

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 28 July 2020 12:25 PM
To: Mandy
Cc: Admin A; venus; 'Roslee '; 'motor claims Dept'
Subject: RE: Claim Submission - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We confirm settlement as per your LOD: -

1] Cost of repair (inclusive of 7% GST)	\$	3,093.70
2] Rental fees	\$	214.00
2] LTA Search Fees	\$	7.45
	<u>\$</u>	<u>3,315.15</u>

We will proceed to close file.

“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)
Sent: Friday, 24 July 2020 2:39 PM
To: Mandy <mandy@ltm.sg>
Cc: Janice Goh <janice.goh@eqinsurance.com.sg>; Admin A <admin-a@lkkauto.com>; venus <venus@ltm.sg>; 'Roslee ' <roslee@ltm.sg>; 'motor claims Dept' <motorclaims@ltm.sg>
Subject: RE: Claim Submission - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

Without Prejudice

Hi Mandy,

We acknowledge receipt of your email dated 24/07/2020.

We will look into the matter and get back to you.

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.”

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,

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

S(408933)

From: Mandy <mandy@ltm.sg>

Sent: Friday, 24 July 2020 2:09 PM

To: 'Janice Goh' <janice.goh@eqinsurance.com.sg>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; 'venus' <venus@ltm.sg>; 'Roslee ' <roslee@ltm.sg>; 'motor claims Dept' <motorclaims@ltm.sg>

Subject: RE: Claim Submission - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

WITHOUT PREJUDICE

Dear Janice,

The above matter refers.

There's an typo error occurred by us for the cost of repairs. We hereby enclosed the fresh LOD and our tax invoice for your kind consideration.

Hope to receive your offer soon.

Thank you and regards,

Mandy Lim

Lim Tan Motor Pte Ltd

[www. LTM.sg](http://www.LTM.sg)

+65 6452 0893 (Office)

+65 6458 9127 (Facsimile)

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LIM TAN MOTOR PTE LTD 林陈摩哆私人有限公司

COMPANY REGISTRATION NO: 199307277D GST REGISTRATION NO: M2-0119086-0

MAIN OFFICE / WORKSHOP

BLK 176 SIN MING DRIVE
SIN MING AUTOCARE #03-09/10/06
SINGAPORE 575721

TEL: +65 6452 0893 FAX: +65 6458 9127

EMAIL: SALES@LTM.SG

Operating Hours: Mon – Fri 9am – 6 pm

24hrs Helpline: +65 64520893

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From: Janice Goh [<mailto:janice.goh@eqinsurance.com.sg>]

Sent: Wednesday, 24 June, 2020 3:55 PM

To: Mandy <mandy@ltm.sg>

Cc: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'venus' <venus@ltm.sg>;

Roslee <roslee@ltm.sg>; 'motor claims Dept' <motorclaims@ltm.sg>

Subject: RE: Claim Submission - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

Without Prejudice

Hi Mandy

We acknowledge receipt of your email with LOD of even date.

We will look into it and revert to you in due course.

Thank you.

Announcement

In line with the Safe Re-opening measures, our operation remains "Business As Usual" – except most of us are on a Work-From-Home arrangement -reac
Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be

Regards

Janice Goh

Executive | Claims

EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Mandy [<mailto:mandy@ltm.sg>]

Sent: Wednesday, June 24, 2020 2:52 PM

To: Janice Goh <janice.goh@eqinsurance.com.sg>

Cc: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'venus' <venus@ltm.sg>;
Roslee <roslee@ltm.sg>; 'motor claims Dept' <motorclaims@ltm.sg>

Subject: Re: Claim Submission - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

WITHOUT PREJUDICE

Dear Janice,

In reference to the above claim, we hereby now enclosed the Letter of Demand for your necessary assessment.

Please review and revert with a proposed settlement offer soonest.

