

## Hsiao Tong (LKKAUTO)

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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>  
**Sent:** Monday, 19 October 2020 12:01 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** Returned of DV [AXA]: URGENT / 2ND REMINDER Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg // LKK Ref: CC4/ASM18001735/Smb3  
**Attachments:** 1094\_001.pdf

Dear Hsiao Tong,

We attach the duly signed DV and ATA for your necessary action. Please let us have AXA's cheque for \$1,325.13 in respect of our own losses payable to **SMRT TAXIS PTE LTD**. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** Friday, 16 October, 2020 5:55 PM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Subject:** RE: Acceptance of offer [AXA]: URGENT / 2ND REMINDER Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg // LKK Ref: CC4/ASM18001735/Smb3

Without Prejudice

Hi Lee Gek,

Thank you for your acceptance.

Please duly sign the documents enclosed and return to us for our necessary action.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 / 6271 0196 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6271-8802

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

Branch: Blk 1007 Bukit Merah Lane 3, #01-11 | S(159721)

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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>  
**Sent:** Thursday, 15 October 2020 4:31 PM

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

**Subject:** Acceptance of offer [AXA]: URGENT / 2ND REMINDER Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg // LKK Ref: CC4/ASM18001735/Smb3

Dear Hsiao Tong,

We agreed to accept your offer of \$1,328.63. Please let us have your DV. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



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

**Sent:** Tuesday, 6 October, 2020 9:30 AM

**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**Cc:** Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA); Wong Kok Wah (Auto Svcs/Claims & IA/Claims & IA)

**Subject:** RE: URGENT / LAST ATTEMPT BEFORE ESCALATION [AXA]: URGENT / 2ND REMINDER Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg // LKK Ref: CC4/ASM18001735/Smb3

Without Prejudice  
(save as to costs)

Dear Lee Gek,

We refer to our below email.

Please confirm acceptance. Thanks.

“Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims.”

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 / 6271 0196 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6271-8802

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

Branch: Blk 1007 Bukit Merah Lane 3, #01-11 | S(159721)

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

**Sent:** Wednesday, 22 April 2020 9:04 AM

**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>

**Cc:** Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA) <[FeiYuan@smrt.com.sg](mailto:FeiYuan@smrt.com.sg)>; Wong Kok Wah (Auto Svcs/Claims & IA/Claims & IA) <[WongKokWah@smrt.com.sg](mailto:WongKokWah@smrt.com.sg)>

**Subject:** Re: URGENT / LAST ATTEMPT BEFORE ESCALATION [AXA]: URGENT / 2ND REMINDER Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg // LKK Ref: CC4/ASM18001735/Smb3

Without Prejudice  
(save as to costs)

Dear Lee Gek,

We refer to your below email.

Our principal had reviewed the matter and we regret to inform you that we maintain 50-50 as both parties were reversing.

Please re-consider our offer at \$1,328.63(all-in).

Thank you.

“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: 6256 3561 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>

**Sent:** Friday, 17 April 2020 2:55 PM

**To:** [chris.chionhhs@axa.com.sg](mailto:chris.chionhhs@axa.com.sg) <[chris.chionhhs@axa.com.sg](mailto:chris.chionhhs@axa.com.sg)>

**Cc:** Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA) <[FeiYuan@smrt.com.sg](mailto:FeiYuan@smrt.com.sg)>; Wong Kok Wah (Auto Svcs/Claims & IA/Claims & IA) <[WongKokWah@smrt.com.sg](mailto:WongKokWah@smrt.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** URGENT / LAST ATTEMPT BEFORE ESCALATION [AXA]: URGENT / 2ND REMINDER Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg // LKK Ref: CC4/ASM18001735/Smb3

**URGENT**  
**LAST ATTEMPT BEFORE ESCALATION**

Dear Christopher,

We would like to bring this matter to your kind attention.

Your insured claimed that both were reversing but our video footage (as attached) clearly showed that our taxi had just stopped or about 1 second after reversing into the parking lot to drop his passenger when your insured reversed out from the parking lot and collided onto our stationary taxi.

The accident would not have occurred if your insured had reversed straight out instead of tilting towards the right.

We have rejected LKK's offer of \$1,328.63 (50%) and have counter-proposed for 100% at \$2,657.26 but your OIC had maintained his/her stand.

We would appreciate if you could kindly let us know if the matter can be amicably resolved at this stage, otherwise we shall have no option but to escalate the matter to GIA for Adjuciation.

Thank you and have a nice day.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



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

**Sent:** Friday, 10 April 2020 9:06 PM

**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**Subject:** Re: URGENT / LAST ATTEMPT [AXA]: URGENT / 2ND REMINDER Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg // LKK Ref: CC4/ASM18001735/Smb3

**Without Prejudice**

**(save as to costs)**

Dear Sirs/Mdm,

We refer to our below email.

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.**

**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: 6256 3561 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Saturday, 5 October 2019 3:15 PM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>  
**Subject:** RE: URGENT / LAST ATTEMPT [AXA]: URGENT / 2ND REMINDER Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg // LKK Ref: CC4/ASM18001735/Smb3

**Without Prejudice**  
**(save as to costs)**

Dear Lee Gek,

We refer to your below email.

We have appealed your matter to our principal for further review. However we regret to inform you that we have our principal instruction to maintain our offer at 1,328.63(all-in).

Please consider our offer.

Thank you.

“Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims.”

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

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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>  
**Sent:** Monday, 16 September 2019 5:31 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** URGENT / LAST ATTEMPT [AXA]: URGENT / 2ND REMINDER Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg // LKK Ref: CC4/ASM18001735/Smb3

**URGENT**  
**LAST ATTEMPT**

Dear Hsiao Tong,

If both vehicles were reversing at the same time then the damage to our taxi would be at the right rear. The fact that our taxi was damaged at the right centre (as photo attached) proved that our whole taxi had already entered the parking lot and had stopped as proven from the cctv when your insured started to reverse his car and hit onto our **stationary** taxi. Your insured was paying attention to the traffic at the rear and had failed to notice our taxi on his right. Moreover the damage to our taxi supports our driver's version.

We have firm instructions to escalate the matter to GIA if your principal is still maintaining their stand.

We would urge your principal to reconsider their offer so as to save costs. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



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

**Sent:** 06/09/2019 08:26

**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**Subject:** RE: [AXA]: URGENT / 2ND REMINDER Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg // LKK Ref: CC4/ASM18001735/Smb3

Without Prejudice

(save as to costs)

Dear Lee Gek,

We refer to your below email.

Our principal had further reviewed the matter and we regret to inform you that we have our principal instruction to maintain our offer at 1,328.63(all-in) as both parties are reversing at the same time.

Please consider our offer.

Thank you.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>

**Sent:** Wednesday, 14 November 2018 12:02 PM

**To:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>

**Subject:** [AXA]: URGENT / 2ND REMINDER Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg // LKK Ref: CC4/ASM18001735/Smb3

Dear Olivia,

Prior to accident, our driver had reversed **straight** into the parking lot where is no vehicle behind and had already stopped inside the parking lot (as proven from the video footage) when your insured reversed out by manoeuvring towards the right thus causing the accident. The accident would not have occurred if your insured had reversed straight out. Hence your offer of \$1,328.63 is unacceptable.

Please review the matter and let us know by **21<sup>st</sup> November 2018** if your principal is prepared to settle our claim at \$2,657.26, otherwise please let us have their consent to escalate the matter to GIA for Adjudication. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



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**From:** Olivia Lau (LKKAuto) [<mailto:olivialau@lkkauto.com>]

**Sent:** 13/11/2018 16:13

**To:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)

**Cc:** Hsiao Tong (LKKAuto); Admin A

**Subject:** [AXA]: URGENT / 2ND REMINDER Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg // LKK Ref: CC4/ASM18001735/Smb3

LKK Ref: CC4/ASM18001735/Smb3

Your Ref: TAX/01/18/2145/lg

*Without Prejudice*

**SAVE AS TO COST**

Dear Lee Gek,

**ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SHC 4679E AND SFY 9082B ON 24.01.2018**

We refer to your email of 7 March 2018.

It is our Principal's assessment that both parties were reversing, and are equally liable for the accident.

For a quick and amicable settlement, we propose the settlement at Global Sum **S\$ 1,328.63** (all-in).

Kindly confirm acceptance.

Your prompt reply will be very much appreciated.

