

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 26 June 2020 3:39 PM  
**To:** sm automotive  
**Subject:** RE: SKN8165B CLAIMING AGAINST SKP2354B DOA:24.04.19 // LKK REF: CC4/ASM19007945/Apb3

### Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that our insured strongly disputed on this third party claim. We have spoken to our insured and he confirmed that his car was traveling on lane 2 which the lane can go straight or turn left. Your client cut into his lane and caused the accident. Furthermore, our insured mentioned that your client had informed him that his car is alright on the same day.

In view of this, we regret to inform you that we have our principal instruction to deny liability & unable to look into your client's claim.



"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](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

S(408933)

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**From:** sm automotive <[sm\\_automotive@hotmail.com](mailto:sm_automotive@hotmail.com)>

**Sent:** Friday, 19 June 2020 10:01 AM

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

**Subject:** Re: SKN8165B CLAIMING AGAINST SKP2354B DOA:24.04.19

Without Prejudice - **gentle reminder**

Hi Hsiao Tong

Please kindly update us the status and revert, thanks.

Regards,

**Sukyi Chong**

**SM AUTOMOTIVE**

1 Kaki Bukit Ave 6

Blk C #01-43

Singapore 417883

Tel: 6747 9241 Fax: 6741 7276

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**From:** sm automotive <[sm\\_automotive@hotmail.com](mailto:sm_automotive@hotmail.com)>

**Sent:** Friday, June 12, 2020 1:50 PM

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

**Subject:** Re: SKN8165B CLAIMING AGAINST SKP2354B DOA:24.04.19

Without Prejudice

Hi Hsiao Tong

Please kindly update us the status and revert, thanks.

Regards,

**Sukyi Chong**  
**SM AUTOMOTIVE**

1 Kaki Bukit Ave 6  
Blk C #01-43  
Singapore 417883  
Tel: 6747 9241 Fax: 6741 7276

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**From:** sm automotive <[sm\\_automotive@hotmail.com](mailto:sm_automotive@hotmail.com)>  
**Sent:** Thursday, June 4, 2020 12:10 PM  
**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** Re: SKN8165B CLAIMING AGAINST SKP2354B DOA:24.04.19

Without Prejudice

Hi Hsiao Tong

Please kindly update us the status and revert, thanks.

Regards,

**Sukyi Chong**  
**SM AUTOMOTIVE**

1 Kaki Bukit Ave 6  
Blk C #01-43  
Singapore 417883  
Tel: 6747 9241 Fax: 6741 7276

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**From:** sm automotive <[sm\\_automotive@hotmail.com](mailto:sm_automotive@hotmail.com)>  
**Sent:** Thursday, May 28, 2020 3:22 PM  
**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** Re: SKN8165B CLAIMING AGAINST SKP2354B DOA:24.04.19

Without Prejudice

Hi Hsiao Tong

Here you go....

We look forward to hearing from you soon for a close case, thanks.

Regards,

**Sukyi Chong**  
**SM AUTOMOTIVE**

1 Kaki Bukit Ave 6  
Blk C #01-43  
Singapore 417883  
Tel: 6747 9241 Fax: 6741 7276

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**From:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Thursday, May 28, 2020 3:19 PM  
**To:** sm automotive <[sm\\_automotive@hotmail.com](mailto:sm_automotive@hotmail.com)>  
**Subject:** Re: SKN8165B CLAIMING AGAINST SKP2354B DOA:24.04.19

Without Prejudice

Hi Sukyi,

Could you resend the google map diagram to me?

Thanks.

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**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:** sm automotive <[sm\\_automotive@hotmail.com](mailto:sm_automotive@hotmail.com)>  
**Sent:** Thursday, 28 May 2020 11:09 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Subject:** Re: SKN8165B CLAIMING AGAINST SKP2354B DOA:24.04.19

Without Prejudice - **gentle reminder**

Hi Hsiao Tong

Thanks for your email and update.

Please kindly inform your insured that there was appointed surveyor firm by his own insurance company came for the survey of our client vehicle damages.

We are sincerely for direct settlement therefore seek your kind assistance to expedite as this case has been 1 year plus and our client had a chase at our end.

We look forward to hearing from you soon for a close case, thanks.

Regards,

**Sukyi Chong**  
**SM AUTOMOTIVE**  
1 Kaki Bukit Ave 6

Blk C #01-43  
Singapore 417883  
Tel: 6747 9241 Fax: 6741 7276

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**From:** sm automotive <[sm\\_automotive@hotmail.com](mailto:sm_automotive@hotmail.com)>  
**Sent:** Wednesday, May 20, 2020 10:29 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Subject:** Re: SKN8165B CLAIMING AGAINST SKP2354B DOA:24.04.19

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**From:** sm automotive <[sm\\_automotive@hotmail.com](mailto:sm_automotive@hotmail.com)>  
**Sent:** Thursday, April 30, 2020 2:28 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Subject:** Re: SKN8165B CLAIMING AGAINST SKP2354B DOA:24.04.19

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**From:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Thursday, April 30, 2020 1:55 PM  
**To:** sm automotive <[sm\\_automotive@hotmail.com](mailto:sm_automotive@hotmail.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Subject:** Re: SKN8165B CLAIMING AGAINST SKP2354B DOA:24.04.19

Without Prejudice

Hi,

We are engaging insured on this matter as our insured was surprised that your client made a claim. As our insured mentioned that your driver told him that his car was alright.

We will expedite the matter and get back to 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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Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** sm automotive <[sm\\_automotive@hotmail.com](mailto:sm_automotive@hotmail.com)>  
**Sent:** Thursday, 30 April 2020 1:43 PM  
**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Subject:** Re: SKN8165B CLAIMING AGAINST SKP2354B DOA:24.04.19

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We have yet to hear from you and soonest will be 1 year.

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Hope to hear from you soon,thanks.

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**Sent:** Thursday, April 23, 2020 12:22 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
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**From:** sm automotive <[sm\\_automotive@hotmail.com](mailto:sm_automotive@hotmail.com)>  
**Sent:** Thursday, April 16, 2020 12:11 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Subject:** Re: SKN8165B CLAIMING AGAINST SKP2354B DOA:24.04.19

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