Thank you and regards,

Mandy Lim

Lim Tan Motor Pte Ltd

[www. LTM.sg](http://www.LTM.sg)

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LIM TAN MOTOR PTE LTD 林陈摩哆私人有限公司

COMPANY REGISTRATION NO: 199307277D GST REGISTRATION NO: M2-0119086-0

MAIN OFFICE / WORKSHOP

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From: Janice Goh [<mailto:janice.goh@eqinsurance.com.sg>]
Sent: Tuesday, 24 December, 2019 9:41 AM
To: Mandy <mandy@ltm.sg>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Checking Liability - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

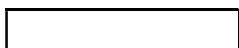
Hi Mandy

Liability is clear.

Thank you.

Janice Goh
Executive | Claims

EQ Insurance Company Limited
5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190
www.eqinsurance.com.sg



From: Mandy [<mailto:mandy@ltm.sg>]
Sent: Monday, December 16, 2019 10:54 AM
To: Janice Goh <janice.goh@eqinsurance.com.sg>
Subject: Re: Checking Liability - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

WITHOUT PREJUDICE

Hi Janice,

Pls advice on the liability.

Thank you and regards,

Mandy Lim

Lim Tan Motor Pte Ltd

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From: Janice Goh [<mailto:janice.goh@eqinsurance.com.sg>]
Sent: Wednesday, 6 November, 2019 5:05 PM
To: Mandy <mandy@ltm.sg>; assignments@lkkauto.com
Cc: 'venus' <venus@ltm.sg>
Subject: RE: Survey Request - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

Without Prejudice

Hi Mandy

Thank you for your email.
We will appoint LKK for the PRI.

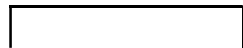
Hi LKK

Please assist to arrange TP PRI.

Thank you.

Janice Goh
Executive | Claims

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From: Mandy [<mailto:mandy@ltm.sg>]
Sent: Wednesday, November 6, 2019 4:42 PM
To: Janice Goh <janice.goh@eqinsurance.com.sg>
Cc: 'venus' <venus@ltm.sg>
Subject: RE: Survey Request - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

WITHOUT PREJUDICE (SAVE AS TO COSTS)

Dear Janice,

We will select **LKK Auto Consultants Pte Ltd.**

Thank you and regards,

Mandy Lim

Lim Tan Motor Pte Ltd

[www. LTM.sg](http://www.LTM.sg)

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From: Janice Goh [<mailto:janice.goh@eqinsurance.com.sg>]

Sent: Tuesday, 5 November, 2019 1:33 PM

To: Mandy <mandy@ltm.sg>

Cc: 'venus' <venus@ltm.sg>

Subject: RE: Survey Request - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

Without Prejudice

Save As To Costs

Dear Mandy

We refer to your letter dated 05.11.2019.

We shall be appointing our surveyor to attend to the pre-repair survey of your client’s vehicle.

Below is a list of motor surveyors in our panel. Please revert within 2 working days if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

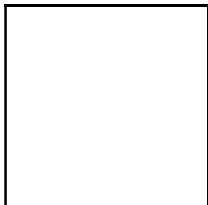
1) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155	2) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
3) LBS Automotive Appraisal Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	4) Priority Services Tel: 6293 4822 Fax: 6296 3283 Contact Person: Sharon
5) RT Appraisal Pte Ltd Tel: 6748 6076 Fax: 6748 0361 Contact Person: Elson/Elgene	6) LKK Auto Consultants Pte Ltd Tel: 6256 3561 Fax: 6741 4108
7) Kelvin Automotive Appraising Services Tel: 8182 5263 Fax: 6746 1148 Contact Person: Kelvin	8) Automotive Appraiser & Surveying Services Tel: 9662 3655 Fax: 6765 5662 Contact Person: Mr Chee
9) JP Knights Pte Ltd Tel: 6345 0068 Fax: 6344 5328	10) Appraisals Associates Pte Ltd Tel : 6747 2822 Fax: 6747 0070
11) Infiniti Appraisal Service Tel : 9668 4818/9009 9001 Fax: 6458 7432	12) Formteam Adjusters Pte Ltd Tel: 6509 1788 Fax: 6509 6221

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days. Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

Thank you.

Janice Goh
 Executive | Claims

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