

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 17 September 2020 12:36 PM
To: Songcuan JR Lauro Araos
Cc: Andre Chow En De; Loi Ai Ting; Jojo Cheng; Don Bong Kiong Hua
Subject: RE: SLQ2487J (CIT) - FINALIZE TP CLAIM (INDIA) //LKK REF: CC4/III20000111/R1ps3
Attachments: DV_SLQ2487J.pdf

Without Prejudice

Dear Sirs/Mdm,

Thank you for your acceptance.

Please duly sign the DV enclosed and return it in colour via email to us(LKK) for our necessary action.

"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: Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>

Sent: Wednesday, 16 September 2020 9:31 AM

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

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Subject: RE: SLQ2487J (CIT) - FINALIZE TP CLAIM (INDIA) //LKK REF: CC4/III20000111/R1ps3

Dear Ms. Chew,

We accept your offer of **\$ 20,506.51**

Kindly send to me the DV for workshop endorsement.

Thank you so much.

Best regards,



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4658 • F: +65 6565 1240 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

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

Sent: 18 August 2020 02:40 PM

To: Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Subject: RE: SLQ2487J (CIT) - FINALIZE TP CLAIM (INDIA) //LKK REF: CC4/III20000111/R1ps3

This email was sent from outside of your organisation

Without Prejudice

Dear Sirs/Mdm,

We refer to our email dated 03 July 2020.

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.

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, 3 July 2020 10:27 AM
To: Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Subject: RE: SLQ2487J (CIT) - FINALIZE TP CLAIM (INDIA) //LKK REF: CC4/III20000111/R1ps3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 19,215.06
2. Loss of Rental(12days x \$100.00)(w/GST)	\$ 1,284.00
3. LTA/GIA Search Fee	\$ 7.45
Total	\$ 20,506.51

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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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: Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>
Sent: Monday, 22 June 2020 2:04 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Subject: RE: SLQ2487J (CIT) - FINALIZE TP CLAIM (INDIA) //LKK REF: CC4/III20000111/R1ps3

Dear Hsiao Tong Chew,

Pls. refer to attached LOD.

Our customer claims as follows.

Cost of repair	\$ 19,215.06
Loss of rental	\$ 3,980.40 (\$128.40 x 31 days)
LTA search fee	\$ 7.45

Total	\$ 23,202.91

Appreciate if you could quantify your offer of settlement the soonest possible.

Thank you so much.

Best regards,

Larry Songcuan
Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4658 • F: +65 6565 1240 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

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

Sent: 30 May 2020 08:19 PM

To: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua
<kionghua.bong@cyclecarriage.com.sg>

Cc: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Coco Lu Ting
<coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit
<kevin.leong@cyclecarriage.com.sg>; Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>; Admin A
<admin-a@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Subject: Re: SLQ2487J (CIT) - FINALIZE TP CLAIM (INDIA) //LKK REF: CC4/III20000111/R1ps3

This email was sent from outside of your organisation

REMINDER

Without Prejudice

Dear Sirs/Mdm,

Further to our below email.

Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Please note that all the finalisation subject to insurer approval.

"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: 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) <chewht@lkkauto.com>
Sent: Thursday, 23 April 2020 8:29 AM
To: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Cc: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>
Subject: Re: SLQ2487J (CIT) - FINALIZE TP CLAIM (INDIA) //LKK REF: CC4/III20000111/R1ps3

Without Prejudice

Dear Sirs/Mdm,

Further to our below email.

Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

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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: Rasul (LKKAuto) <Rasul@lkkauto.com>
Sent: Tuesday, 7 April 2020 2:18 PM

To: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Cc: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: RE: SLQ2487J (CIT) - FINALIZE TP CLAIM (INDIA)

Hi Andre,

Finalised amount of \$ 17,958 / 9 days is confirmed

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

From: Andre Chow En De [<mailto:andre.chow@cyclecarriage.com.sg>]
Sent: Friday, 3 April, 2020 9:58 AM
To: Don Bong Kiong Hua; Rasul (LKKAUTO)
Cc: Loi Ai Ting; Jojo Cheng; Coco Lu Ting; Edwin Abcede Caina; Kevin Leong Wai Kit; Songcuan JR Lauro Araos
Subject: RE: SLQ2487J (CIT) - FINALIZE TP CLAIM (INDIA)

Hi Rasul,

Amount confirmed?

