

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 28 April 2022 9:48 AM
To: 'Tan Wei Teck (Strides Automotive Services Pte Ltd)'; Admin A
Cc: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd)
Subject: RE: OUR REF:BUS/08/19/1041/KC - ACCIDENT ON 20/08/19 INVOLVING SMB142J AND SFM9212G ALONG Newton Circus Roundabout (before bus stop 40189 Newton Stn Exit B) *** LKK REF: CC3/AIG19014990/Eba3
Attachments: ATA_SMB142J.pdf; DV_SMB 142J.pdf

Without Prejudice

Dear Sirs/Mdm,

We confirm settlement at a global sum of \$1,600.00(all-in).

Please duly sign the **documents** enclosed and return to us (LKK) for our necessary action.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

From: Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>
Sent: Wednesday, 27 April 2022 9:38 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>
Subject: RE: OUR REF:BUS/08/19/1041/KC - ACCIDENT ON 20/08/19 INVOLVING SMB142J AND SFM9212G ALONG Newton Circus Roundabout (before bus stop 40189 Newton Stn Exit B) *** LKK REF: CC3/AIG19014990/Eba3

WITHOUT PREJUDICE

Dear Hsiao Tong,

Thank you for your email of 26/04/2022.

Purely for an amicable settlement, we are prepared to accept global sum of \$1,600.00 (all in)

Kindly let us have your DV if there is a settlement, thanks.

Regards

Patrick Tan

Claims and Insurance Agency

Direct line +65 6556 3522 | WeiTeck.Tan@Strides.com.sg
60 Woodlands Industrial Park E4
Singapore 757705

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

Sent: Tuesday, 26 April 2022 4:44 pm

To: Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>; Admin A <admin-a@lkkauto.com>

Cc: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>

Subject: RE: OUR REF:BUS/08/19/1041/KC - ACCIDENT ON 20/08/19 INVOLVING SMB142J AND SFM9212G ALONG Newton Circus Roundabout (before bus stop 40189 Newton Stn Exit B) *** LKK REF: CC3/AIG19014990/Eba3

CAUTION: This email originated from outside of SMRT. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment.

Without Prejudice

Dear Patrick,

We refer to your below email.

We are prepared to revise our offer at a global sum of **\$1,500.00(all-in)**.

The breakdown is as follows: -

1. Cost of Repair	\$ 884.00
2. Loss of Use (3days x \$250.00)	\$ 750.00
3. LTA/GIA Search Fee	\$ 7.00

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.”

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

From: Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>

Sent: Tuesday, 26 April 2022 3:22 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>

Subject: RE: OUR REF:BUS/08/19/1041/KC - ACCIDENT ON 20/08/19 INVOLVING SMB142J AND SFM9212G ALONG Newton Circus Roundabout (before bus stop 40189 Newton Stn Exit B) *** LKK REF: CC3/AIG19014990/Eba3

WITHOUT PREJUDICE

Dear Hsiao Tong,

We are unable to accept your global sum offer of \$1300.00 (all in)
Kindly review & let us have your fresh offer with breakdown. Thanks.

Regards

Patrick Tan

Claims and Insurance Agency
Direct line +65 6556 3522 | WeiTeck.Tan@Strides.com.sg
60 Woodlands Industrial Park E4
Singapore 757705

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

Sent: Tuesday, 26 April 2022 12:53 pm

To: Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>; Admin A <admin-a@lkkauto.com>

Cc: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>

Subject: RE: OUR REF:BUS/08/19/1041/KC - ACCIDENT ON 20/08/19 INVOLVING SMB142J AND SFM9212G ALONG Newton Circus Roundabout (before bus stop 40189 Newton Stn Exit B) *** LKK REF: CC3/AIG19014990/Eba3

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Without Prejudice

Dear Sirs/mdm,

We refer to the above matter.

We propose settlement at a global sum of **\$1,300.00(all-in)**.

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."

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

From: Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>

Sent: Tuesday, 12 April 2022 2:16 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>

Subject: RE: OUR REF:BUS/08/19/1041/KC - ACCIDENT ON 20/08/19 INVOLVING SMB142J AND SFM9212G ALONG Newton Circus Roundabout (before bus stop 40189 Newton Stn Exit B) *** LKK REF: CC3/AIG19014990/Eba3

WITHOUT PREJUDICE

Dear Hsiao Tong

Please refer to the attachment for a copy of our bus video footage as requested.

Your insured error in judgement resulted in his vehicle to move off before my bus completely cleared from his filtering path.

As your insured is liable for this side swipe collision, please let us have your offer soon. Thanks.

Regards

Patrick Tan

Claims and Insurance Agency

Direct line +65 6556 3522 | WeiTeck.Tan@Strides.com.sg

60 Woodlands Industrial Park E4

Singapore 757705

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

Sent: Friday, 1 April 2022 10:49 am

To: Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>; Admin A <admin-a@lkkauto.com>

Cc: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>

Subject: RE: OUR REF:BUS/08/19/1041 - ACCIDENT ON 20/08/19 INVOLVING SMB142J AND SFM9212G ALONG Newton Circus Roundabout (before bus stop 40189 Newton Stn Exit B) *** LKK REF: CC3/AIG19014990/Eba3

CAUTION: This email originated from outside of SMRT. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment.

Without Prejudice

Dear Patrick,

Thank you for your email.

Could you share a copy of your client video as we are unable to determine the collision from screenshot?

“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 |

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

S(408933)

From: Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>

Sent: Wednesday, 30 March 2022 3:37 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>

Subject: FW: OUR REF:BUS/08/19/1041 - ACCIDENT ON 20/08/19 INVOLVING SMB142J AND SFM9212G ALONG Newton Circus Roundabout (before bus stop 40189 Newton Stn Exit B) *** LKK REF: CC3/AIG19014990/Eba3

WITHOUT PREJUDICE

Dear Hsiao Tong

Please refer to the preceding emails and the attachments.

Evidence revealed that your client failed to ensure it was safe from approaching vehicle from his right along the major road before leaving a minor road.

As a result, the right front portion of your client's vehicle encroached and grazed against the left portion of our bus in the process.

As liability is clear, kindly let us have your offer to settle our claim at the soonest, thanks.

Regards

Patrick Tan

Claims and Insurance Agency

Direct line +65 6556 3522 | WeiTeck.Tan@Strides.com.sg

60 Woodlands Industrial Park E4

Singapore 757705

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

Sent: Wednesday, 30 September 2020 11:47 am

To: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Subject: RE: OUR REF:BUS/08/19/1041 - ACCIDENT ON 20/08/19 INVOLVING SMB142J AND SFM9212G ALONG Newton Circus Roundabout (before bus stop 40189 Newton Stn Exit B) *** LKK REF: CC3/AIG19014990/Eba3

Dear Patrick,

Thank you for your email.

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

Hi Jasper,

Kindly assist.

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)

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

From: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>

Sent: Wednesday, 6 May, 2020 5:02 PM

To: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Subject: RE: OUR REF:BUS/08/19/1041 - ACCIDENT ON 20/08/19 INVOLVING SMB142J AND SFM9212G ALONG Newton Circus Roundabout (before bus stop 40189 Newton Stn Exit B)

WITHOUT PREJUDICE

Dear Vic,

Please refer to below email, kindly let us hear from you on settling our claim soon, thanks.

Regards,

Patrick Tan

Claims and Insurance Agency

Direct line +65 6556 3522 | tanweiteck@smrt.com.sg

6 Ang Mo Kio Street 62

Singapore 569140

From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Wednesday, October 23, 2019 10:22 AM

To: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)

Cc: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses); Admin A; Vic (LKKAuto)

Subject: RE: OUR REF:BUS/08/19/1041 - ACCIDENT ON 20/08/19 INVOLVING SMB142J AND SFM9212G ALONG Newton Circus Roundabout (before bus stop 40189 Newton Stn Exit B)

Without Prejudice

Dear Karen,

We refer to your below email and the contents were noted.

Please be informed that till date, we are still pending for our Insured's GIA report.

We will follow up and will get back to you for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) [<mailto:ChanSiauChin@smrt.com.sg>]

Sent: Wednesday, 23 October, 2019 9:57 AM

To: Vic (LKKAuto)

Cc: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses); Admin A

Subject: RE: OUR REF:BUS/08/19/1041 - ACCIDENT ON 20/08/19 INVOLVING SMB142J AND SFM9212G ALONG Newton Circus Roundabout (before bus stop 40189 Newton Stn Exit B)

Importance: High

Without Prejudice

Dear Vic,

Enclose herewith the screenshots of VF for your easy reference.

We note that your client failed to have a proper look out and collided onto the left rear corner of our bus while entering the Newton Circus.

Please look into the matter & let us have your favourable reply soon.

Thanks & Regards,

Karen Chan

Claims Department

Tel: 6556 3523



From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: 13/09/2019 08:47

To: MTPRI

Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA); Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses); Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses); Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses); Admin A; Vic (LKKAuto)

Subject: RE: OUR REF:BUS/08/19/1041 - ACCIDENT ON 20/08/19 INVOLVING SMB142J AND SFM9212G ALONG Newton Circus Roundabout (before bus stop 40189 Newton Stn Exit B)

Without Prejudice

Dear Hua Yen,

We refer to your below email and the contents were noted.

Please be informed that we are still pending for our Insured to lodge the GIA report.

We will follow up and will get back to you for an update/offer in due course.

Meanwhile, we would like to request for **any evidence** from your client.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: MTPRI [<mailto:MTPRI@smrt.com.sg>]

Sent: Thursday, 12 September, 2019 6:11 PM

To: Admin A; CS A Team

Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA); Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses); Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses); Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)

Subject: OUR REF:BUS/08/19/1041 - ACCIDENT ON 20/08/19 INVOLVING SMB142J AND SFM9212G ALONG Newton Circus Roundabout (before bus stop 40189 Newton Stn Exit B)

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB142J. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$884.00
Loss of Use	\$1,650.00 (6 days x \$275.00)
LTA search fee	\$7.00
Total	\$2,541.00

We enclose the following documents,

- 1) 1) Repair Invoice
- 2) 2) GIA report
- 3) LTA search

We look forward to your confirmation to settle our claims within 15 days from the date of this email.
Payment by cheque shall be crossed and made payable to SMRT Buses Ltd.

Thanks & Regards
Hua Yen