Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)

Sent: Thursday, 1 October 2020 9:43 AM

To: 'Catherine Chong Kai Ling'

Cc: Admin A; 'Ramesh'; 'Brian Eng Kwok Long'

Subject: RE: TP claim - Accident case between YQ 758 L & GBC3994Y (your insured) on

22/12/2019 at 0920hrs along Tampines North Drive 2 *** LKK REF:

CC4/III19022848/R1pa3

Attachments: DV_YQ758L.pdf

Without Prejudice

Hi Catherine,

As discussed, we are prepared to improve our offer at \$555.35(all-in).

If our offer is acceptable by your client, please duly sign the DV enclosed and return together with the following document to us (LKK) for our necessary action: -

Authorisation to Act signed by your client, OES CONSTUCTION PTE LTD.

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."

Best Regards,

S(408933)

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 |

From: Hsiao Tong (LKKAuto)

Sent: Tuesday, 29 September 2020 9:27 AM

To: 'Catherine Chong Kai Ling' <CatherineChongKL@goldbell.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Brian Eng Kwok Long

<EngKwokLong@goldbell.com.sg>

Subject: RE: TP claim - Accident case between YQ 758 L & GBC3994Y (your insured) on 22/12/2019 at 0920hrs along Tampines North Drive 2 *** LKK REF: CC4/III19022848/R1pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of \$550.00(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 | Fax: 6741 4108 HQ: Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Catherine Chong Kai Ling < CatherineChongKL@goldbell.com.sg>

Sent: Thursday, 24 September 2020 1:41 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Brian Eng Kwok Long

<<u>EngKwokLong@goldbell.com.sg</u>>

Subject: RE: TP claim - Accident case between YQ 758 L & GBC3994Y (your insured) on 22/12/2019 at 0920hrs along Tampines North Drive 2 *** LKK REF: CC4/III19022848/R1pa3

Dear Ms. Hsiao Tong,

Kindly check any update for this case?

Till date I not yet receive workshop discharge voucher (release voucher).

Thank you.

NOTICE:

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delays are to be expected for handling hardcopy documents.

All correspondence should be made via email instead. Any inconvenience caused is much regretted.



GOLDBELL Catherine Chong Kai Ling | Goldbell Engineering Pte Ltd
Customer Service Advisor, Motor Claims

DID: | Tel: +65 6861 0007 | Fax: |

Industrial Vehicles. Financial Services. Mobile: 9736 1300 |

Industrial Vehicles. Financial Service
41,000 Served. And Counting.

From: Hsiao Tong (LKKAuto) < chewht@lkkauto.com Sent: Wednesday, September 9, 2020 11:02 AM

To: Catherine Chong Kai Ling < CatherineChongKL@goldbell.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Brian Eng Kwok Long

<EngKwokLong@goldbell.com.sg>

Subject: RE: TP claim - Accident case between YQ 758 L & GBC3994Y (your insured) on 22/12/2019 at 0920hrs along Tampines North Drive 2 *** LKK REF: CC4/III19022848/R1pa3

Without Prejudice

Dear Sirs/Mdm,

We acknowledge receipt of your email dated 09/09/2020.

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

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: Catherine Chong Kai Ling < CatherineChongKL@goldbell.com.sg>

Sent: Wednesday, 9 September 2020 9:31 AM **To:** Hsiao Tong (LKKAuto) < chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Brian Eng Kwok Long

<EngKwokLong@goldbell.com.sg>

Subject: RE: TP claim - Accident case between YQ 758 L & GBC3994Y (your insured) on 22/12/2019 at 0920hrs along Tampines North Drive 2 *** LKK REF: CC4/III19022848/R1pa3

Dear Ms. Hsiao Tong,

We have attached above our Letter of Demand and rest necessary documents.

Kindly assist send us workshop discharge voucher (release voucher).

Thank you.

NOTICE:

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delays are to be expected for handling hardcopy documents.

All correspondence should be made via email instead. Any inconvenience caused is much regretted.



