

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 13 January 2020 8:47 AM
To: 'Chin'
Cc: Admin A
Subject: RE: TP Claim SJA1506C & SLQ5345R //DOA: 22/11/2019 //LKK REF: CC4/FWD19021743/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We have reviewed the matter and we are of the view that our insured in yellow box has precedence over your client. Your client should give way to our insured and not proceed into the yellow box.

Therefore, we are unable to proceed Direct Settlement for this matter.

Thank you.

"Wishing you a Happy and Prosperous New Year"



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: Chin <chin@modernautomotive.com.sg>
Sent: Friday, 3 January 2020 3:56 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: TP Claim SJA1506C & SLQ5345R //DOA: 22/11/2019 //LKK REF: CC4/FWD19021743/pa3

Dear Hsiao Tong

Please view our client's video footage and revert.

Thank you

Regards,
Grace Chin
Modern Automotive Pte Ltd
Blk 3023-A, Ubi Road 1 #01-61
Singapore 408717

Tel: 6748 4422
Fax: 6747 6720

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Tuesday, December 31, 2019 12:00 PM
To: Chin <chin@modernautomotive.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: TP Claim SJA1506C & SLQ5345R //DOA: 22/11/2019 //LKK REF: CC4/FWD19021743/pa3

Without Prejudice

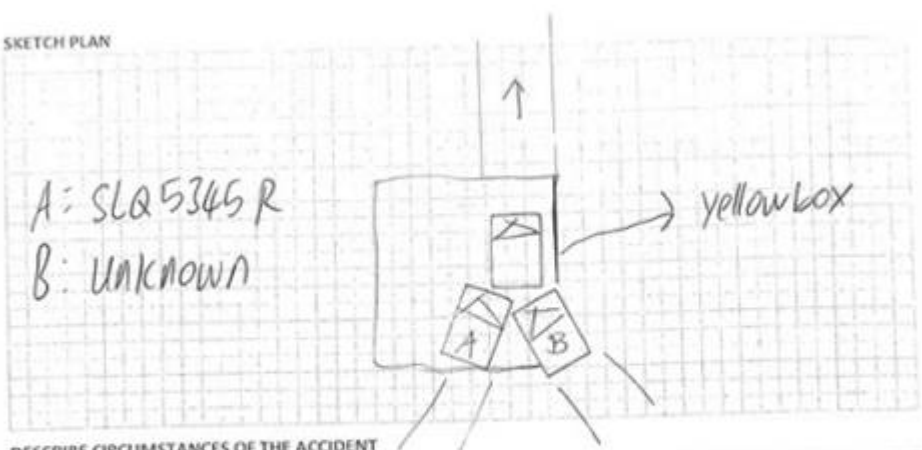
Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that liability is unclear. Attached is a copy of our insured accident report for your easy reference.

We would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

<p>SKETCH PLAN</p>  <p>A: SLQ5345R B: UNKNOWN</p> <p>yellow box</p> <p>DESCRIBE CIRCUMSTANCES OF THE ACCIDENT</p> <table border="1"><tr><td>Refer to police report: T/2019/122/7025</td></tr><tr><td> </td></tr><tr><td> </td></tr><tr><td> </td></tr></table>	Refer to police report: T/2019/122/7025			
Refer to police report: T/2019/122/7025				

Brief Details.

My car is stopped in the yellow box of the junction and another car on my right side trying to squeeze into my lane. As soon as the car in front move, i heard a bang sound at the right hand side of my car. As there is little impact felt, I did not think of stopping the car and held up the existing heavy traffic. After i reach home, i check if there is damage to my car and noticed a slight dent.

"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, and Happy New Year 2020"

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Tuesday, 31 December 2019 11:08 AM

To: venessa.chan@fwd.com; chin@modernautomotive.com.sg; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; assignments <assignments@lkkauto.com>; 'admin-a@lkkauto.com'

Cc: lionel.tan@fwd.com; motorclaims.sg@fwd.com

Subject: RE: TP Claim SJA1506C & SLQ5345R

Dear Sir/Mdm,

Thank you for the email.

Dear Hsiao Tong,

Kindly assist

FYNA Our Ref : CC4/FWD19021743/pa3



Wishes you a Merry Christmas & Happy New Year 2020

Best Regards

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: venessa.chan@fwd.com [<mailto:venessa.chan@fwd.com>]

Sent: Tuesday, 31 December 2019 10:06 AM

To: chin@modernautomotive.com.sg; 'admin-d@lkkauto.com'; 'admin-a@lkkauto.com'

Cc: lionel.tan@fwd.com; motorclaims.sg@fwd.com

Subject: TP Claim SJA1506C & SLQ5345R

Hi Nivitha,

Please revert liability as per requested.

Thank you.

Best Regards,

Venessa Chan

Administrative Assistant, Claims

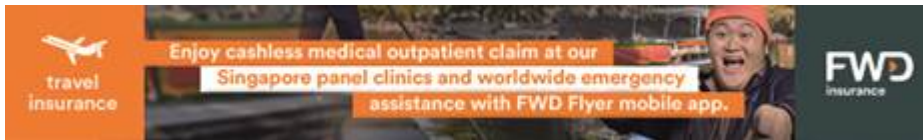


FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E venessa.chan@fwd.com

W www.fwd.com.sg



From: Chin [<mailto:chin@modernautomotive.com.sg>]

Sent: Monday, 30 December 2019 5:10 PM

To: Claims SG - SG Common

Cc: CRM and all customer engagements - SG Common

Subject: RE: TP Claim SJA1506C & SLQ5345R

Dear Sir,

We refer to the above matter.

Kindly let us have the liability of this accident.

Thank you

Regards,

Grace Chin

Modern Automotive Pte Ltd

Blk 3023-A, Ubi Road 1 #01-61

Singapore 408717

Tel: 6748 4422

Fax: 6747 6720

From: contact.sg@fwd.com [<mailto:contact.sg@fwd.com>]

Sent: Monday, December 9, 2019 5:53 PM

To: chin@modernautomotive.com.sg

Cc: service.sg@fwd.com

Subject: RE: TP Claim SJA1506C & SLQ5345R

Hi Chin,

Greetings from FWD Customer Engagement Team!

Thank you for your email notification.

I've forwarded your email to our Motor Claims Team for assessment.

Claims take an average of 14 working days to complete and might be longer depending on complexity of the claim.

The officer-in-charge will be in touch with you if they require any other requirement and/or clarification on the claim process.

You can reach our claims department at claims.sg@fwd.com to follow up on your enquiry.

Hope the above clarifies!

If you require further assistance or have any other questions, please contact us by clicking any of the contact options below. We'll be happy to help.

Have an awesome day ahead.

Yours in Service,

Sasha

Customer Engagement Team

www.fwd.com.sg



Our friendly customer service team is just a click away



[Email Us](#)



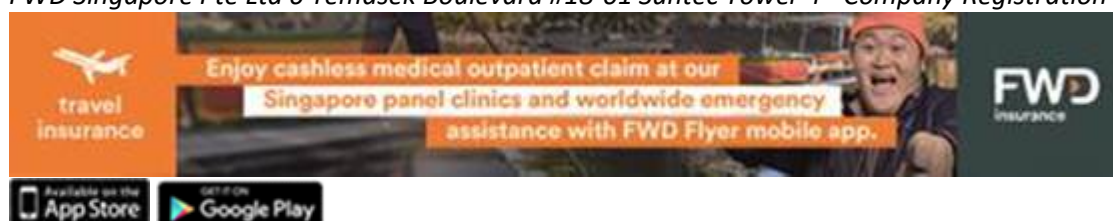
[6820 8888](tel:68208888)



[Call Me Back](#)

Our Customer Service hotline normal operating hours are from 9am to 10pm on Monday to Friday and 9am to 1pm on Saturday. We are closed on Sunday and public holiday.

FWD Singapore Pte Ltd 6 Temasek Boulevard #18-01 Suntec Tower 4 - Company Registration No. 200501737H.



From: Chin [<mailto:chin@modernautomotive.com.sg>]

Sent: Thursday, December 5, 2019 5:15 PM

To: SG Corporate Contact

Subject: Re: TP Claim SJA1506C & SLQ5345R

Dear Sir

We refer to the above matter.

Kindly advise liability and arrange survey our client vehicle as follow:

Your Insured: SLQ5345R

Our Insured: SJA1506C

DOA: 22.11.2019

We enclosed herewith our client's report for your perusal and please revert.

Thank you

Regards,
Grace Chin
Modern Automotive Pte Ltd
Blk 3023-A, Ubi Road 1 #01-61
Singapore 408717

Tel: 6748 4422

Fax: 6747 6720

ATTENTION:

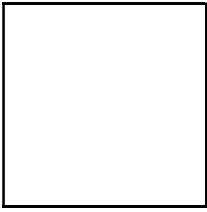
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