

RE: PRI ACC INVLG GBG 6711G, SGP 996J, PC 1143J & FT 3155R ALONG BISHAN ROAD ON 6/6/2018 | OUR REF: S8M00JZWMC/TE

Serene LIM <serene@autocare.com.sg>

Tue 28/7/2020 12:55 PM

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

 2 attachments (553 KB)

Email fm China-Adeline Chng -Request Divert claims to AXA FT3155R.pdf; Email fm NTUC Huey Huey - Request Divert claims to FT3155R (Bola28e).pdf;

Hi Hsiao Tong

We thank you for your reply.

We regret to inform you that both the insurer of PC1143J (China) and SGP996J (NTUC) had replied us to divert our claims (front & rear damaged) to FT3155R (AXA).

We attached herewith their replied email for your record.

Pls revert us soonest.

Serene LIM

Lim Yew Boo Spray Paint Co

Tel: +65 64545011 | Fax: +65 64593724 | Hp: +65 96852332

E-mail: serene@autocare.com.sg

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

Sent: Tuesday, 14 July 2020 5:32 pm

To: Serene LIM

Subject: RE: PRI ACC INVLG GBG 6711G, SGP 996J, PC 1143J & FT 3155R ALONG BISHAN ROAD ON 6/6/2018 | OUR REF: S8M00JZWMC/TE

Without Prejudice

Hi Serene,

Noted.

“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 (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: Serene LIM <serene@autocare.com.sg>

Sent: Tuesday, 14 July 2020 4:42 PM

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

Subject: FW: PRI ACC INVLG GBG 6711G, SGP 996J, PC 1143J & FT 3155R ALONG BISHAN ROAD ON 6/6/2018 | OUR REF: S8M00JZWMC/TE

Hi Hsiao Tong

We spoke, please revert by 20.07.2020 Monday.

We informed our lawyer to hold on til Mon only

Serene LIM

Lim Yew Boo Spray Paint Co

Tel: +65 64545011 | Fax: +65 64593724 | Hp: +65 96852332

E-mail: serene@autocare.com.sg

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

Sent: Thursday, 10 October 2019 5:54 pm

To: Serene LIM

Subject: RE: PRI ACC INVLG GBG 6711G, SGP 996J, PC 1143J & FT 3155R ALONG BISHAN ROAD ON 6/6/2018 | OUR REF: S8M00JZWMC/TE

WITHOUT PREJUDICE

Dear Serene,

We are still in the process of clearing OI. As Oi dispute in this matter.

We will revert back once we have the documentation and evidence from OI.

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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: 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.

From: Serene LIM [<mailto:serene@autocare.com.sg>]

Sent: Thursday, 10 October 2019 3:50 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Subject: Re: PRI ACC INVLG GBG 6711G, SGP 996J, PC 1143J & FT 3155R ALONG BISHAN ROAD ON 6/6/2018 | OUR REF: S8M00JZWMC/TE

Hi Hsiao Tong

Any update?

Thank you & Regards

Serene LIM

Lim Yew Boo Spray Paint Co

Tel: +65 64545011 | Fax: +65 64593724 | Hp: +65 96852332

E-mail: serene@autocare.com.sg

From: [Hsiao Tong \(LKKAuto\)](mailto:Hsiao Tong (LKKAuto))

Sent: Saturday, October 05, 2019 5:04 PM

To: <mailto:serene@autocare.com.sg>

Cc: Admin A ; [Cecilia Chong \(LKK Auto\)](mailto:Cecilia Chong (LKK Auto))

Subject: FW: PRI ACC INVLG GBG 6711G, SGP 996J, PC 1143J & FT 3155R ALONG BISHAN ROAD ON 6/6/2018 | OUR REF: S8M00JZWMC/TE

Without Prejudice

Hi Serene,

We will seek further instruction from AXA.

By copy to Cecilia,

Kindly assist. CC4/ASM18010832/Kgb3q2

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: Serene LIM <serene@autocare.com.sg>
Sent: Thursday, 3 October 2019 11:11 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: PRI ACC INVLG GBG 6711G, SGP 996J, PC 1143J & FT 3155R ALONG BISHAN ROAD ON 6/6/2018 | OUR REF: S8M00JZWMC/TE

Hi Hsiao Tong

We could not accept your view that liability is unclear. Your insured might not be the proximate caused of the accident but indeed your insured driver did collided onto the rear of our insured vehicle. If you insured driver will to keep a safe following distance and he might not had collided onto the rear of our client's vehicle. Moreover the PIR dated 21.01.2019 showing your insured driver was being charged **Careless Driving under Rule 29 of the Road Traffic Rules.**

We would like to propose on behalf of our insured on

- a) Front portion – against SGP996J NTUC –being charged Inconsiderate driving
- b) Rear portion – against FT3155R AXA-being charges Careless Driving

Pls seek instruction from your principal AXA whether its agreeable to above proposal. If we still couldn't come to a conclusion to resolve this matter amicably as such we left with no choice but to forward to Solicitors for further handing on our client instruction.

