

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 18 August 2020 8:24 AM
To: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)
Cc: Admin A; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)
Subject: RE: OUR REF:BUS/12/19/5039 - ACCIDENT ON 23/12/19 INVOLVING SG5774E AND FBL2843J ALONG BUKIT PANJANG ROAD (AFTER BS:44259-BLK 183)
Attachments: ATA_SG5774E.pdf

Without Prejudice

Hi Patrick,

Thank you for your email.

We confirm settlement at g/s \$1,750.00(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 (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 Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>
Sent: Friday, 14 August 2020 5:06 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>
Subject: RE: OUR REF:BUS/12/19/5039 - ACCIDENT ON 23/12/19 INVOLVING SG5774E AND FBL2843J ALONG BUKIT PANJANG ROAD (AFTER BS:44259-BLK 183)

WITHOUT PREJUDICE

Dear Hsiao Tong

We accept your offer of \$1,750.00 (all in)
Kindly let us have your DV soon, thanks.

Regards,

Patrick Tan

Claims and Insurance Agency

Direct line +65 6556 3522 | tanweiteck@smrt.com.sg

6 Ang Mo Kio Street 62

Singapore 569140

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

Sent: Monday, August 3, 2020 8:38 AM

To: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)

Cc: Admin A; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)

Subject: Re: OUR REF:BUS/12/19/5039 - ACCIDENT ON 23/12/19 INVOLVING SG5774E AND FBL2843J ALONG BUKIT PANJANG ROAD (AFTER BS:44259-BLK 183)

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

We propose settlement at a global sum of **\$1,750.00(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.

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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 Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>

Sent: Wednesday, 29 July 2020 4:28 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Subject: RE: OUR REF:BUS/12/19/5039 - ACCIDENT ON 23/12/19 INVOLVING SG5774E AND FBL2843J ALONG BUKIT PANJANG ROAD (AFTER BS:44259-BLK 183)

WITHOUT PREJUDICE

Dear Hsiao Tong

Thank you for your offer but regret that we are unable to accept.
Purely for an amicable settlement, we are prepared to accept as follows:-

Cost of repair	\$ 1,350.00
Loss of use (1.5 days @ \$320.00/day)	\$ 460.00
LTA search fee	\$ 7.00
Total	\$ 1,817.00

Kindly let us have your DV if there is a settlement, thanks.

Regards,

Patrick Tan

Claims and Insurance Agency

Direct line +65 6556 3522 | tanweiteck@smrt.com.sg

6 Ang Mo Kio Street 62

Singapore 569140

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

Sent: Thursday, July 23, 2020 12:53 PM

To: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)

Cc: Admin A; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)

Subject: RE: OUR REF:BUS/12/19/5039 - ACCIDENT ON 23/12/19 INVOLVING SG5774E AND FBL2843J ALONG BUKIT PANJANG ROAD (AFTER BS:44259-BLK 183)

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

We propose settlement at a global sum of **\$1,600.00(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.

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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: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>

Sent: Friday, 17 July 2020 3:43 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Subject: RE: OUR REF:BUS/12/19/5039 - ACCIDENT ON 23/12/19 INVOLVING SG5774E AND FBL2843J ALONG BUKIT PANJANG ROAD (AFTER BS:44259-BLK 183)

WITHOUT PREJUDICE

Dear Hsiao Tong,

We refer to the above matter.

Your insured accident report stated that he found a scratch on his bike rear box as such his bike could have accidentally hit our bus and caused the tail light to crack.

Attached a copy of our video footage for your viewing and the VF clearly shown that the accident did occurred.

As liability is clear kindly let us have your offer to settle our claim soon, thanks.

Regards,

Patrick Tan

Claims and Insurance Agency

Direct line +65 6556 3522 | tanweiteck@smrt.com.sg

6 Ang Mo Kio Street 62

Singapore 569140

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

Sent: Wednesday, July 8, 2020 8:47 AM

To: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)

Cc: Admin A; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)

Subject: RE: OUR REF:BUS/12/19/5039 - ACCIDENT ON 23/12/19 INVOLVING SG5774E AND FBL2843J ALONG BUKIT PANJANG ROAD (AFTER BS:44259-BLK 183)

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that liability is unclear as our insured is not aware of the accident/collision happened on 23/12/2019. Attached is a copy of our insured accident report for your easy reference.

As per EQ instruction, we would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

“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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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 Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>

Sent: Wednesday, 3 June 2020 3:22 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Subject: RE: OUR REF:BUS/12/19/5039 - ACCIDENT ON 23/12/19 INVOLVING SG5774E AND FBL2843J ALONG BUKIT PANJANG ROAD (AFTER BS:44259-BLK 183)

WITHOUT PREJUDICE

Dear Hsiao Tong,

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SG5774E. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$1,350.00
Loss of Use	\$525.00 (1.5 days x \$350.00)
LTA search fee	\$7.00
Total	\$1,882.00

We enclose the following documents,

- 1) 1) Repair Invoice
- 2) 2) GIA report
- 3) LTA Search

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.

Regards,

Patrick Tan

Claims and Insurance Agency
Direct line +65 6556 3522 | tanweiteck@smrt.com.sg
6 Ang Mo Kio Street 62
Singapore 569140

From: Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]
Sent: Wednesday, March 4, 2020 3:32 PM
To: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses); Hsiao Tong (LKKAuto)
Cc: Admin A; CS A Team; Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA); Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses); Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses); Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)
Subject: FW: OUR REF:BUS/12/19/5039 - ACCIDENT ON 23/12/19 INVOLVING SG5774E AND FBL2843J ALONG BUKIT PANJANG ROAD (AFTER BS:44259-BLK 183)

Without Prejudice

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,

FYNA, our ref CC3/EQI20000081/Qpa3

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 (Ext:119) Email: SuLi@lkkauto.com Fax: 67414108

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

From: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses) [<mailto:OngHuaYen@smrt.com.sg>]
Sent: Wednesday, 4 March 2020 2:10 PM
To: Admin A; CS A Team
Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA); Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims &

IA/Buses); Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses); Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)

Subject: OUR REF:BUS/12/19/5039 - ACCIDENT ON 23/12/19 INVOLVING SG5774E AND FBL2843J ALONG BUKIT PANJANG ROAD (AFTER BS:44259-BLK 183)

Dear Sirs,

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Total	\$1,882.00

We enclose the following documents,

- 1) 1) Repair Invoice
- 2) 2) GIA report
- 3) LTA Search

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