

Re: Acceptance of offer Re: Accident on 13/12/2019 involving SHB 5285G & GBJ 7330A (EQ's insured) Our Ref: TAX/12/19/2066/lg * LKK REF: CC3/EQI19022187/Qpb3**

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

Fri 7/8/2020 9:29 AM

To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>

 1 attachments (186 KB)

ATA_SHB5285G.pdf;

Without Prejudice

Hi Lee Gek,

Thank you for your email.

We confirm settlement at g/s \$5,550.00(all-in).

Please duly sign the document enclosed and return to us for our closure. Thanks.

"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: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>

Sent: Thursday, 6 August 2020 2:09 PM

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

Subject: Acceptance of offer Re: Accident on 13/12/2019 involving SHB 5285G & GBJ 7330A (EQ's insured) Our Ref: TAX/12/19/2066/lg *** LKK REF: CC3/EQI19022187/Qpb3

Dear Hsiao Tong,

As spoken today, we confirm settlement at \$5,550.00 (all in). Please let us have EQ's cheque for the said sum payable to **SMRT TAXIS PTE LTD**. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Thursday, 6 August, 2020 12:39 PM
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Subject: Re: URGENT / FINAL REMINDER Re: Accident on 13/12/2019 involving SHB 5285G & GBJ 7330A (EQ's insured) Our Ref: TAX/12/19/2066/lg *** LKK REF: CC3/EQI19022187/Qpb3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of **\$5,450.00(all-in)**.

Please confirm acceptance.

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Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108

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

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 23 July 2020 5:09 PM
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Subject: RE: URGENT / FINAL REMINDER Re: Accident on 13/12/2019 involving SHB 5285G & GBJ 7330A (EQ's insured) Our Ref: TAX/12/19/2066/lg *** LKK REF: CC3/EQI19022187/Qpb3

Without Prejudice

Hi Lee Gek,

For an update, we have just received our insured accident report(see attached).

We are looking into the matter and will get back to you asap.

Thank you.

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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: Tuesday, 7 July 2020 2:04 PM

To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>

Subject: RE: URGENT / FINAL REMINDER Re: Accident on 13/12/2019 involving SHB 5285G & GBJ 7330A (EQ's insured) Our Ref: TAX/12/19/2066/lg *** LKK REF: CC3/EQI19022187/Qpb3

Without Prejudice

Dear Lee Gek,

Please be informed that we are still pending for our insured accident report.

We are following up with EQ and will get back to you asap.

Thanks.

“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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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: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>

Sent: Monday, 6 July 2020 5:26 PM

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

Subject: URGENT / FINAL REMINDER Re: Accident on 13/12/2019 involving SHB 5285G & GBJ 7330A (EQ's insured) Our Ref: TAX/12/19/2066/lg *** LKK REF: CC3/EQI19022187/Qpb3

**URGENT
FINAL REMINDER**

Dear Hsiao Tong,

Since we have provided the evidence, please let us have your offer by **13th July 2020** if your insured has reported the accident, otherwise please let us know if your principal has repudiated liability so that we pursue our claim. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

Sent: Friday, 8 May 2020 9:29 AM

To: Hsiao Tong (LKKAuto)

Subject: URGENT / 2nd REMINDER Re: Accident on 13/12/2019 involving SHB 5285G & GBJ 7330A (EQ's insured) Our Ref: TAX/12/19/2066/lg *** LKK REF: CC3/EQI19022187/Qpb3

**URGENT
2ND REMINDER**

Dear Hsiao Tong,

We attach the scene photo and video footage for your perusal.

Please let us know by **15th May 2020** if your insured has reported the accident. If not, please let us know if your principal has repudiated liability in order to us to seek legal recourse. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)
Claims Department
SMRT Automotive Services Pte Ltd



From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Wednesday, April 22, 2020 9:53 AM
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Subject: Re: URGENT / REMINDER Re: Accident on 13/12/2019 involving SHB 5285G & GBJ 7330A (EQ's insured)
Our Ref: TAX/12/19/2066/lg *** LKK REF: CC3/EQI19022187/Qpb3

Without Prejudice

Dear Lee Gek,

Please be informed that we are still pending for our insured accident report.

We are following up with EQ and will get back to you asap.

Thanks.

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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: 6256 3561 | email: chewht@lkkauto.com | fax: 6741 4108

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

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Tuesday, 21 April 2020 6:05 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: URGENT / REMINDER Re: Accident on 13/12/2019 involving SHB 5285G & GBJ 7330A (EQ's insured) Our Ref: TAX/12/19/2066/lg *** LKK REF: CC3/EQI19022187/Qpb3

**URGENT
REMINDER**

Dear Hsiao Tong,

Please let us have your offer by **29th April 2020**. Thanks

Regards
Tan Lee Gek (DID: 6556 3548)
Claims Department
SMRT Automotive Services Pte Ltd



From: Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]
Sent: Thursday, 23 January 2020 6:39 PM
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis); Hsiao Tong (LKKAUTO)
Cc: CS A Team; Admin A
Subject: RE: LOD Re: Accident on 13/12/2019 involving SHB 5285G & GBJ 7330A (EQ's insured) Our Ref: TAX/12/19/2066/Ig *** LKK REF: CC3/EQI19022187/Qpb3

Dear Sir / Madam,

Thank you for your email.

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

Hi Hsiao Tong,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

"Wishing you a Happy and Prosperous Lunar New Year"



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)

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Thursday, 23 January, 2020 4:04 PM
To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: LOD Re: Accident on 13/12/2019 involving SHB 5285G & GBJ 7330A (EQ's insured) Our Ref: TAX/12/19/2066/Ig

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$4638.42
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Loss of Rental	\$1087.65 (9.5 days x \$114.49)
Loss of Income	\$570.00 (9.5 day x \$60.00)
LTA Search Fee	\$7.00
Total	\$6303.07

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) LTA search
- 6) Letter of Authorisation
- 7) Video footage

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd

