 18, 2022 at 2:03 PM Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Dear Ms Lee,

Thank you for your email.

Please note that your No-Claim Discount (NCD) (if any) will be affected 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.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: -

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

From: Lee Su Yin <mrsu72@gmail.com>

Sent: Friday, 18 February 2022 1:42 pm

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsieh Jia Ying, Joyce <joycehsiehjiaying@hotmail.com>

Subject: Re: ACCIDENT INVOLVING SMJ 4611D AND SLK 8495C ON 11/07/2021 23:00 ALONG/AT TOH TUCK, OPP HIGH GATE CONDO, Pt 1 of 2

Dear Ms Chew

Thank you for the update. The assessment seems fair.

May I know what implications there are on my end?

Regards

Su Yin (LEE)

Mobile: 9817 9659

On Fri, Feb 18, 2022 at 1:26 PM Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Dear Ms Lee,

For an update, our surveyor had physically conducted survey to third party vehicle and is in the view that the damages sustained to the Third-Party vehicle is consistent to the nature of accident as reported. The adjusted repair cost to third party vehicle is at \$1,522.00(before GST) with 3 repair days. The repair cost included the repair work and spray painting on the rear bumper. We attached here with the damage photos during our inspection for your easy reference. The final claim amount including repair cost, rental fee & disbursement will be at \$1,830.54.

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 07 days from the date of this letter.

Thank you.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: -

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

From: Hsiao Tong (LKKAuto)

Sent: Monday, 15 November 2021 3:15 pm

To: Lee Su Yin <mrsu72@gmail.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsieh Jia Ying, Joyce <joycehsiehjiaying@hotmail.com>

Subject: RE: ACCIDENT INVOLVING SMJ 4611D AND SLK 8495C ON 11/07/2021 23:00 ALONG/AT TOH TUCK, OPP HIGH GATE CONDO, Pt 1 of 2

Dear Ms Lee,

Thank you for your photos.

We will update you after our surveyor has completed his assessment.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Lee Su Yin <mrsu72@gmail.com>
Sent: Sunday, 14 November 2021 5:12 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsieh Jia Ying, Joyce <joycehsiehjiaying@hotmail.com>
Subject: Re: ACCIDENT INVOLVING SMJ 4611D AND SLK 8495C ON 11/07/2021 23:00 ALONG/AT TOH TUCK, OPP HIGH GATE CONDO, Pt 1 of 2

Dear Ms Chew

Thank you for your follow up phone call the other day.

I have attached the photos, as requested. As reported, the damage was slight, mainly on my car's license plate when the 3rd Party vehicle brushed against it momentarily.

I would be grateful if you could please share any updates with me.

Regards
(Lee) Su Yin

On Thu, 11 Nov 2021, 10:53 am Hsiao Tong (LKKAuto), <chewht@lkkauto.com> wrote:

Dear Ms Lee,
We acknowledge receipt of your accident report and car video footage.
Based on the accident report and accident scenario, we are of the view that liability is not in your driver's favour as your vehicle was turning out from a minor road while third party was driving along main road. We will therefore proceed to negotiate for an amicable settlement with the Third Party.
As discussed, kindly let us have a copy of your vehicle's damage photos for our necessary action.
Please note that your No-Claim Discount (NCD) (if any) will be affected 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.
Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Lee Su Yin <mrsu72@gmail.com>
Sent: Tuesday, 9 November 2021 8:02 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Hsieh Jia Ying, Joyce <joycehsiehjiaying@hotmail.com>
Subject: Re: ACCIDENT INVOLVING SMJ 4611D AND SLK 8495C ON 11/07/2021 23:00 ALONG/AT TOH TUCK, OPP HIGH GATE CONDO, Pt 1 of 2

Re-sending Attachment 1 of 2 - Police report

On Tue, 9 Nov 2021 at 07:58, Lee Su Yin <mrsu72@gmail.com> wrote:

Dear Officer

As requested, I have lodged an accident report and the acknowledgement from AIG is reproduced below. Is there any further action I need to take?

From what I can recall, there doesn't seem to be any major damage received by either party (mine or the Third Party) - as can be attested to by the carcam video clip attached and police report I made - and I trust that the Third Party has not made an unreasonable excessive claim.

I would be grateful if you could please keep me informed.

Thank you.

Regards
(Ms) LEE Su Yin (Policyholder)
Mobile: 9817 9659

----- Forwarded message -----
From: <do_not_reply@aig.com>

Date: Mon, 8 Nov 2021 at 23:20
Subject: Accident Reporting Acknowledgement
To: <mrsu72@gmail.com>



Dear Customer,

We have received your accident report.

You will be receiving your Accident Statement via email within 1 working day.

If you need any further assistance, please call us at 6419 3000 from Mondays to Fridays, 9am to 5pm, excluding Public Holidays. Our Customer Care pleased to assist you.

This is an automatically generated email, so please do not reply to this email address.

Yours sincerely,

AIG Singapore

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AIG Building, 78 Shenton Way #09-16, Singapore (079120)

IMPORTANT NOTICE:

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On Mon, 8 Nov 2021 at 15:58, Mei Kwan (LKKAuto) <Meikwan@lkkauto.com> wrote:

Our Ref: CC4/AIG21011162/pa3

AIG Ref: 5736077833SG

LEE SU YIN
2 JALAN RAJAWALI
#08-03
SINGAPORE 598435

Dear Sir / Madam,

ACCIDENT INVOLVING SMJ 4611D AND SLK 8495C ON 11/07/2021 23:00 ALONG/AT TOH TUCK, OPP HIGH GATE CONDO

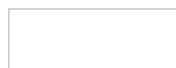
We, LKK Auto Consultants Pte Ltd has been appointed to act on the behalf of your insurer, AIG Asia Pacific Insurance Pte Ltd (AIG) to settle a THIRD-PARTY claim against you for an accident which happened on the above-mentioned date and location.

Kindly proceed to lodge your GIA report within five (05) working days of receipt of this letter, giving the version of the accident amongst other things related to the accident. The GIA report can be lodged at any of AIG reporting centres. You may refer to your Certificate of Insurance for the list of the reporting centres.

If you have any information to add or any amendments to make, please contact the undersigned within five days from the date of this letter.

Please note that the standing of your insurance policy such as NCD, premium & etc would be affected.

Yours faithfully,



Hsiao Tong
Claims
Tel : 6742 3197
Fax: 6741 4108
Email : chewht@lkkauto.com

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



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.