

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 17 December 2021 2:50 PM
To: 'Alice Lau Lay Koon'
Cc: Admin A; Aileen Tan Lee Noi
Subject: RE: [REMINDER 6] AXA/LKK Ref: CC4/ASM19003774/Epb3 >> Acc on 08.01.2019 invlg YP6263M & XD4140Y [AXA] - Immediate Attention!!
Attachments: DS FORM_YP6263M.pdf; DV_YP6263M.pdf; GIRO Payment Form - 2019.pdf

Without Prejudice

Dear Alice,

Thank you for your acceptance.

Please duly sign the documents attached and return to us for our necessary action: -

- **DS Form for COR & Search Fee = \$5,887.00 – sign by workshop**
- **DV for LOU, Driver's Medical Expenses, Driver's Leave Wages = \$3,509.13 – signed by Dou Yee Enterprises S Pte Ltd with company chop.**
- **GIRO form - signed by Dou Yee Enterprises S Pte Ltd with company chop**

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 (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: Alice Lau Lay Koon <alicelau@cdge.com.sg>
Sent: Friday, 17 December 2021 11:36 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Subject: Re: [REMINDER 6] AXA/LKK Ref: CC4/ASM19003774/Epb3 >> Acc on 08.01.2019 invlg YP6263M & XD4140Y [AXA] - Immediate Attention!!

WITHOUT PREJUDICE

Dear Hsiao Tong,

Your email of 07/12/21 refers.

Solely to wrap-up for this long protracted case, we/ our client accepted your offer at lump sum <\$9,396.13>.

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

Kindly provide your Discharge Voucher soonest as possible.

Best Regards,
Alice Lau
Claims Department / ComfortDelGro Engineering Pte Ltd
Off: 6214 8307/ Fax: 6214 1843

Do you really need to print?
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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Tuesday, 7 December 2021 9:19 am

To: Alice Lau Lay Koon <alicelau@cdge.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>

Subject: RE: [REMINDER 6] AXA/LKK Ref: CC4/ASM19003774/Epb3 >> Acc on 08.01.2019 invlg YP6263M & XD4140Y [AXA] - Immediate Attention!!

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Without Prejudice
(Save as to costs)

Dear Sirs/Mdm,

We refer to your below email.

We have further reviewed the matter and we are prepared to revise our offer as follows: -

1. Cost of Repair (w/GST)	\$ 5,885.00
2. Loss of Use (6days x \$150.00)	\$ 900.00
3. LTA/GIA Search Fee	\$ 2.00
4. Driver's Medical Expenses	\$ 1,075.13
5. Driver's Leave Wages (13days)*	\$ 1,534.00
Total	\$ 9,396.13

* For item no.5, our revise based on 20 days calculation : Basic wages = \$2,360.00.

9.11.19 - 11.1.19 (3 days)

15.1.19 - 16.1.19 (2 days)

11.2.19 - 17.2.19 (5 days)

18.2.19 (1 days)

23.4.19 - 24.4.19 (2days)

Total \$ 13 days

The 0.5days there is no medical certificate for certification.

Please assist to advise your client for acceptance in order not to prolong the matter. 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.

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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: Alice Lau Lay Koon <alicelau@cdge.com.sg>

Sent: Tuesday, 30 November 2021 5:31 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>

Subject: Fw: [REMINDER 6] AXA/LKK Ref: CC4/ASM19003774/Epb3 >> Acc on 08.01.2019 invlg YP6263M & XD4140Y [AXA] - Immediate Attention!!

Without Prejudice

Dear Hsiao Tong,

Kindly refer to our email of 15/11/21.

Case has been protracted, kindly expedite as our client is chasing for settlement.

Best Regards,

Alice Lau

Claims Department / ComfortDelGro Engineering Pte Ltd

Off: 6214 8307/ Fax: 6214 1843

Do you really need to print?
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From: Alice Lau Lay Koon <alicelau@cdge.com.sg>

Sent: Monday, 15 November 2021 3:46 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>

Subject: Re: [REMINDER 6] AXA/LKK Ref: CC4/ASM19003774/Epb3 >> Acc on 08.01.2019 invlg YP6263M & XD4140Y [AXA]

Without Prejudice

Dear Hsiao Tong,

Our client do not agree with your settlement for driver's 13 days Leave Wages, refer to screenshot below.

Case has been long protracted, kindly seek your principal to agree on driver's 14.5 days Leave Wages at \$2332.46 and provide your Discharge Voucher of total settlement sum of \$10,194.59 to close the matter soonest as possible.

Hi Alice,

Thanks for the negotiation but the medical leave wages shall be as below instead of basic / 24 .

It is not correct and the computation shall be based on workmen wage computation.

Kindly note that the driver is work on 5 days work week and there is no way to use 24 days to compute dai

Medical Leave from	Medical Leave to	No. Days	2. Medical Leave Wages
09/01/2019	11/01/2019	3	488.19
15/01/2019	16/01/2019	2	325.46
11/02/2019	17/02/2019	5	813.65
18/02/2019	18/02/2019	1	162.73
26/02/2019	26/02/2019	0.5	81.37
14/03/2019	14/03/2019	0.5	81.37
23/04/2019	24/04/2019	2	325.46
27/05/2019	27/05/2019	0.5	54.24
		14.5	2,332.46

Please assist to finalize our case soon.

Best Regards,

Alice Lau

Claims Department / ComfortDelGro Engineering Pte Ltd

Off: 6214 8307/ Fax: 6214 1843

Do you really need to print?
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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Saturday, 13 November 2021 1:12 PM

To: Aileen Tan Lee Noi <aileentan@cdge.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Alice Lau Lay Koon <alicelau@cdge.com.sg>

Subject: Re: [REMINDER 6] AXA/LKK Ref: CC4/ASM19003774/Epb3 >> Acc on 08.01.2019 invlg YP6263M & XD4140Y [AXA]

CAUTION : This email originated from an external party outside ComfortDelGro. Do not click on links or open attachment unless you know the sender.

Without Prejudice

Dear Sirs/Mdm,

Thank you for your email.

We have reviewed the matter and we have our principal instruction to offer as follows: -

1. Cost of Repair (w/GST)	\$ 5,885.00
2. Loss of Use (6days x \$150.00)	\$ 900.00
3. LTA/GIA Search Fee	\$ 2.00
4. Driver's Medical Expenses	\$ 1,075.13
5. Driver's Leave Wages (13days)*	\$ 1,278.29
Total	\$ 9,140.42

** For item no.5 , please note the calculation below : Basic wages = \$2,360.00, No of working days 24 Wages per day \$98.33.*

9.11.19 - 11.1.19 (3 days)

15.1.19 - 16.1.19 (2 days)

11.2.19 - 17.2.19 (5 days)

18.2.19 (1 days)

23.4.19 - 24.4.19 (2days)

Total \$ 13 days

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: Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Sent: Wednesday, 10 November 2021 5:25 pm
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Alice Lau Lay Koon <alicelau@cdge.com.sg>

Subject: [REMINDER 6] AXA/LKK Ref: CC4/ASM19003774/Epb3 >> Acc on 08.01.2019 invlg YP6263M & XD4140Y [AXA]

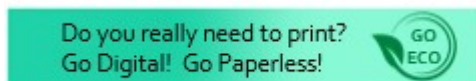
WITHOUT PREJUDICE

Ms Chew Hsiao Tong
M/s LKK Auto Consultants Pte Ltd

Please let us have your urgent reply with improved offer to wrap up this long outstanding claim.

Best Regards

Aileen Tan
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8735 | Fax: 6214 1843



From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, 5 November 2021 17:15
To: Alice Lau Lay Koon <alicelau@cde.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cde.com.sg>
Subject: RE: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3 - 5th Reminder!

CAUTION : This email originated from an external party outside ComfortDelGro. Do not click on links or open attachment unless you know the sender.

Without Prejudice

Dear Sirs/Mdm,

We are pending further mandate from AXA.

We will get back to you asap. 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.

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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: Alice Lau Lay Koon <alicelau@cdge.com.sg>

Sent: Wednesday, 3 November 2021 5:15 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Admin-B <admin-b@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3 - 5th Reminder!

Without Prejudice

5th Reminder

Dear Hsiao Tong,

Our email refers.

Kindly update on this settlement.

Best Regards,

Alice Lau

Claims Department / ComfortDelGro Engineering Pte Ltd

Off: 6214 8307/ Fax: 6214 1843

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

Sent: Saturday, 16 October 2021 11:38 AM

To: Alice Lau Lay Koon <alicelau@cdge.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Admin-B <admin-b@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3 - 4th Reminder!

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Without Prejudice

Dear Sirs/Mdm,

We are pending further mandate from AXA.

We will get back to you asap. 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.

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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: Alice Lau Lay Koon <alicelau@cdge.com.sg>
Sent: Friday, 15 October 2021 11:12 am
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Admin-B <admin-b@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Subject: Fw: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3 - 4th Reminder!

Without Prejudice

Our Ref: PTE/YP6263M/ 20190108/ DS-CL

4th Reminder

Dear Hsiao Tong,

Our reminders email refers.

Case has been long protracted, kindly refer to our proposed settlement sum of 19/07/21 and expedite the settlement within the next 10 working days. Failing which, we shall seek your Principle to resolve the matter.