Regards
Andre

From: Don Bong Kiong Hua
Sent: Wednesday, 25 March 2020 4:45 PM
To: Rasul (LKKAUTO) <Rasul@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>
Subject: RE: SLQ2487J (CIT) - FINALIZE TP CLAIM (INDIA)
Importance: High

FYI

From: Rasul (LKKAUTO) [<mailto:Rasul@lkkauto.com>]
Sent: Wednesday, 25 March 2020 3:56 PM
To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Coco Lu Ting

<coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>
Subject: RE: SLQ2487J (CIT) - FINALIZE TP CLAIM (INDIA)

This email was sent from outside of your organisation

Hi Don,

The labour to REMOVE AND INSTALL FUEL TANK TO FACILITATE REPAIR WORK is not necessary.

Anyway no photo taken by Taufikh or steve.

Kindly check

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

From: Don Bong Kiong Hua [<mailto:kionghua.bong@cyclecarriage.com.sg>]

Sent: Wednesday, 25 March, 2020 3:37 PM

To: Rasul (LKKAuto)

Cc: Andre Chow En De; Loi Ai Ting; Jojo Cheng; Coco Lu Ting; Edwin Abcede Caina; Kevin Leong Wai Kit; Songcuan JR Lauro Araos

Subject: RE: SLQ2487J (CIT) - FINALIZE TP CLAIM (INDIA)

Importance: High

Hi Rasul,

Supplementary parts already taken photo by Surveyor Taufikh & Surveyor Steve.

Please get photos from them. Thanks

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



Exceptional Journeys

From: Rasul (LKKAuto) [<mailto:Rasul@lkkauto.com>]
Sent: Wednesday, 25 March 2020 3:31 PM
To: Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Subject: RE: SLQ2487J (CIT) - FINALIZE TP CLAIM (INDIA)

This email was sent from outside of your organisation

Hi Lauro,

Sorry, kindly show me the photos of the supplementary item

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Save the Earth. Print only when necessary.

From: Rasul (LKKAuto)
Sent: Wednesday, 25 March, 2020 3:27 PM
To: Songcuan JR Lauro Araos
Cc: Andre Chow En De; Loi Ai Ting; Jojo Cheng; Don Bong Kiong Hua
Subject: RE: SLQ2487J (CIT) - FINALIZE TP CLAIM (INDIA)

Hi Lauro,

Which photos shows the bulkhead?

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Save the Earth. Print only when necessary.

From: Rasul (LKKAuto)
Sent: Wednesday, 25 March, 2020 3:17 PM

To: Songcuan JR Lauro Araos
Cc: Andre Chow En De; Loi Ai Ting; Jojo Cheng; Don Bong Kiong Hua
Subject: RE: SLQ2487J (CIT) - FINALIZE TP CLAIM (INDIA)

Hi Lauro,

There is a labour to REMOVE AND INSTALL FUEL TANK TO FACILITATE REPAIR WORK.
Kindly forward to me the photos for this labour.

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Save the Earth. Print only when necessary.

From: Songcuan JR Lauro Araos [<mailto:lauro.songcuan@cyclecarriage.com.sg>]
Sent: Wednesday, 25 March, 2020 12:45 PM
To: Rasul (LKKAuto)
Cc: Andre Chow En De; Loi Ai Ting; Jojo Cheng; Don Bong Kiong Hua
Subject: RE: SLQ2487J (CIT) - FINALIZE TP CLAIM (INDIA)

Additional photos...

Best regards,

Larry Songcuan
Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4658 • F: +65 6565 1240 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Songcuan JR Lauro Araos
Sent: 25 March 2020 12:41 PM
To: Rasul (LKKAuto) <Rasul@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Subject: SLQ2487J (CIT) - FINALIZE TP CLAIM (INDIA)

Dear Rasul,

Pls. refer to attached files and photos.

Kindly confirm finalized amount of \$ **17,958.00** before Gst.

Thank you so much.

Best regards,

Larry Songcuan
Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4658 • F: +65 6565 1240 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

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