Thank you & await your reply soonest.

Thank you & Regards
Serene LIM
Lim Yew Boo Spray Paint Co
Tel: +65 64545011 | Fax: +65 64593724 | Hp: +65 96852332
E-mail: serene@autocare.com.sg

From: [Hsiao Tong \(LKKAuto\)](mailto:Hsiao Tong (LKKAuto))
Sent: Thursday, February 28, 2019 3:50 PM
To: Serene LIM
Cc: Admin A
Subject: RE: PRI ACC INVLG GBG 6711G, SGP 996J, PC 1143J & FT 3155R ALONG BISHAN ROAD ON 6/6/2018 | OUR REF: S8M00JZWMC/TE

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that liability is unclear as we are of the view that our insured was not the proximate cause of accident.

Thank you.

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: Serene LIM <serene@autocare.com.sg>

Sent: Tuesday, 12 February 2019 1:03 PM

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

Subject: Fw: PRI ACC INVLG GBG 6711G, SGP 996J, PC 1143J & FT 3155R ALONG BISHAN ROAD ON 6/6/2018 | OUR REF: S8M00JZWMC/TE

Hi Hsiao Tong

Attached PIR showing your insured driver was being charged **Careless Driving under Rule 29 of the Road Traffic Rules.**

Kindly advise liability asap

Thank you & Regards

Serene LIM

Lim Yew Boo Spray Paint Co

Tel: +65 64545011 | Fax: +65 64593724 | Hp: +65 96852332

E-mail: serene@autocare.com.sg

From: [Serene LIM](#)

Sent: Friday, January 25, 2019 11:01 AM

To: [Hsiao Tong \(LKKAuto\)](#)

Cc: [Admin A](#)

Subject: Re: PRI ACC INVLG GBG 6711G, SGP 996J, PC 1143J & FT 3155R ALONG BISHAN ROAD ON 6/6/2018 | OUR REF: S8M00JZWMC/TE

Hi Hsiao Tong

Attached PIR showing your insured driver was being charged **Careless Driving under Rule 29 of the Road Traffic Rules.**

Kindly advise liability asap

Thank you & Regards

Serene LIM

Lim Yew Boo Spray Paint Co

Tel: +65 64545011 | Fax: +65 64593724 | Hp: +65 96852332

E-mail: serene@autocare.com.sg

From: [Hsiao Tong \(LKKAuto\)](#)
Sent: Friday, June 29, 2018 4:00 PM
To: [Serene LIM](#)
Cc: [Admin A](#)
Subject: RE: PRI ACC INVLG GBG 6711G, SGP 996J, PC 1143J & FT 3155R ALONG BISHAN ROAD ON 6/6/2018 | OUR REF: S8M00JZWMC/TE

Without Prejudice

Hi Serene,

We refer to the above matter.

Please be informed that liability is unclear as our insured reported that your client cut into his lane and caused the accident. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

Kindly let us have evidences (ie: [video footage/ scene photos / PIR](#)) for our consideration.

Appreciate and early reply.

"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,

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: Hsiao Tong (LKKAuto)
Sent: Tuesday, 19 June 2018 7:50 AM
To: 'Serene LIM' <serene@autocare.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: PRI ACC INVLG GBG 6711G, SGP 996J, PC 1143J & FT 3155R ALONG BISHAN ROAD ON 6/6/2018 | OUR REF: S8M00JZWMC/TE

Without Prejudice

Hi Serene,

We are pending for our insured accident report from AXA.

We will follow up and get back to you soon.

“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,

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: Serene LIM [<mailto:serene@autocare.com.sg>]

Sent: Monday, 18 June 2018 10:39 AM

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

Subject: Fw: PRI ACC INVLG GBG 6711G, SGP 996J, PC 1143J & FT 3155R ALONG BISHAN ROAD ON 6/6/2018 | OUR REF: S8M00JZWMC/TE

Hi Hsiao Tong

Pls confirm liability under your AXA insured vehicle FT3155R.

Thank you & await your reply soon.

Thank you & Regards

Serene LIM

Lim Yew Boo Spray Paint Co

Tel: +65 64545011 | Fax: +65 64593724 | Hp: +65 96852332

E-mail: serene@autocare.com.sg

From: [Serene LIM](#)

Sent: Tuesday, June 12, 2018 10:38 AM

To: [TAY Ernest](#)

Subject: Re: PRI ACC INVLG GBG 6711G, SGP 996J, PC 1143J & FT 3155R ALONG BISHAN ROAD ON 6/6/2018 | OUR REF: S8M00JZWMC/TE

Hi Ernest

Thank you for your prompt reply.

Kindly assign LKK for this case

Thank you & Regards

Serene LIM

Lim Yew Boo Spray Paint Co
Tel: +65 64545011 | Fax: +65 64593724 | Hp: +65 96852332
E-mail: serene@autocare.com.sg

From: [TAY Ernest](#)

Sent: Tuesday, June 12, 2018 10:14 AM

To: [Serene LIM](#)

Subject: RE: PRI ACC INVLG GBG 6711G, SGP 996J, PC 1143J & FT 3155R ALONG BISHAN ROAD ON 6/6/2018 | OUR REF: S8M00JZWMC/TE

WITHOUT PREJUDICE

Dear Serene,

Upon our further review over the circumstance of this accident, the liability apparently unclear due to conflicting reports filed.

