

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 22 December 2020 10:28 AM
To: Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA)
Cc: Admin A
Subject: RE: OUR REF: BUS/09/19/1067 ; YOUR REF: CC4/III19017001/EPA3; ACCIDENT INVOLVING SG5788R AND SHA2983A ON 19.10.19 ALONG JUNCTION OF BRAS BASAH RD & NTH BRIDGE RD
Attachments: DV_SG5788R.pdf; ATA_SG5788R.pdf

Without Prejudice

Dear Sirs/Mdm,

Thank you for acceptance.

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

"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 Wishes for Merry Christmas & Happy New Year 2021"

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: Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA) <FooChitYan@smrt.com.sg>
Sent: Friday, 18 December 2020 4:19 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: OUR REF: BUS/09/19/1067 ; YOUR REF: CC4/III19017001/EPA3; ACCIDENT INVOLVING SG5788R AND SHA2983A ON 19.10.19 ALONG JUNCTION OF BRAS BASAH RD & NTH BRIDGE RD

Without Prejudice

Dear Hsiao Tong,

We refer to your email dated 18.12.20.

We are pleased to accept your offer \$929.50 in settlement of your claim.

Please forward a copy of your discharge voucher to us. We will sign and return the attached discharge voucher upon receipt.

Kindly forward your cheque to us upon receipt of the discharge voucher.

Kind Regards,

Jimmy Foo
Claims and Insurance Agency
Direct line +65 6556 3521 | ChitYan@smrt.com.sg
6 Ang Mo Kio Street 62
Singapore 569140



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

Sent: 18 December 2020 13:40

To: Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA) <FooChitYan@smrt.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: OUR REF: BUS/09/19/1067 ; YOUR REF: CC4/III19017001/EPA3; ACCIDENT INVOLVING SG5788R AND SHA2983A ON 19.10.19 ALONG JUNCTION OF BRAS BASAH RD & NTH BRIDGE RD

Without Prejudice
(save as to costs)

Dear Sirs/Mdm,

We refer to your below email.

We are prepared to revise our offer at \$929.50(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 Wishes for Merry Christmas & Happy New Year 2021"

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

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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: Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA) <FooChitYan@smrt.com.sg>

Sent: Tuesday, 15 December 2020 5:05 PM

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: OUR REF: BUS/09/19/1067 ; YOUR REF: CC4/III19017001/EPA3; ACCIDENT INVOLVING SG5788R AND SHA2983A ON 19.10.19 ALONG JUNCTION OF BRAS BASAH RD & NTH BRIDGE RD

Without Prejudice

Dear Hsiao Tong,

We refer to your email dated 17.10.20.

Without any admission of liability, we are prepared to maintain our client's losses \$1,100.00 in full and final settlement as follow:

Cost of Repair:

Loss of Use: } \$1,100.00

LTA receipt: } (Global Sum)

Total: \$1,100.00

Kindly let us hear from you soon

Kind Regards,

Jimmy Foo

Claims and Insurance Agency

Direct line +65 6556 3521 | ChitYan@smrt.com.sg

6 Ang Mo Kio Street 62

Singapore 569140



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

Sent: 17 October 2020 12:43

To: Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA) <FooChitYan@smrt.com.sg>

Cc: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Subject: Re: OUR REF:BUS/09/19/1067 ; YOUR REF: CC4/III19017001/EPA3; ACCIDENT INVOLVING SG5788R AND SHA2983A ON 19.10.19 ALONG JUNCTION OF BRAS BASAH RD & NTH BRIDGE RD

Without Prejudice
(save as to costs)

Dear Sirs/Mdm,

We refer to your below email.

We are prepared to improve our offer at a global sum of \$920.00(all-in).

Please confirm.

“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: Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA) <FooChitYan@smrt.com.sg>
Sent: Monday, 5 October 2020 5:08 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>
Subject: OUR REF:BUS/09/19/1067 ; YOUR REF: CC4/III19017001/EPA3; ACCIDENT INVOLVING SG5788R AND SHA2983A ON 19.10.19 ALONG JUNCTION OF BRAS BASAH RD & NTH BRIDGE RD

Without Prejudice

Dear Hsiao Tong,

We refer to your email dated 16.09.20

Without any admission of liability, we are prepared to counter propose our client's losses \$1,100.00 in full and final settlement as follow:

Cost of Repair:	} \$1,100.00 (Global Sum)
Loss of Use:	
LTA receipt:	

Total: \$1,100.00

Kindly let us hear from you soon

Kind Regards,

Jimmy Foo
Claims and Insurance Agency
Direct line +65 6556 3521 | ChitYan@smrt.com.sg
6 Ang Mo Kio Street 62
Singapore 569140



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

Sent: 16 September 2020 17:56

To: Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA) <FooChitYan@smrt.com.sg>

Cc: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Subject: RE: OUR REF:BUS/09/19/1067 ; YOUR REF: CC4/III19017001/EPA3; ACCIDENT INVOLVING SG5788R AND SHA2983A ON 19.10.19 ALONG JUNCTION OF BRAS BASAH RD & NTH BRIDGE RD

Without Prejudice
(save as to costs)

Dear Sirs/Mdm,

We refer to your below email.

We are prepared to improve our offer at a global sum of \$890.00(all-in).

Please confirm.

"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: Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA) <FooChitYan@smrt.com.sg>

Sent: Tuesday, 15 September 2020 5:29 PM

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

Cc: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>
Subject: RE: OUR REF:BUS/09/19/1067 ; YOUR REF: CC4/III19017001/EPA3; ACCIDENT INVOLVING SG5788R AND SHA2983A ON 19.10.19 ALONG JUNCTION OF BRAS BASAH RD & NTH BRIDGE RD

Without Prejudice

Dear Hsiao Tong,

We refer to your email dated 25.08.20.

Without any admission of liability, we are prepared to counter propose our client's losses \$1,117.00 in full and final settlement as follow:

Cost of Repair: \$442.00 (\$884.00 x 50%)
Loss of Use: \$675.00 (\$300.00 x 4.5 days) x 50%

Total: \$1,117.00

Kindly let us hear from you soon

Kind Regards,

Jimmy Foo
Claims and Insurance Agency
Direct line +65 6556 3521 | ChitYan@smrt.com.sg
6 Ang Mo Kio Street 62
Singapore 569140



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

Sent: 25 August 2020 08:38

To: Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA/Buses) <FooChitYan@smrt.com.sg>

Cc: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Subject: RE: OUR REF:BUS/09/19/1067 ; YOUR REF: CC4/III19017001/EPA3; ACCIDENT INVOLVING SG5788R AND SHA2983A ON 19.10.19 ALONG JUNCTION OF BRAS BASAH RD & NTH BRIDGE RD

Without Prejudice

Dear Sirs/Mdm,

We refer to our email dated 04/08/2020.

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 (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: Tuesday, 4 August 2020 11:59 AM

To: Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA/Buses) <FooChitYan@smrt.com.sg>

Cc: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Subject: Re: OUR REF:BUS/09/19/1067 ; YOUR REF: CC4/III19017001/EPA3; ACCIDENT INVOLVING SG5788R AND SHA2983A ON 19.10.19 ALONG JUNCTION OF BRAS BASAH RD & NTH BRIDGE RD

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of **\$850.00(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.”

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: Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA/Buses) <FooChitYan@smrt.com.sg>

Sent: Monday, 27 July 2020 11:50 AM

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

Cc: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Subject: OUR REF:BUS/09/19/1067 ; YOUR REF: CC4/III19017001/EPA3; ACCIDENT INVOLVING SG5788R AND SHA2983A ON 19.10.19 ALONG JUNCTION OF BRAS BASAH RD & NTH BRIDGE RD

Without Prejudice

Dear Hsiao Tong,

We refer to your email dated 19.10.19.

We attached a copy of our client's video footage screenshot for your easy reference.

Due to both parties are turning right, BOLA S30 apply.

Kindly let us hear from you soon

Kind Regards,

Jimmy Foo
Claims and Insurance Agency
Direct line +65 6556 3521 | ChitYan@smrt.com.sg
6 Ang Mo Kio Street 62
Singapore 569140



From: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses)

Sent: 16 October 2019 10:53

To: 'Admin A' <admin-a@lkkauto.com>; 'cs-a@lkkauto.com' <cs-a@lkkauto.com>

Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA) <FeiYuan@smrt.com.sg>; Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses) <BalqishBAH@smrt.com.sg>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Subject: OUR REF:BUS/09/19/1067 - ACCIDENT ON 23/09/19 INVOLVING SG5788R AND SHA2983A ALONG JUNCTION OF BRAS BASAH RD & NTH BRIDGE RD-AFT BS:04179 (AFT BRAS BASAH STN EXIT A)

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SG5788R. 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	\$1,575.00 (4.5 days x \$350.00)
Total	\$2,459.00

We enclose the following documents,

- 1) 1) Repair Invoice

2) 2) GIA report

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