GOLDBELL Catherine Chong Kai Ling | Goldbell Engineering Pte Ltd
Customer Service Advisor, Motor Claims

DID: | Tel: +65 6861 0007 | Fax: |

Mobile: 9736 1300 |

Industrial Vehicles. Financial Services. 41,000 Served. And Counting. From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Monday, 27 July 2020 5:13 PM

To: Brian Eng Kwok Long < EngKwokLong@goldbell.com.sg>

Cc: Ramesh < Ramesh@goldbell.com.sg >; Kon Yin Siew < KonYinSiew@goldbell.com.sg >; Admin A < admin-a@lkkauto.com >; Soo

Leong Keat < SooLeongKeat@goldbell.com.sg >

Subject: RE: TP claim - Accident case between YQ 758 L & GBC3994Y (your insured) on 22/12/2019 at 0920hrs along Tampines

North Drive 2 *** LKK REF: CC4/III19022848/R1pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

Any updates? 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 (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: Brian Eng Kwok Long < EngKwokLong@goldbell.com.sg>

Sent: Monday, 13 April 2020 9:32 AM

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

Cc: Ramesh < Ramesh@goldbell.com.sg>; Kon Yin Siew < KonYinSiew@goldbell.com.sg>; Admin A < admin-

a@lkkauto.com>; Soo Leong Keat <<u>SooLeongKeat@goldbell.com.sg</u>>

Subject: Re: TP claim - Accident case between YQ 758 L & GBC3994Y (your insured) on 22/12/2019 at 0920hrs along

Tampines North Drive 2 *** LKK REF: CC4/III19022848/R1pa3

Hi Hsiao Tong,

My client will still pursue for claims, please put on hold until further notice.

Thanks and Best Regards,

NOTICE:

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delays are to

be expected for handling hardcopy documents. All correspondence should be made via email instead. Any inconvenience caused is much regretted.



Brian Eng Kwok Long | Goldbell Engineering Pte Ltd

Customer Service Advisor, Motor Claims

Industrial Vehicles. Financial Services. 41,000 Served. And Counting. Mobile: 1

DID: +65 6864 0637 | Tel: +65 6861 0007 | Fax: +65 6863 0425 | Mobile: +65 9755 7336 |

×
From: Hsiao Tong (LKKAuto) < chewht@lkkauto.com > Sent: Sunday, 12 April 2020 11:54 AM To: Brian Eng Kwok Long < EngKwokLong@goldbell.com.sg > Cc: Ramesh < Ramesh@goldbell.com.sg >; Kon Yin Siew < KonYinSiew@goldbell.com.sg >; Admin A < admina@lkkauto.com >; Soo Leong Keat < SooLeongKeat@goldbell.com.sg > Subject: Re: TP claim - Accident case between YQ 758 L & GBC3994Y (your insured) on 22/12/2019 at 0920hrs along Tampines North Drive 2 *** LKK REF: CC4/III19022848/R1pa3
Without Prejudice
Dear Sirs/Mdm,
We refer to our below email.
Kindly advise if your client is still pursuing third party claim against our insured / M/s India International Insurance Pte Ltd. If so, kindly forward the LOD and all supporting documents to us if available for our further action.
Please respond and let us know within 10 days from the date of this e-mail. Otherwise, we will proceed to close file at our end.
and the first section with the section and section and control man proceed to close the section.
Thank you.

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."

"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

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**

from this negotiation of terms/settlement.

Phone: 6256 3561 | 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, 9 January 2020 9:57 AM

To: Brian Eng Kwok Long < EngKwokLong@goldbell.com.sg>

Cc: Ramesh < <u>Ramesh@goldbell.com.sg</u>>; Kon Yin Siew < <u>KonYinSiew@goldbell.com.sg</u>>; Admin A < <u>admin-</u>

a@lkkauto.com>; Soo Leong Keat <<u>SooLeongKeat@goldbell.com.sg</u>>

Subject: RE: TP claim - Accident case between YQ 758 L & GBC3994Y (your insured) on 22/12/2019 at 0920hrs along

Tampines North Drive 2 *** LKK REF: CC4/III19022848/R1pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We are of the opinion that this is a case of conflicting versions. There is no concrete evidence(ie: Video footage) yet to support either party's version.

Strictly without admission of liability whatever, but with a view towards a resolutions of your client's claim in the above matter without resort to litigation, we propose 50% towards your client's claim. 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."

"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: <u>chewht@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Thursday, 2 January 2020 6:53 PM

Subject: RE: TP claim - Accident case between YQ 758 L & GBC3994Y (your insured) on 22/12/2019 at 0920hrs along Tampines North Drive 2 *** LKK REF: CC4/III19022848/R1pa3

<u>'WITHOUT PREJUDICE'</u> SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

Please refer to the below OI's sketch plan and statement.

Date of accident: My Vehicle A: SKETCH PLAN	22/12/19 GBC39944	Time:10: 26 Vehicle B:	Location:_ YQ 753 L	Vehicle C:
		.**.	(A) (B)	1 900 3994Y
ESCRIBE CIRCUMST	ANCES OF THE A	CCIDENT	B	140.7581
Rese	to the an	rached.		

Statement of accident/incident:

On 32/12/19 of 10 36 on I was deviced a completed tood off tow pives Ave II and about to turn to the side office I reproduced to turn before the side office the side of the side

Please provide us the following.

• PIR result (if any)

Please note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

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)

From: Brian Eng Kwok Long < EngKwokLong@goldbell.com.sg>

Sent: Thursday, 2 January, 2020 4:43 PM **To:** Shu Pei (LKKAuto) <<u>shupei@lkkauto.com</u>>

Cc: Ramesh < Ramesh@goldbell.com.sg>; Kon Yin Siew < KonYinSiew@goldbell.com.sg>; Admin A < admin-

a@lkkauto.com>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>

Subject: Re: TP claim - Accident case between YQ 758 L & GBC3994Y (your insured) on 22/12/2019 at 0920hrs along

Tampines North Drive 2

Dear Shu Pei,

Please assist on liability.

Thanks and Best regards,



From: Soo Leong Keat <SooLeongKeat@goldbell.com.sg>

Sent: Monday, 30 December 2019 4:42 PM

To: shupei@lkkauto.com <shupei@lkkauto.com>

Cc: Ramesh < Ramesh@goldbell.com.sg>; Kon Yin Siew < KonYinSiew@goldbell.com.sg>; Brian Eng Kwok Long < EngKwokLong@goldbell.com.sg>; admin-a@lkkauto.com < admin-a@lkkauto.com>

Subject: RE: TP claim - Accident case between YQ 758 L & GBC3994Y (your insured) on 22/12/2019 at 0920hrs along Tampines North Drive 2

Dear Shu Pei

Kindly file attached scene photo	S.			
As spoken, your insured seems to make a U-turn and hit onto my customer right portion.				
I would like to have your good view on the case above.				
Thank you.				
Regards,				
×	Soo Leong Keat Goldbell Engineering Pte Ltd Customer Service Advisor, Motor Claims			
	DID: +65 6844 2475 Tel: +65 6861 0007 Fax: Mobile: +65 9739 7127 Address: Goldbell Engineering Pte Ltd (Paya Ubi) 53 Ubi Ave 1 #01-23 Paya Ubi Industrial Park Singapore 408934			
Notice top over a fallow. York we have made control offer the late of the late of the control and and				
From: Soo Leong Keat Sent: Monday, December 30, 2019 2:40 PM To: shupei@lkkauto.com Cc: Ramesh < Ramesh@goldbell.com.sg>; Kon Yin Siew < KonYinSiew@goldbell.com.sg>; Brian Eng Kwok Long < EngKwokLong@goldbell.com.sg>; admin-a@lkkauto.com Subject: RE: TP claim - Accident case between YQ 758 L & GBC3994Y (your insured) on 22/12/2019 at 0920hrs along Tampines North Drive 2 Importance: High				
Dear Shu Pei				
Did your insured reported?				
Kindly advise the liability for the	case above.			

Thank you.			
Regards,			
	Soo Leong Keat Goldbell Engineering Pte Ltd Customer Service Advisor, Motor Claims DID: +65 6844 2475 Tel: +65 6861 0007 Fax:		
	Mobile: +65 9739 7127 Address: Goldbell Engineering Pte Ltd (Paya Ubi) 53 Ubi Ave 1 #01-23 Paya Ubi Industrial Park Singapore 408934		
This is apparent in the falling this to make a seed of a fall to be falled a price of a fall to be a fall to			
×			
From: Soo Leong Keat Sent: Thursday, December 26, 2019 12:00 PM To: Motor Claim - III < motorclaim@iii.com.sg> Cc: Ramesh < Ramesh@goldbell.com.sg>; Kon Yin Siew < KonYinSiew@goldbell.com.sg>; Brian Eng Kwok Long < EngKwokLong@goldbell.com.sg> Subject: RE: TP claim - Accident case between YQ 758 L & GBC3994Y (your insured) on 22/12/2019 at 0920hrs along Tampines North Drive 2			
Dear Stanley			
We would like to choose LKK Auto Consultants Pte Ltd to survey.			
We don't have Audatex System.			
Thank you.			
Regards,			

