

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Thursday, 12 May 2022 8:45 am  
**To:** Steve Lin  
**Subject:** RE: Ref CC3/AIG22003839/Aga3

Hi Steve,

As our surveyor has yet to finalise the repair cost, therefore I am not able to advice you now.

We will update you once we have the final repair cost amount.

Thanks

**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**

DID: 6749-4274 | MAIN: 6256 3561 | EMAIL: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | FAX: 6741-4108

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



*Save the Earth. Print only when necessary.*

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**From:** Steve Lin <xentrics@gmail.com>  
**Sent:** Thursday, 12 May 2022 8:40 am  
**To:** Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>  
**Subject:** Re: Ref CC3/AIG22003839/Aga3

Hi Cecilia,

Thank you for your email.

My message to the claimant:

“Dear car owner of SMF7703Z,

I sincerely apologies for all and any inconvenience caused and frustration. As I was really unwell on the day of accident, I have no recollection of hitting your car. I been trying to find your car in the car park for the past few days.

Appreciate if you can reach home to me, as I want to apologies to you personally. My mobile is 9062 2374.”

May I know what will be the estimated cost?

Thanks

Best Regards  
Mr Lin

On Thu, 12 May 2022 at 8:27 AM, Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)> wrote:

Hi Steve,

We will forward this email of yours to TP repairer. As we are not able to contact claimant.

Understand FROM my colleague that you wish to do a private settlement, however, TP has raise a claim against your vehicle policy and that insurer has been alerted in this matter and appointed us to be the surveyor to physical survey/access Third Party vehicle damages.

Therefore, the survey fee will be paid by yourself to us on top of the repair cost, Loss of rental/us and the search fee.

At the same time, we will also drop you a standard letter notifying you on this case whereby Third Party claiming your vehicle policy and that your NCD will be affected. As based on Third Party video, you have collided onto Third Party parked vehicle.

As such, we will proceed to settle the matter with Third Party at best. Please also let us know if you would wish to do private settlement after consideration of the above I mention to you.

Many thanks

**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**

DID: 6749-4274 | MAIN: 6256 3561 | EMAIL: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) FAX: 6741-4108

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Auto  
Consultants  
Pte Ltd

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**From:** Steve Lin <[xentrics@gmail.com](mailto:xentrics@gmail.com)>

**Sent:** Wednesday, 11 May 2022 7:44 pm

**To:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Subject:** Ref CC3/AIG22003839/ga3

Dear Cecilia,

I am the car owner SND5791E. I been trying to reach out to the claimant to apologise for the accident, due to my illness as I have no recollection of hitting the car.

I want to apologise and compensated for this accident. Can you forward the apology letter to the car owner.

I will be greatly appreciate for your help. Thanks

Best Regards

Mr Lin