**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.**

Best Regards,

**Olivia Lau** | Admin Manager

**LKK Auto Consultants**

phone: 6256-3561 | email: [olivialau@lkkauto.com](mailto:olivialau@lkkauto.com) | fax: 6741-4108

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



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**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [<mailto:LeeGek@smrt.com.sg>]

**Sent:** Monday, 20 August, 2018 4:52 PM

**To:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** URGENT / 2ND REMINDER Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg

**URGENT**

**2<sup>ND</sup> REMINDER**

Dear All,

Please let us have your offer by **27<sup>th</sup> August 2018**. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



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**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)

**Sent:** 05/06/2018 12:09

**To:** Bevan Lim (LKK Auto)

**Cc:** Vic (LKKAuto); Admin A; Olivia Lau (LKKAuto)

**Subject:** URGENT / REMINDER Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg

Dear Bevan,

We have already sent the video footage to [lkkauto.photos@gmail.com](mailto:lkkauto.photos@gmail.com) on 11/5/2018 and have received an acknowledgement (as attached).

Please let us have your offer asap. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd





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**From:** Bevan Lim (LKK Auto) [<mailto:bevanlim@lkkauto.com>]  
**Sent:** 05/06/2018 11:46  
**To:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)  
**Cc:** Vic (LKKAuto); Admin A; Olivia Lau (LKKAuto)  
**Subject:** RE: URGENT / REMINDER Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg

Without Prejudice

Dear Lee Gek,

Kindly forward the video to [lkkauto.photos@gmail.com](mailto:lkkauto.photos@gmail.com).

Thank you.

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.

Best Regards,

Bevan Lim | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [BevanLim@lkkauto.com](mailto:BevanLim@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:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [<mailto:LeeGek@smrt.com.sg>]  
**Sent:** Friday, 11 May 2018 12:20 PM  
**To:** Bevan Lim (LKK Auto) <[bevanlim@lkkauto.com](mailto:bevanlim@lkkauto.com)>  
**Subject:** URGENT / REMINDER Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg

Dear Bevan,

Our taxi has stopped when your insured reversed out and hit onto our stationary taxi. We have forward the video footage to [lkkauto.motors@gmail.com](mailto:lkkauto.motors@gmail.com).

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



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**From:** Bevan Lim (LKK Auto) [<mailto:bevanlim@lkkauto.com>]  
**Sent:** 07/05/2018 15:16

**To:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)

**Cc:** Vic (LKKAuto); Admin A

**Subject:** RE: URGENT / REMINDER Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg

**WITHOUT PREJUDICE**

Your Ref: TAX/01/18/2145/lg

Our Ref : CC4/ASM18001735/Smb3

Dear Sir/Madam,

**ACCIDENT INVOLVING SFY 9082B & SHC 4679E ON 24/01/2018**

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both party, the **liability is unclear / our Insured is disputing** for the above mentioned case. Our insured also filing Third Party claim against your client's insurer. Enclosed herewith is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, we would like to request the CCTV footage / accident scene photos / evidence in order to seek further instruction from our principal.

Thank you.

*"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."*

Best Regards,

Bevan Lim | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [BevanLim@lkkauto.com](mailto:BevanLim@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.*

---

**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [<mailto:LeeGek@smrt.com.sg>]

**Sent:** Monday, 7 May 2018 1:54 PM

**To:** Bevan Lim (LKK Auto) <[bevanlim@lkkauto.com](mailto:bevanlim@lkkauto.com)>

**Subject:** URGENT / REMINDER Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg

**URGENT  
REMINDER**

Dear Bevan,

Please let us have your offer by **15<sup>th</sup> May 2018**. Thanks.

Regards  
Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]  
**Sent:** 07/03/2018 10:29  
**To:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)  
**Cc:** Admin A; CS A Team  
**Subject:** FW: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg

Dear Lee Gek,

Thank you for your email.

Please note that: -

LKK ref	Officer in charge
CC4/ASM18001735/Smb3	Bevan - 6749 5792

*To check availability of the case handler, you may contact the undersigned.*

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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

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**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [<mailto:LeeGek@smrt.com.sg>]  
**Sent:** Wednesday, 7 March 2018 9:39 AM  
**To:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Re: Accident on 24/1/2018 involving SHC 4679E & SFY 9082B (AXA insured) Our Ref: TAX/01/18/2145/lg

Dear All,

We quantify our own losses as follows:-

Cost of Repair	\$1,700.00
Loss of Rental	\$1203.75 ( 9 days x \$133.75 )
LTA Search Fee	\$7.00
<b>Total</b>	<b>\$2910.75</b>

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Letter of Authorisation
- 5) Accident vehicle laid-up report

6) LTA search

We have notified AXA of PRS on 25/1/2018 at 9.06am and our taxi was surveyed on 30/1/2018 at 11.08am. We attach the email for your perusal.

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd

