

Re: Accident on 19/1/2019 involving SHB 708L & GBB 6584H (EQ's insured) Our Ref: TAX/01/19/2093/lg *** CC3/EQ19001484/Jpa3

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

Fri 17/4/2020 3:31 PM

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

 1 attachments (4 MB)

ATA_SHB708L.pdf;

Without Prejudice

Dear Sirs/Mdm,

Thank you for your acceptance.

Please duly sign the document enclosed and return together with the following docs to us (LKK) for our necessary action: -

- LOD
- Repair Invoice
- Rental Rate & Mileage
- LTA/GIA Search Receipt

"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 | fax: 6741 4108

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

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

Sent: Friday, 17 April 2020 11:18 AM

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

Subject: Re: Accident on 19/1/2019 involving SHB 708L & GBB 6584H (EQ's insured) Our Ref: TAX/01/19/2093/lg *** CC3/EQ19001484/Jpa3

Dear Hsiao Tong,

We agreed to accept your global offer of \$2,200.00. Please let us have your DV and ATA and also let us know if your insured is making any third party claim. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



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

Sent: Monday, 16 December 2019 2:32 PM

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

Subject: RE: Accident on 19/1/2019 involving SHB 708L & GBB 6584H (EQ's insured) Our Ref: TAX/01/19/2093/lg *** CC3/EQ19001484/Jpa3

Without Prejudice

(save as to costs)

Dear Sirs/Mdm,

We refer to your below email.

From the scene photos taken, we can see both parties are within the right 2 lanes for turning right. You mentioned that vehicle on the right side of your taxi to evidence that your taxi was on lane 2 which is not conclusive. As vehicle travelling on right lane were driving through the gap between taxi and road kerb, this gap offers more space in view of concrete road divider on the Tanjong Katong road is far behind the pedestrian crossing path.

Your taxi and our insured lorry were lying at the centre of right turning area, blocking vehicles from turning right from lane 1 & lane 2, therefore vehicles choose to drive through the gap for turning right. If you look at the photos carefully, your taxi's position is close to right edge of yellow box which is within lane 1, our insured lorry seem clearly in lane 2. If our lorry is turning right from lane 3 as alleged, the angle of his position is much below 45 degree and slanting more towards right.

Therefore, we are of the view that our offer of g/s \$2,200.00(all-in) is fair and reasonable.

Please re-consider our offer.

"Please note that our above settlement is made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our insured/driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Settlement and payment are subject to production of original documents on demand at any time and execution of Discharge Voucher (for settlement sum above \$20,000/-) by the Plaintiff/Claimant. Further all original documents shall be retained by us after we have made payment on the settlement sum."

"Best Wishes for Merry Christmas, and Happy New Year 2020"

Best Regards,

Hsiao Tong, Chew (Ms) | 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: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>

Sent: Wednesday, 23 October 2019 6:02 PM

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

Subject: RE: Accident on 19/1/2019 involving SHB 708L & GBB 6584H (EQ's insured) Our Ref: TAX/01/19/2093/lg *** CC3/EQI19001484/Jpa3

Dear Hsiao Tong,

We attach 2 more scene photos for your perusal. From the photos, it clearly showed a vehicle on the right side of our taxi i.e. on the extreme right lane (as circled in photo 1) and a white van also travelling on the extreme right lane (as shown in photo 2). This proved that our taxi was travelling along the 2nd lane from the right.

As such, your offer of \$2,200.00 is unacceptable. Please consider to settle our claim at \$4,400.00 (all in), otherwise we will escalate the matter to GIA for their deliberation. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



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

Sent: 26/09/2019 11:54

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

Subject: RE: Accident on 19/1/2019 involving SHB 708L & GBB 6584H (EQ's insured) Our Ref: TAX/01/19/2093/lg *** CC3/EQI19001484/Jpa3

Without Prejudice

Hi Lee Gek,

We refer to your below email.

We have reviewed the matter and based on the scene photo, we are of the view that your taxi is likely was travelling on the extreme right lane instead of 2nd right lane. In view of both parties were turning, both vehicles should exercise caution when turning right in the same direction.

Therefore, we maintain our offer at g/s \$2,200.00(all-in).

Please re-consider our offer.

"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: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>

Sent: Wednesday, 11 September 2019 4:01 PM

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

Subject: Re: Accident on 19/1/2019 involving SHB 708L & GBB 6584H (EQ's insured) Our Ref: TAX/01/19/2093/lg *** CC3/EQI19001484/Jpa3

Dear Hsiao Tong,

Further to our email sent earlier at 15.49hrs, we attach a scene photo which proved that our client had turned right from the 2nd right lane (shared lane) so your insured had clearly turned right from the centre lane (going straight only).

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



From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Sent: 11/09/2019 15:49
To: Hsiao Tong (LKKAuto)
Subject: RE: Accident on 19/1/2019 involving SHB 708L & GBB 6584H (EQ's insured) Our Ref: TAX/01/19/2093/lg *** CC3/EQI19001484/Jpa3

Dear Hsiao Tong,

Your insured's sketch clearly indicated that he was driving along the 3rd lane from the left (meant for going straight only) and he had admitted that he was turning right towards Tg Katong Rd.

As such, your offer of \$2,200.00 is unacceptable. We are prepared to accept a global sum of \$4,400.00 (all in).

Please reconsider your offer and let us hear from you soon. Thanks.

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



From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: 30/08/2019 11:03
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Subject: RE: Accident on 19/1/2019 involving SHB 708L & GBB 6584H (EQ's insured) Our Ref: TAX/01/19/2093/lg *** CC3/EQI19001484/Jpa3

Without Prejudice

Dear Lee Gek,

Apologised for late response.

Attached is a copy of our driver's statement.

"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: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Monday, 26 August 2019 12:30 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Accident on 19/1/2019 involving SHB 708L & GBB 6584H (EQ's insured) Our Ref: TAX/01/19/2093/lg *** CC3/EQI19001484/Jpa3

Dear Hsiao Tong,

Please let us have your insured's report and sketch for our consideration of your offer. Thanks.

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



From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: 21/08/2019 10:27
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Subject: RE: Accident on 19/1/2019 involving SHB 708L & GBB 6584H (EQ's insured) Our Ref: TAX/01/19/2093/lg *** CC3/EQI19001484/Jpa3

Without Prejudice

Dear Lee Gek,

Thank you for your email.

Based on you client's statement, he reported that he was travelling straight on the 2nd right lane. However the scene photo shows that your taxi seems like it was travelling on the extreme right lane.

Our insured's statement also states that third party was travelling on the extreme right lane.

In view of conflicting versions of the accident and inconclusive scene photo, we have our principal instruction to offer at a global sum of \$2,200.00(all-in).

Please confirm acceptance.

"Please note that our above settlement is made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our insured/driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Settlement and payment are subject to production of original documents on demand at any time and execution of Discharge Voucher (for settlement sum above \$20,000/-) by the Plaintiff/Claimant. Further all original documents shall be retained by us after we have made payment on the settlement sum."

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: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Wednesday, 24 July 2019 2:48 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Re: Accident on 19/1/2019 involving SHB 708L & GBB 6584H (EQ's insured) Our Ref: TAX/01/19/2093/lg *** CC3/EQI19001484/Jha3

Dear Hsiao Tong,

Understand that Jimmy has left your company on 23/7/2019.

Kindly look into this matter. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Sent: 24/07/2019 14:19
To: Jimmy Chen (LKK Auto)
Cc: Vic (LKKAuto); Hsiao Tong (LKKAuto)
Subject: RE: Accident on 19/1/2019 involving SHB 708L & GBB 6584H (EQ's insured) Our Ref: TAX/01/19/2093/lg *** CC3/EQI19001484/Jha3

Dear Jimmy,

The video footage is not available. We attach a scene photo for your perusal.

Please note that our taxi's lane is a shared lane and your insured's lane is meant for going straight only. Please refer to the google map below.

Please let us have your offer by **31st July 2019**. Thanks.



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



From: Jimmy Chen (LKK Auto) [mailto:jimmychen@lkkauto.com]
Sent: 19/07/2019 10:22
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Cc: Vic (LKKAuto); Hsiao Tong (LKKAuto)
Subject: Re: Accident on 19/1/2019 involving SHB 708L & GBB 6584H (EQ's insured) Our Ref: TAX/01/19/2093/lg *** CC3/EQI19001484/Jha3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

Please assist to provide us with the video footage of the accident from your client's vehicle, thank you.

Best Regards,

Jimmy Chen | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6841-2928 | email: jimmychen@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Mei Kwan (LKKAUTO)
Sent: Thursday, 25 April, 2019 6:33 PM
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis); Vic (LKKAUTO)
Cc: CS A Team; Admin A
Subject: RE: LOD Re: Accident on 19/1/2019 involving SHB 708L & GBB 6584H (EQ's insured) Our Ref: TAX/01/19/2093/lg *** CC3/EQ19001484/Jha3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

Thank you for your email.

Please note that: -

LKK ref	Officer in charge
CC3/EQ19001484/Jha3	Vic – 6841 2096

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: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Thursday, 25 April, 2019 6:16 PM
To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: LOD Re: Accident on 19/1/2019 involving SHB 708L & GBB 6584H (EQ's insured) Our Ref: TAX/01/19/2093/lg

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$3555.53
Loss of Rental	\$758.10 (6.5 days x \$116.63)
Loss of Income	\$390.00 (6.5 day x \$60.00)
LTA Search Fee	\$7.00
Total	\$4710.63

- We enclose the following documents:
- 1) Repair invoice
 - 2) Proof of rental rate
 - 3) GIA report
 - 4) Accident vehicle laid-up report
 - 5) LTA search
 - 6) Hirer's letter of authorisation

Please let us have your offer soon. Thanks.

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

