

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 17 November 2020 8:38 PM
To: Accord Claims(AV)
Cc: Admin A; Taufikh (LKKAuto)
Subject: Re: FW: Urgent - Finalization SJT9191Z *LKK REF: CC4/AIG17024353/T1pa3
Attachments: DV_SJT9191Z.pdf

Without Prejudice

Dear Sirs/Mdm,

Thank you for your acceptance.

Please duly sign the DV enclosed and return to us (LKK) for our necessary action.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

***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,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Accord Claims(AV) <avclaims@mycarworkshop.com.sg>
Sent: Monday, 16 November 2020 8:15 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>
Subject: Re: FW: Urgent - Finalization SJT9191Z *LKK REF: CC4/AIG17024353/T1pa3

Dear Hsiao Tong,

Agree on your offer.

Kindly let us have the DV.

Thank you.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd
Blk 1009 Bukit Merah Lane 3
#01-80
Singapore 159723

Mobile: (65) 9274 0999
Tel : (65) 6271 7433
Fax : (65) 6274 5715

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On Sat, Nov 14, 2020 at 12:46 PM Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Without Prejudice
(save as to costs)

Hi,

We refer to your below email.

We have our principal instruction to offer as follows: -

1. Cost of Repair (w/GST)	\$ 25,966.98
2. Loss of Rental (20days x \$100.00)	\$ 2,000.00
3. LTA/GIA Search Fee	\$ 7.45
4. Towing Fee	\$ 200.00
Total	\$ 28,174.43

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

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

From: Accord Claims(AV) <avclaims@mycarworkshop.com.sg>
Sent: Tuesday, 3 November 2020 3:01 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>
Subject: Re: FW: Urgent - Finalization SJT9191Z *LKK REF: CC4/AIG17024353/T1pa3

Dear Hsiao Tong,

We refer to your offer email as below.

We would like to negotiate the offer amount, \$30,000.00 (all in).

Kindly advise.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd
Blk 1009 Bukit Merah Lane 3
#01-80
Singapore 159723

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On Tue, Nov 3, 2020 at 1:50 PM Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:
Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We have our principal instruction to offer at a global sum of \$28,000.00(all-in).

Please confirm acceptance.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

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***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,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Accord Claims(AV) <avclaims@mycarworkshop.com.sg>
Sent: Friday, 17 July 2020 4:07 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>
Subject: Re: FW: Urgent - Finalization SJT9191Z *LKK REF: CC4/AIG17024353/T1pa3

Dear Hsiao Tong,

Kindly assist to expedite this case.

LOD submitted on Sep 2018, till now did not get any reply from your side.

Kindly revert.

Thank you.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd
Blk 1009 Bukit Merah Lane 3
#01-80
Singapore 159723

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On Tue, Jun 9, 2020 at 2:08 PM Accord Claims(AV) <avclaims@mycarworkshop.com.sg> wrote:

Dear Hsiao Tong,

Kindly assist to expedite this case.

LOD submitted on Sep 2018, till now did not get any reply from your side.

Kindly revert.

Thank you.

Kind regards,
Celia Lai

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On Fri, May 29, 2020 at 4:11 PM Accord Claims(AV) <avclaims@mycarworkshop.com.sg> wrote:

Dear Hsiao Tong,

Kindly revert.

Thank you.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd
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On Wed, Aug 21, 2019 at 9:34 AM Accord Claims(AV) <avclaims@mycarworkshop.com.sg> wrote:

Dear Hsiao Tong,

Any Update?

Please advise.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd
Blk 1009 Bukit Merah Lane 3
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Singapore 159723

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On Fri, Aug 16, 2019 at 12:43 PM Accord Claims(AV) <avclaims@mycarworkshop.com.sg> wrote:

Dear Hsiao Tong,

Any update for this case? Our last email from Jan till now still have not receive reply from you.

Kindly advise.

Thank you.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd
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On Tue, Jan 22, 2019 at 7:13 PM Accord Claims(AV) <avclaims@mycarworkshop.com.sg> wrote:
Dear Hsiao Tong,

Kindly refer supplier invoice provided.

1. Invoice to proof parts delivery. **(Invoice given have provided with delivery date & we order the parts after surveyor survey the car on 27.12.2017)**
2. Courier Fee - \$1,500.00 **(Invoice also have provided)**

Kindly revert.

Thank you.

Kind regards,
Celia Lai

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Blk 1009 Bukit Merah Lane 3
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On Tue, Dec 4, 2018 at 9:19 AM Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Without Prejudice

Hi Celia,

We refer to the above matter.

We noted that you have submitted claim for the following items: -

1. Invoice to proof parts delivery.
2. Courier Fee - \$1,500.00

Kindly let us have a copy of parts purchase order. Meantime, kindly advise the courier fee.

Appreciate an early reply.

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Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Accord Claims(AV) <avclaims@mycarworkshop.com.sg>

Sent: Friday, 7 September 2018 10:18 AM

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

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>

Subject: Re: FW: Urgent - Finalization SJT9191Z

Dear Hsiao Tong,

Agree with thanks.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd
Blk 1009 Bukit Merah Lane 3
#01-80
Singapore 159723

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On Fri, Sep 7, 2018 at 10:06 AM, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Without Prejudice

Hi Celia,

As per tele-conversation between you and our Mr Taufikh, recommended repair cost amount at P/P \$24,268.21 (before GST) with 10 repair days.

Kindly confirm.

** Kindly forward your LOD with all the relevant documents (ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Please note that all the finalisation subject to insurer approval.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

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Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Accord Claims(AV) <avclaims@mycarworkshop.com.sg>

Sent: Tuesday, 4 September 2018 10:07 AM

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

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>

Subject: Re: FW: Urgent - Finalization SJT9191Z

Dear Hsiao Tong/ Taufikh,

Kindly update any outcome as above mention.

Our client law firm keep calling us regard on this matter.

Thank you.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd
[Blk 1009 Bukit Merah Lane 3](#)
[#01-80](#)
Singapore 159723

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On Mon, Aug 27, 2018 at 5:35 PM, Accord Claims(AV) <avclaims@mycarworkshop.com.sg> wrote:

Dear Hsiao Tong,

Supplementary on labour To Realign & Straight Chassis Frame (Mr Taufikh) have taken photos personally.

Attached photos taken by me as attached file for your reference.

Due to others supplementary, Mr Taufikh agreed to adjust of the repair day.

Kindly revert.

Thank you.

Kind regards,
Celia Lai

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On Mon, Aug 27, 2018 at 11:21 AM, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Without Prejudice

Hi Celia,

We apologise for late reply.

For COR, recommended amount at P/P **\$24,168.21(before GST)** with **8repair days**.

Kindly confirm.

** Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Please note that all the finalisation subject to insurer approval.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

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Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Accord Claims(AV) <avclaims@mycarworkshop.com.sg>

Sent: Wednesday, 8 August 2018 11:44 AM

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

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: Re: FW: Urgent - Finalization SJT9191Z

Dear Taufikh / Hsiao Tong,

Till date we still have not receive any reply from your side.

6 months , finalize request from Feb.

Kindly finalize within 7 working days from this email. Our client had instructed us to take this case further if we do not hear from you.

Please revert to avoid further legal cost involve in the matter.

Thank you.

Kind regards,

Celia Lai

Accord Auto Services Pte Ltd

[Blk 1009 Bukit Merah Lane 3](#)

[#01-80](#)

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On Thu, Jun 7, 2018 at 12:01 PM, Accord Claims(AV) <avclaims@mycarworkshop.com.sg> wrote:

Dear Taufikh / Hsiao Tong,

Kindly expedite and assist as above matter as soon possible.

Finalize request from Feb till date still in waiting, waiting time around 5 months.

Thank you.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd
[Blk 1009 Bukit Merah Lane 3](#)
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On Thu, Apr 12, 2018 at 11:06 AM, Catherine Chong (LKK Auto) <admin-d@lkkauto.com> wrote:

Dear Celia,

Thank you for your email.

Dear Hsiao Tong,

Kindly assist. Our Ref: CC4/AIG17024353/T1pa3

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Accord Claims(AV) [mailto:avclaims@mycarworkshop.com.sg]

Sent: Thursday, 12 April, 2018 10:52 AM

To: Catherine Chong (LKK Auto) <admin-d@lkkauto.com>

Subject: Fwd: Urgent - Finalization SJT9191Z

Dear Catherine,

As spoken, Kindly assist.

Thank you.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd
[Blk 1009 Bukit Merah Lane 3](#)
[#01-80](#)
Singapore 159723

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----- Forwarded message -----

From: **Accord Claims(AV)** <avclaims@mycarworkshop.com.sg>
Date: Sat, Feb 3, 2018 at 1:23 PM
Subject: Urgent - Finalization SJT9191Z
To: "Taufikh (LKK Auto)" <taufikh@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>, "Rasul (LKK Auto)" <rasul@lkkauto.com>

Dear Taufikh,

Kindly refer supplementary 4 as attached file for your reference and please expedite the finalization.

Photos after paint taken by Mr Rasul.

Thank you.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd
[Blk 1009 Bukit Merah Lane 3](#)
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