Soo Leong Keat | Goldbell Engineering Pte Ltd Customer Service Advisor, Motor Claims DID: +65 6844 2475 | Tel: +65 6861 0007 | Fax: | Mobile: +65 9739 7127 | Address: Goldbell Engineering Pte Ltd (Paya Ubi) 53 Ubi Ave 1 #01-23 Paya Ubi Industrial Park Singapore 408934

•	The first all regular control in deployed. The first op financial control is control in the cont
^	

From: Motor Claim - III < motorclaim@iii.com.sg > Sent: Thursday, December 26, 2019 11:40 AM

To: Soo Leong Keat <SooLeongKeat@goldbell.com.sg>

Cc: Ramesh < Ramesh@goldbell.com.sg >; Kon Yin Siew < KonYinSiew@goldbell.com.sg >; Brian Eng Kwok Long < EngKwokLong@goldbell.com.sg >

Subject: RE: TP claim - Accident case between YQ 758 L & GBC3994Y (your insured) on 22/12/2019 at 0920hrs along

Tampines North Drive 2

ACCIDENT ON 22/12/2019 INVOLVING GBC3994Y (III) & YQ758L

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- Automobile Inspection Services Pte Ltd
- VP Appraisal
- Form Team Adjusters Pte Ltd
- Infiniti Appraisal Service
- JP Knights Adjusters
- LBS Auto Consultants Pte Ltd
- Priority Services
- RT Appraisal
- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

We have started using Audatex since 1st Dec 2019.

Please submit your estimate/quotation through Audatex so that our surveyors can make the adjustments according.

Warmest regards,

Stanley Lai

Motor & Work Injury Claims Department India International Insurance Pte Ltd

64 Cecil Street, IOB Building, Level 5 Singapore 049711

Tel: 6347 6100 Ext 206 Fax: 6224 4174

S&P 'A-' rated Company



From: Soo Leong Keat [mailto:SooLeongKeat@goldbell.com.sg]

Sent: Thursday, 26 December, 2019 10:30 AM **To:** Motor Claim - III < motorclaim@iii.com.sg>

Cc: Ramesh < Ramesh@goldbell.com.sg >; Kon Yin Siew < KonYinSiew@goldbell.com.sg >; Brian Eng Kwok Long

<EngKwokLong@goldbell.com.sg>

Subject: RE: TP claim - Accident case between YQ 758 L & GBC3994Y (your insured) on 22/12/2019 at 0920hrs along

Tampines North Drive 2 **Importance:** High

Dear Sir/Madam

Kindly file attached GIA report and estimate report.

Thank you.

Regards,

National and which below to internal county and the behind person hand and	Soo Leong Keat Goldbell Engineering Pte Ltd Customer Service Advisor, Motor Claims
	DID: +65 6844 2475 Tel: +65 6861 0007 Fax: Mobile: +65 9739 7127 Address: Goldbell Engineering Pte Ltd (Paya Ubi) 53 Ubi Ave 1 #01-23 Paya Ubi Industrial Park Singapore 408934

×

From: Brian Eng Kwok Long < EngKwokLong@goldbell.com.sg>

Sent: Monday, December 23, 2019 9:37 PM **To:** Motor Claim - III < motorclaim@iii.com.sg>

Cc: Ramesh < <u>Ramesh@goldbell.com.sg</u>>; Kon Yin Siew < <u>KonYinSiew@goldbell.com.sg</u>>; Soo Leong Keat

<<u>SooLeongKeat@goldbell.com.sg</u>>

 $\textbf{Subject:} \ \textbf{TP claim - Accident case between YQ 758 L \& GBC3994Y (your insured) on 22/12/2019 at 0920 hrs along a constant of the property of the proper$

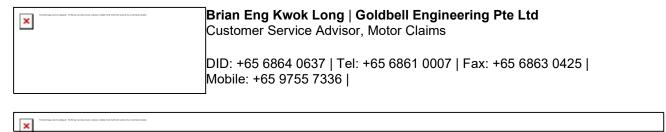
Tampines North Drive 2

Dear Sir/Madam,

Kindly refer to the attached above.

Please arrange for survey.

Thanks & Best Regards,



Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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It may contain confidential and/or legally privileged information.

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