Best Regards,
Alice Lau
Claims Department / ComfortDelGro Engineering Pte Ltd
Off: 6214 8307/ Fax: 6214 1843



From: Alice Lau Lay Koon <alicelau@cdge.com.sg>

Sent: Wednesday, 22 September 2021 11:23 AM

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

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3 - 3rd Reminder!

Without Prejudice

Our Ref: PTE/YP6263M/ 20190108/ DS-CL

3rd Reminder

Dear Hsiao Tong,

Our reminders email refers.

Case has been long protracted, kindly expedite the settlement, thanks!

Best Regards,

Alice Lau

Claims Department / ComfortDelGro Engineering Pte Ltd

Off: 6214 8307/ Fax: 6214 1843



From: Alice Lau Lay Koon <alicelau@cdge.com.sg>

Sent: Tuesday, 7 September 2021 9:55 AM

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

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Without Prejudice

Dear Hsiao Tong,

Any news? Please revert, thanks!

Best Regards,

Alice Lau

Claims Department / ComfortDelGro Engineering Pte Ltd

Off: 6214 8307/ Fax: 6214 1843



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

Sent: Tuesday, 31 August 2021 2:33 PM

To: Alice Lau Lay Koon <alicelau@cdge.com.sg>

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

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Without Prejudice

Hi Alice,

We are reviewing the matter and will get back to you asap.

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.

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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: Alice Lau Lay Koon <alicelau@cdge.com.sg>

Sent: Wednesday, 25 August 2021 5:34 pm

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

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Without Prejudice

Hi Hsiao Tong,

Our email of 19/07/21 refers.

Kindly reply your acceptance soonest as possible, thank you!

Best Regards,
Alice Lau
Claims Department / ComfortDelGro Engineering Pte Ltd

Do you really need to print?
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From: Alice Lau Lay Koon <alicelau@cdge.com.sg>

Sent: Monday, 19 July 2021 6:03 PM

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

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

WITHOUT PREJUDICE

Dear Hsiao Tong,

Your email refers.

With all the relevant document provided and case has been protracted, solely to wrap-up this case, we/ our client are prepared to accept the following settlement: -

Cost of Repair:	\$5,885.00
6 days LOU:	\$900.00 (let's compromised at midway)
GIA search fee:	\$2.00
Driver's medical and Leave wages:	\$3,407.59
Total:	\$10,194.59

Please let us hear from you within the next 10 working days.

Best Regards,

Alice Lau

Claims Department / ComfortDelGro Engineering Pte Ltd

Do you really need to print?
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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Thursday, 8 July 2021 3:43 PM

To: Alice Lau Lay Koon <alicelau@cdge.com.sg>

Subject: RE: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

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Without Prejudice

Dear Alice,

Further to our below email.

Please let us have your counter proposal in order for us to seek mandate from AXA.

Thank you.

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

Sent: Wednesday, 7 July 2021 3:16 PM

To: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Without Prejudice

Dear Cecilia,

Further to your below email.

Please let us have your counter proposal in order for us to seek mandate from AXA.

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.

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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: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Sent: Wednesday, 2 June 2021 12:59 PM

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

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Without Prejudice

Dear Sir/Madam

Please review the matter and let us have your revised offer without further delay.

Thanks & Regards

Cecilia Lee

Executive (Accident Repair/Claims)

From: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Sent: Thursday, 4 March 2021 9:28 AM

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

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Without Prejudice

Dear Sir/Madam

Please review your offer for LOU.

For item 5, please see attached. Password will be sent via another email.

For item 4, we will revert.

Thanks & Regards

Cecilia Lee

Executive (Accident Repair/Claims)

T: 6383 7824 | **F:** 6281 5767

~ **Think Before Printing** ~

From: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Sent: Monday, 23 November 2020 10:46 AM

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

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Without Prejudice

Dear Sir/Madam

We are getting client's instruction on item 4 & 5.

And your offer for LOU of \$720, which is lower than the previous offer of \$813 and therefore, is not acceptable.

Thank you.

Best Regards

Cecilia Lee

Executive (Accident Repair/Claims)

T: 6383 7824 | **F:** 6281 5767

~ Think Before Printing ~

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Sent: Monday, 23 November 2020 10:28 AM

To: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

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Without Prejudice

Dear Sirs/Mdm,

Please see below: -

**For Item 4, Driver's medical expenses, the medical expenses from Feb onwards are not likely to be related (5-day hospitalization leave in Feb 2019 after your driver went back to work for one full month, and MRI exam three months after the accident).*

Thanks.

"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."

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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: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Sent: Monday, 23 November 2020 10:09 AM

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

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Without Prejudice

Dear Sir/Madam

Please advise the reason why you only compensate the 1st month medical bills.

Thank you.

Best Regards

Cecilia Lee

Executive (Accident Repair/Claims)

T: 6383 7824 | **F:** 6281 5767

~ Think Before Printing ~

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

Sent: Monday, 23 November 2020 9:26 AM

To: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

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Without Prejudice

Dear Sirs/Mdm,

We refer to the aboev matter.

We have reviewed the matter and we have our principal instruction to offer as follows: -

1. Cost of Repair (w/GST)	\$ 5,885.00
2. Loss of Use (6days x \$120.00)	\$ 720.00
3. LTA/GIA Search Fee	\$ 2.00
4. Driver's Medical Expenses*	\$ 140.30 (\$69.00+\$54.00+\$17.30)-1st month after the accident
5. Driver's Leave Wages	Pls provide the monthly transaction record for Jan-Feb 2019 as well as Oct, Nov, Dec 2018 as a reference.
Total	\$ 6,747.30

**For Item 4, Driver's medical expenses, the medical expenses from Feb onwards are not likely to be related (5-day hospitalization leave in Feb 2019 after your driver went back to work for one full month, and MRI exam three months after the accident).*

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: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>
Sent: Wednesday, 21 October 2020 3:36 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Without Prejudice

Dear Sir/Madam

Please see attached.

Thank you.

Best Regards

Cecilia Lee

Executive (Accident Repair/Claims)

T: 6383 7824 | **F:** 6281 5767

W: www.SPARKcarcare.com.sg



Think Before Printing

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

Sent: Tuesday, 20 October 2020 7:43 AM

To: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Subject: RE: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Without Prejudice

Dear Cecilia,

We refer to our below email.

Kindly advise.

Thanks.

“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 (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: Hsiao Tong (LKKAuto)

Sent: Tuesday, 1 September 2020 1:36 PM

To: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Subject: RE: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Without Prejudice

Dear Cecilia,

We refer to your below email.

As your client claimed that 'they had paid the driver based on employment act', we would like to request for the relevant documents for our consideration.

Thanks.

“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: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Sent: Monday, 27 July 2020 2:58 PM

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

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Without Prejudice

Dear Hsiao Tong

Our earlier conversation refers.

Please revert with your principal's offer.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843



Think Before Printing

From: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Sent: Wednesday, 3 June 2020 9:15 AM

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

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Without Prejudice

Dear Sir/Madam

Please look into the matter and revert.

Please let us have your reply/offer by email as we are currently deployed to work from home in view of the current COVID-19 situation in Singapore.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd



Think Before Printing

From: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Sent: Monday, 13 April 2020 10:43 AM

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

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Without Prejudice

Dear Hsiao Tong

Our client informed that they had paid the driver based on the employment act and then claim from the faulty party.

Please call me at 62148354 to discuss the matter.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843



Think Before Printing

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

Sent: Thursday, 9 April 2020 5:28 PM

To: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Without Prejudice

Hi,

Further to your below email.

Any update on -Proof for loss of wage. Pls check with your client if they had contract to show that salary is not paid during medical leaves?

Thanks.

"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: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>
Sent: Wednesday, 19 February 2020 10:05 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Without Prejudice

Dear Sir/Madam

Attached herewith the medical receipts with medical memo.

As for the contract, we'll get back to you.

Thank you.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843



Think Before Printing

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 19 February 2020 9:26 AM
To: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>
Subject: RE: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We would like to request the following documents for our further review: -

1. Full Medical Receipts.
2. Proof for loss of wage. Pls check with your client if they had contract to show that salary is not paid during medical leaves.

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 (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: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Sent: Wednesday, 15 January 2020 4:11 PM

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

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Importance: High

Without Prejudice

Dear Sir/Madam

Please refer to our conversation on 02/12/2019.

Our client is chasing for settlement. Please revert with your offer within the next 7 days.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843



Think Before Printing

From: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Sent: Monday, 25 November 2019 10:10 AM

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

Subject: Re: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Without Prejudice

Dear Hsiao Tong

Attached herewith superceded LOD and supporting documents.

Please review and revise offer.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843



Think Before Printing

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

Sent: Wednesday, 6 November 2019 5:46 PM

To: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Subject: RE: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019 //LKK REF: CC4/ASM19003774/Epb3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at global sum **\$6,700.00(all-in).**

Please confirm acceptance.

"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 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Sent: Wednesday, 6 November 2019 4:18 PM

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

Subject: LOD AGAINST AXA/LKK - YP6263M & XD4140Y DOA 08/01/2019

Without Prejudice

Dear Sir/Madam

Attached herewith our LOD dated 06/11/2019 for your attention and early settlement.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843



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Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]
