

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Saturday, 8 June 2019 3:24 PM
To: 'ASM - Jaclyn'
Cc: Admin A; assignments
Subject: RE: THIRD PARTY CLAIM: YP9910J and XD9318U (your insured); DOA: 18/7/18 ***
LKK REF: CC4/ASM18013561/pa3

Without Prejudice

Dear Sirs/Mdm,

May we have your reply to our email dated 23 March 2019. We will treat as you are no longer interested in pursuing this third party claim against us if there is no reply from you by **19/06/2019**.

We will then proceed to close our file without any further consideration.

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,

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: Saturday, 23 March 2019 9:28 PM
To: 'ASM - Jaclyn' <jaclynlai@asmauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: Re: THIRD PARTY CLAIM: YP9910J and XD9318U (your insured); DOA: 18/7/18 *** LKK REF:
CC4/ASM18013561/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to our below email.

Kindly arrange for survey if your client is still pursuing the claim. Otherwise, we will proceed to close our file.

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: Hsiao Tong (LKKAuto)
Sent: Friday, 21 December 2018 8:37 AM
To: 'ASM - Jaclyn'
Cc: Admin A; assignments
Subject: RE: THIRD PARTY CLAIM: YP9910J and XD9318U (your insured); DOA: 18/7/18 *** LKK REF: CC4/ASM18013561/pa3

Without Prejudice

Hi Sirs/ Madam,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

Please note that all finalisation subject insurer's 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.

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: ASM Jaclyn <jaclynlai@asmauto.com.sg>
Sent: Tuesday, 25 September, 2018 10:43 AM
To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>
Cc: Thin Thin (LKKAuto) <thinthin@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: RE: THIRD PARTY CLAIM: YP9910J and XD9318U (your insured); DOA: 18/7/18 *** LKK REF: CC4/ASM18013561/wa3

Dear Vivian,

Our client still waiting for your update on the liability. please revert.

Thank you.

Best Regards,

Jaclyn Lai

Customer Service & Motor Claims Executive

ASM Automotive Services Pte Ltd

No. 2 Kwong Min Road, Singapore 628705

Hp: 9236 8218 | Tel: 6265 0980 | Fax: 6265 6068

Web: www.asmauto.com.sg



From: ASM Jaclyn
Sent: Wednesday, 5 September 2018 11:30 AM
To: Vivian Lau (LKKAuto)
Cc: Thin Thin (LKKAuto); Admin A; assignments; 'Mei Kwan (LKKAuto)'
Subject: RE: THIRD PARTY CLAIM: YP9910J and XD9318U (your insured); DOA: 18/7/18 *** LKK REF: CC4/ASM18013561/wa3

Dear Vivian,

Kindly revert on the liability. thank you

Best Regards,

Jaclyn Lai

Customer Service & Motor Claims Executive

ASM Automotive Services Pte Ltd

No. 2 Kwong Min Road, Singapore 628705
Hp: 9236 8218 | Tel: 6265 0980 | Fax: 6265 6068
Web: www.asmauto.com.sg



From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Wednesday, 5 September 2018 11:27 AM
To: ASM Jaclyn; Vivian Lau (LKKAuto)
Cc: Thin Thin (LKKAuto); Admin A; assignments
Subject: RE: THIRD PARTY CLAIM: YP9910J and XD9318U (your insured); DOA: 18/7/18 *** LKK REF: CC4/ASM18013561/wa3

Dear Sir / Madam,

We refer to the above matter.

Please note that for liability, claim negotiation and settlement, please contact Vivian at 6841 8625.

Our respective case handler will look into the matter and revert to you in due course.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: ASM Jaclyn <jaclynlai@asmauto.com.sg>
Sent: Monday, 3 September, 2018 3:53 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Thin Thin (LKKAuto) <thinthin@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: THIRD PARTY CLAIM: YP9910J and XD9318U (your insured); DOA: 18/7/18 *** LKK REF: CC4/ASM18013561/wa3

Dear Mei Kwan,

Kindly update on the liability.

Thank you.

Best Regards,

Jaclyn Lai

Customer Service & Motor Claims Executive

ASM Automotive Services Pte Ltd

No. 2 Kwong Min Road, Singapore 628705
Hp: 9236 8218 | Tel: 6265 0980 | Fax: 6265 6068

Web: www.asmauto.com.sg



From: ASM - Jaclyn [<mailto:jaclynlai@asmauto.com.sg>]

Sent: Wednesday, 25 July 2018 5:40 PM

To: 'Mei Kwan (LKKAuto)'

Cc: 'Thin Thin (LKKAuto)'; 'Vivian Lau (LKKAuto)'; 'Admin A'; 'assignments'

Subject: RE: THIRD PARTY CLAIM: YP9910J and XD9318U (your insured); DOA: 18/7/18 *** LKK REF: CC4/ASM18013561/wa3

Dear Mei Kwan,

Kindly refer to attach statement written by your OID. Video/on scene photos no available.

Kindly revert the liability after your insured reported the accident.

Thank you.

Best Regards,

Jaclyn Lai

Customer Service & Motor Claims Executive

ASM Automotive Services Pte Ltd

No. 2 Kwong Min Road, Singapore 628705

Hp: 9236 8218 | Tel: 6265 0980 | Fax: 6265 6068

Web: www.asmauto.com.sg



From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Wednesday, 25 July 2018 5:12 PM

To: ASM - Jaclyn

Cc: Thin Thin (LKKAuto); Vivian Lau (LKKAuto); Admin A; assignments

Subject: RE: THIRD PARTY CLAIM: YP9910J and XD9318U (your insured); DOA: 18/7/18 *** LKK REF: CC4/ASM18013561/wa3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident and we are currently **pending verification for direct settlement.**

Meanwhile, please provide us evidence i.e. video/ scene photo and arrange appointment for survey.

Please note that for liability, claim negotiation and settlement, please contact Vivian at 6841 8625.

Our respective case handler will look into the matter and revert to you in due course.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: ASM - Jaclyn <jaclynlai@asmauto.com.sg>

Sent: Tuesday, 24 July, 2018 3:06 PM

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

Cc: SG AXA Insurance SM Claims Service Team <cst@axa.com.sg>

Subject: THIRD PARTY CLAIM: YP9910J and XD9318U (your insured); DOA: 18/7/18

Dear Sir / Madam,

Our client, the owner of vehicle YP 9910 J wish to file claim for the damages sustained from the above-stated accident, against your insured, XD 9318 U.

We hereby append a copy of our client's SAS and estimate for your kind perusal.

Kindly advise on liability and arrange for survey. Thank you.

Best Regards,

Jaclyn Lai

Customer Service & Motor Claims Executive

ASM Automotive Services Pte Ltd

No. 2 Kwong Min Road, Singapore 628705

Hp: 9236 8218 | Tel: 6265 0980 | Fax: 6265 6068

Web: www.asmauto.com.sg

