

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 26 November 2024 1:55 PM  
**To:** 'Soo Siow Lian'  
**Subject:** RE: CLAIM NOTIFICATION - ACCIDENT INVOLVING SDE6388T(AIG) AND SMN8280C AT/ALONG JUNCTION OF CROSS ROAD AND ROBINSON ROAD ON 10/10/2024

Dear Mdm Soo,

For an update, we have reviewed the matter and we are of the view that both drivers have an equal obligation to keep a proper lookout and change lanes when it is safe to do so. The case would be settled at equal liability as both driver should exercise caution.

Thank you.

**Best Regards,**  
**Hsiao Tong, Chew** | Team Lead  
Third Party Direct Settlement  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742 3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 25 November 2024 12:10 PM  
**To:** Soo Siow Lian <[akmssl@gmail.com](mailto:akmssl@gmail.com)>  
**Subject:** RE: CLAIM NOTIFICATION - ACCIDENT INVOLVING SDE6388T(AIG) AND SMN8280C AT/ALONG JUNCTION OF CROSS ROAD AND ROBINSON ROAD ON 10/10/2024

Dear Mdm Soo,

Thank you for your email.

We will seek further instruction from our principal on this matter.

**Best Regards,**  
**Hsiao Tong, Chew** | Team Lead  
Third Party Direct Settlement  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742 3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)  
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**From:** Soo Siow Lian <[akmssl@gmail.com](mailto:akmssl@gmail.com)>  
**Sent:** Friday, 22 November 2024 4:04 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** Re: CLAIM NOTIFICATION - ACCIDENT INVOLVING SDE6388T(AIG) AND SMN8280C AT/ALONG JUNCTION OF CROSS ROAD AND ROBINSON ROAD ON 10/10/2024

Good afternoon.

I have just received the reply from the traffic police with regard to the accident.

Please see attached.

Our  
Date

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Dear

TRAF  
10/10/



With Regards,

Yours,

Soo Siow Lian

On Fri, 25 Oct 2024 at 1:32 PM, Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

Dear Mdm Soo,

We acknowledge receipt of your email dated 25/10/2024.

We will await for the police investigation result before proceed further.

Thank you.

**Best Regards,**

**Hsiao Tong, Chew** | Team Lead

Third Party Direct Settlement

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

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

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**From:** Soo Siow Lian <[akmssl@gmail.com](mailto:akmssl@gmail.com)>

**Sent:** Friday, 25 October 2024 12:23 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** Re: CLAIM NOTIFICATION - ACCIDENT INVOLVING SDE6388T(AIG) AND SMN8280C AT/ALONG JUNCTION OF CROSS ROAD AND ROBINSON ROAD ON 10/10/2024

Dear Hsiao Tong

This morning, I received a call from a traffic police officer who is investigating the accident.

I have forwarded the video footage to him of the accident.

I will update you the result of the investigation when I have it.

With Regards,

Yours,

Soo Siow Lian

On Fri, 18 Oct 2024 at 9:23 AM, Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

**SOO SIOW LIAN**

[By Email Only]

Dear Sir/Madam,

**You Ref: SDE6388T**

**Our Ref: CD/AIG24100230/Apa3**

**ACCIDENT INVOLVING SDE6388T(AIG) AND SMN8280C AT/ALONG JUNCTION OF CROSS ROAD AND ROBINSON ROAD ON 10/10/2024**

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 SMN8280C against your insurance policy.

We have reviewed the matter and we are of the view that both drivers have an equal obligation to keep a proper lookout and change lanes when it is safe to do so. The case would be settled at equal liability as both driver should exercise caution.

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.

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** | Team Lead

Third Party Direct Settlement

**LKK Auto Consultants Pte Ltd**

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