We want to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the attached list below to conduct the joint pre-repair survey as a **Single Joint Expert**.

List of our motor surveyors:-

1. Mohd Fadhilah Bin Osman (LBS Automotive Appraisal Pte Ltd)
2. Derek Oh Siong Wee (LBS Automotive Appraisal Pte Ltd)
3. Mohd Noh Bin Sapoh/ Stan See Chee Seng (LBS Automotive Appraisal Pte Ltd)
4. Ricky Teng/ Elgene Teng (RT Appraisal Pte Ltd)
5. Michael Chong (RT Appraisal Pte Ltd)
6. Elson Teng (RT Appraisal Pte Ltd)
7. Simon Ho/ Mohammed Rasul (LKK Auto Consultants Pte Ltd)
8. Ma Chin Fook/ Adrian Ling/ Chua Weijie (LKK Auto Consultants Pte Ltd)
9. Kenneth Kong/ Marcus Chua/ Hendry Ng (LKK Auto Consultants Pte Ltd)
10. AXA in-house surveyors

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select one or more of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert. Meanwhile, please furnish us with estimate quotation in order for our surveyor to complete the pre repair survey.

If there be any injury claims by your client, please combine it in one Letter of Demand in light of one cause of action, save as to costs and expenses.

Thank you.

**Please note we have terminated our fax-line. Please send your correspondences to our two common mail boxes instead. For OD/TP survey, please send it to motor.survey@axa.com.sg. For other correspondences, please send it to motor.doc@axa.com.sg.*

With Regards,

Ernest Tay | Specialist, Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

Email: wmailhtml:ernest.tay@axa.com.sg

Phone: 1800-880-4888

Company Registration number: 199903512M

GST Registration number: 199903512M



Please consider the environment before printing this message

This message is confidential. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

From: TAY Ernest

Sent: Monday, June 11, 2018 12:07 PM

To: Serene LIM <serene@autocare.com.sg>

Subject: RE: PRI ACC INVLG GBG 6711G, SGP 996J, PC 1143J & FT 3155R ALONG BISHAN ROAD ON 6/6/2018 | OUR REF: S8M00JZWMC/TE

WITHOUT PREJUDICE

Dear Serene,

We refer to your email below.

We understand that you are requesting list of surveyors. However, may we propose the appointment of our internal surveyors instead?

Please advise if you agree and we shall arrange accordingly.

Thank you.

**Please note we have terminated our fax-line. Please send your correspondences to our two common mail boxes instead. For OD/TP survey, please send it to motor.survey@axa.com.sg. For other correspondences, please send it to motor.doc@axa.com.sg.*

With Regards,

Ernest Tay | Specialist, Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

Email: wmailto:ernest.tay@axa.com.sg

Phone: 1800-880-4888

Company Registration number: 199903512M

GST Registration number: 199903512M



Please consider the environment before printing this message

This message is confidential. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

From: Serene LIM [<mailto:serene@autocare.com.sg>]

Sent: Thursday, June 07, 2018 4:35 PM

To: SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>

Subject: PRI ACC INVLG GBG 6711G, SGP 996J, PC 1143J & FT 3155R ALONG BISHAN ROAD ON 6/6/2018

To : Motor Claims Dept (Arrangement of Surveyor Unit) YR INSURED VEH NO. FT3155R

RE: NOTICE TO THIRD PARTY INSURERS TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKINGS DAY PURSUANT TO PARAGRAPH 6.2 OF PRE-ACTION PROTOCOL FOR NIN-INJURY MOTOR ACCIDENT CLAIMS (NIMA)

ACCIDENT INVOLVING GBG 6711G, SGP 996J, PC 1143J & FT 3155R ALONG BISHAN ROAD ON 6/6/2018

We are the repairer for M/s Shanghai Hup Seng Woodcraft & Construction Factory the owner of vehicle no. GBG6711G

Please also provide us a list of 10 surveyors as your nominated SJE (Single Joint Expert)

Please be informed that the said vehicle can be inspected at the following venue:

Lim Yew Boo Spray Paint Co
Blk 10 Sin Ming Industrial Estate #01-10 Singapore 575645
Tel: 64534177 Fax: 64593724 Email: serene@autocare.com.sg

Contact Person: Serene Lim Hp : +65 96852332

I/ We enclosed herewith a copy of our client **SAS Statement** for your reference. Looking forward to your kind assistance and co-operative in this matter.

Please note that if you fail to conduct the pre-repair inspection within the next 2 days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference to you

Regards
Serene LIM
Lim Yew Boo Spray Paint Co
Direct : +65 64545011
Mobile : +65 96852332

-----Disclaimer-----

This message may contain confidential information intended solely for the use of the named addressee. If you are not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Insurance Pte Ltd or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies.