

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 8 January 2021 11:28 AM
To: Hock Wah Motor Pte Ltd
Cc: Admin A
Subject: RE: [Request For LOD & Docs] YOUR REF: SJB8875K//LKK Ref: CC4/FCI20000129/Upa3q2(SHA1388A)
Attachments: DV_SJB8875K.pdf

Without Prejudice

Dear Sirs/Mdm,

Thank you for acceptance.

Please duly sign the **DV** enclosed and return 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: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>
Sent: Thursday, 7 January 2021 9:25 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [Request For LOD & Docs] YOUR REF: SJB8875K//LKK Ref: CC4/FCI20000129/Upa3q2(SHA1388A)

Dear Hsiao Tong

We accept your offer as stated below email.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>**Sent:** 06 January 2021 12:28**To:** Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>**Cc:** Admin A <admin-a@lkkauto.com>**Subject:** RE: [Request For LOD & Docs] YOUR REF: SJB8875K //LKK Ref: CC4/FCI20000129/Upa3q2(SHA1388A)**Without Prejudice**

Dear Sirs/Mdm,

We refer to the above matter.

We have our principal instruction to offer as follows: -

1. Cost of Repair (w/GST)	\$ 1,070.00
2. Loss of Use (2days x \$50.00)	\$ 100.00
Total	\$ 1,170.00

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: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>
Sent: Wednesday, 9 December 2020 10:48 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [Request For LOD & Docs] YOUR REF: SJB8875K //LKK Ref: CC4/FCI20000129/Upa3q2(SHA1388A)

Dear Hsiao Tong

Please find attach as LOD with supporting documents for above mention claim.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: 23 November 2020 16:54
To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [Request For LOD & Docs] YOUR REF: SJB8875K //LKK Ref: CC4/FCI20000129/Upa3q2(SHA1388A)

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Understand that surveyor had finalised repair cost at L/sum \$1,000.00 with 2days.

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: 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: Monday, 31 August 2020 10:51 AM
To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>
Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: SURVEYOR APPOINTED; OUR REF : D19006354MFSH ; YOUR REF: SJB8875K //LKK Ref: CC4/FCI20000129/ka3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

***Kindly arrange for survey.**

Thank 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.”

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: Rachel Wu <RachelWu@msfirstcapital.com.sg>

Sent: Monday, 31 August 2020 9:59 AM

To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SURVEYOR APPOINTED; OUR REF : D19006354MFSH ; YOUR REF: SJB8875K

WITHOUT PREJUDICE

Dear Anysia,

LKK will revert back to you.

Dear LKK,

Please assist below email.

Thank you

Best Regards

Rachel Wu

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3862

| Fax No. : 6507 3849 | Email: rachelwu@msfirstcapital.com.sg | Company Regn. No. 195000106C

A Member of **MS&AD** Insurance Group

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data. Please refer to <http://www.msfirstcapital.com.sg> for details of PDPA Personal Data Collection Statement.

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From: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>

Sent: Monday, August 31, 2020 9:34 AM

To: Rachel Wu <RachelWu@msfirstcapital.com.sg>

Subject: FW: SURVEYOR APPOINTED; OUR REF : D19006354MFSH ; YOUR REF: SJB8875K

Dear Rachel

Please revert.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977
Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

From: Hock Wah Motor Pte Ltd
Sent: 03 March 2020 14:54
To: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>
Cc: Rachel Wu <RachelWu@msfirstcapital.com.sg>
Subject: RE: SURVEYOR APPOINTED; OUR REF : D19006354MFSH ; YOUR REF: SJB8875K

Dear Rachel

Please find attach as police investigation result and revert on liability for above mention claim.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977
Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

From: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>
Sent: Thursday, 2 January, 2020 10:07 AM
To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>
Cc: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>; Rachel Wu <RachelWu@msfirstcapital.com.sg>
Subject: SURVEYOR APPOINTED; OUR REF : D19006354MFSH ; YOUR REF: SJB8875K

Dear Sir/Madam

PRI Request For **SJB8875K** Accident Involving **SHA1388A** On 02-10-2019 AT 02:35:00HRS.

Please find below details for your reference

- **Claim number** : D19006354MFSH
- **Insured vehicle number** : SHA1388A
- **Accident date** : 02-10-2019
- **Third-party vehicle number** : SJB8875K
- **Assignment type** : WITHOUT PREJUDICE: LIABILITY UNCLEAR
- **Surveyor** : LKK AUTO CONSULTANTS PTE LTD
- **Officer-in-Charge** : RACHELWU LIMEI

PS: This is a system generated mail. Please do not reply to this mail.

Regards,
Admin Team
Claim Workflow System
Motor Claims Department
MS First Capital Insurance Limited
Tel : 6507 3848
Fax : 6507 3849