

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 11 December 2020 10:32 AM
To: Sharon Ten
Cc: Eve Tan; Kaitlyn Chio; Lily Loi; Ling Ting An; Adeline Lim; Admin A
Subject: RE: LOD - Accident involving SMQ3346P & GBD5129K on 13/01/2020 (QBE) - LKK
REF: CC6/QBE20000897/Kpa3q2
Attachments: DV_SMQ3346P.pdf

Without Prejudice

Dear Sirs/Mdm,

Thank you for acceptance.

Please duly sign the **documents** 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 Wishes for Merry Christmas & Happy New Year 2021"

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: Sharon Ten <sharon@ow.sg>
Sent: Monday, 7 December 2020 4:52 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Eve Tan <Eve.tan@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Lily Loi <lily.loi@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: LOD - Accident involving SMQ3346P & GBD5129K on 13/01/2020 (QBE) - LKK REF: CC6/QBE20000897/Kpa3q2

Without Prejudice

Dear Hsiao Tong,

We accept your offer at \$5,600.00.

Thank you.

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

OPTIMAWERKZ PTE. LTD.

Head Office: 8 Kung Cheng Road Singapore 150143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05 Singapore 568047

Tel: (+65) 6472 1313

Tel: (+65) 6484 0010

Tel: (+65) 6481 1622

Fax: (+65) 6472 2112

Fax: (+65) 6481 1003

Fax: (+65) 6481 1011

www.ow.sg | www.facebook.com/OptimaWerkz

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.
Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

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

Sent: Monday, 7 December 2020 9:14 AM

To: Sharon Ten <sharon@ow.sg>

Cc: Lily Loi <lily.loi@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: LOD - Accident involving SMQ3346P & GBD5129K on 13/01/2020 (QBE) - LKK REF: CC6/QBE20000897/Kpa3q2

Without Prejudice

Hi Sharon,

Thank you for your patience.

We propose settlement at a global sum of **\$5,600.00(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.

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: Sharon Ten <sharon@ow.sg>
Sent: Tuesday, 14 July 2020 11:22 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Lily Loi <lily.loi@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: LOD - Accident involving SMQ3346P & GBD5129K on 13/01/2020 (QBE) - LKK REF CC6/QBE20000897/Kka3

Without Prejudice

Dear Khanchna,

Please let us have your proposed offer without further delay.

Thank you.

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//ERKZ™ PTE. LTD.

Head office: 6 Kung Chong Road Singapore 159143
Branch: 9A Serangoon North Ave 5 Singapore 554500
Branch: 452 Tagore Industrial Ave Singapore 787823

Tel: (+65) 6472 1313 **Fax:** (+65) 6472 2112
Tel: (+65) 6484 9919 **Fax:** (+65) 6481 1011
Tel: (+65) 6452 6868 **Fax:** (+65) 6452 9223

www.ow.sg | www.facebook.com/OptimaWerkz

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.
Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: Monday, 13 April 2020 3:55 PM
To: Sharon Ten <sharon@ow.sg>; Lily Loi <lily.loi@ow.sg>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: LOD - Accident involving SMQ3346P & GBD5129K on 13/01/2020 (QBE) - LKK REF CC6/QBE20000897/Kka3

Without Prejudice

Dear Sharon,

We refer to your below email and the contents were noted.

Please be informed that this matter is now handled by Ms Khanchna, and she will get back to you for an update/offer in due course.

Thank you.

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,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: Sharon Ten [<mailto:sharon@ow.sg>]

Sent: Monday, 13 April, 2020 3:50 PM

To: Lily Loi; Vic (LKKAuto); Admin A

Cc: Ling Ting An; Adeline Lim

Subject: Re: LOD - Accident involving SMQ3346P & GBD5129K on 13/01/2020 (QBE) - LKK REF CC6/QBE20000897/Kka3

Without Prejudice

Dear Vic,

Please let us have your offer to close this case as soon as possible.

Thank you.

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011



www.ow.sg | www.facebook.com/OptimaWerkz

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.

Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: Lily Loi <lily.loi@ow.sg>

Sent: Wednesday, March 25, 2020 6:13 PM

To: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Sharon Ten <sharon@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>

Subject: RE: LOD - Accident involving SMQ3346P & GBD5129K on 13/01/2020 (QBE) - LKK REF CC6/QBE20000897/Kka3

Our Ref : SMQ3346P / TP#999

Your Ref : GBD5129K / CC6/QBE20000897/Kka3

Without Prejudice

Dear Motor Claims Department,

We refer to the above mentioned accident.

We are claiming as below:

- Cost of Repair (incl. of GST)	S\$5,185.22
- Loss of Use (Private Hirer)	S\$600.00 (\$120 x 05 Days)
- GIA/LTA Search Fees	S\$2.00
Grant Total	S\$5,787.22

Your prompt attention is most grateful and look forward to your speedy settlement.

Thank you.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//ERKZ™ PTE. LTD.

Head office: 6 Kung Chong Road Singapore 159143

Tel: (+65) 6472 1313 Fax: (+65) 6472 2112

Branch: 9A Serangoon North Ave 5 Singapore 554500

Tel: (+65) 6484 9919 Fax: (+65) 6481 1011

Branch: 452 Tagore Industrial Ave Singapore 787823

Tel: (+65) 6452 6868 Fax: (+65) 6452 9223

www.ow.sg | www.facebook.com/OptimaWerkz

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.

Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Sent: Thursday, 30 January 2020 11:59 AM

To: Sharon Ten <sharon@ow.sg>

Cc: Admin A <admin-a@lkkauto.com>; Lily Loi <lily.loi@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ong Hock Kong <hockkong.ong@ow.sg>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: TP Claims / Arrange Survey - Accident involving SMQ3346P & GBD5129K on 13/01/2020 (QBE) - LKK REF CC6/QBE20000897/Kka3

WITHOUT PREJUDICE

Dear Sharon,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both party, the liability is clear subject to the BOLA guideline settlement.

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.

Thank you.

"Wishing you a Happy and Prosperous Lunar New Year"



Best Regards,

Vic Alpeh | Case Handler (on behalf of Khanchna)

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: Vic (LKKAuto)

Sent: Thursday, 30 January, 2020 11:33 AM

To: 'Sharon Ten'

Cc: Admin A; Lily Loi; Ling Ting An; Ong Hock Kong; Vic (LKKAuto); Khanchna (LKK Auto)

Subject: RE: TP Claims / Arrange Survey - Accident involving SMQ3346P & GBD5129K on 13/01/2020 (QBE) - LKK REF CC6/QBE20000897/Kka3

Without Prejudice

Dear Sharon,

We refer to your below email and to our telephone conversation earlier.

Please be informed that we are still pending for our Insured's GIA report.

We will continue to follow up and will get back to you for an update asap.

Thank you.

"Wishing you a Happy and Prosperous Lunar New Year"



Best Regards,

Vic Alpeh | Case Handler (On behalf of Khanchna)

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: Sharon Ten [<mailto:sharon@ow.sg>]

Sent: Wednesday, 29 January, 2020 4:03 PM

To: Khanchna (LKK Auto); Mei Kwan (LKKAuto)

Cc: Admin A; Lily Loi; Ling Ting An; Ong Hock Kong

Subject: RE: TP Claims / Arrange Survey - Accident involving SMQ3346P & GBD5129K on 13/01/2020 (QBE)

Without Prejudice

Dear Khanchna,

Has your insured reported?

Please advise on liability as soon as possible.

Thank you.

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//WERKZ PTE. LTD.

Head office: 6 Kung Chong Road Singapore 159143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: 452 Tagore Industrial Ave Singapore 787823

Tel: (+65) 6472 1313 **Fax:** (+65) 6472 2112

Tel: (+65) 6484 9919 **Fax:** (+65) 6481 1011

Tel: (+65) 6452 6868 **Fax:** (+65) 6452 9223

www.ow.sg | www.facebook.com/OptimaWerkz

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.

Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: Sharon Ten
Sent: Friday, 17 January 2020 5:31 PM
To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; Lily Loi <lily.loi@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ong Hock Kong <hockkong.ong@ow.sg>
Subject: RE: TP Claims / Arrange Survey - Accident involving SMQ3346P & GBD5129K on 13/01/2020 (QBE)

Without Prejudice

Dear Officer,

Has your insured reported?

Thank you.



Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//ERKZ PTE. LTD.

Head office: 6 Kung Chong Road Singapore 159143
Branch: 9A Serangoon North Ave 5 Singapore 554500
Branch: 452 Tagore Industrial Ave Singapore 787823

Tel: (+65) 6472 1313 Fax: (+65) 6472 2112
Tel: (+65) 6484 9919 Fax: (+65) 6481 1011
Tel: (+65) 6452 6868 Fax: (+65) 6452 9223

www.ow.sg | www.facebook.com/OptimaWerkz

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.
Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: Sharon Ten
Sent: Wednesday, 15 January 2020 4:43 PM
To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Lily Loi <lily.loi@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ong Hock Kong <hockkong.ong@ow.sg>
Subject: RE: TP Claims / Arrange Survey - Accident involving SMQ3346P & GBD5129K on 13/01/2020 (QBE)

Without Prejudice

Dear Khanchna,

Has your insured reported?

Please advise on liability as soon as possible.

Thank you.

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//ERKZ PTE. LTD.

Head office: 6 Kung Chong Road Singapore 159143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: 452 Tagore Industrial Ave Singapore 787823

Tel: (+65) 6472 1313 Fax: (+65) 6472 2112

Tel: (+65) 6484 9919 Fax: (+65) 6481 1011

Tel: (+65) 6452 6868 Fax: (+65) 6452 9223

www.ow.sg | www.facebook.com/OptimaWerkz

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.

Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: Sharon Ten

Sent: Tuesday, 14 January 2020 3:57 PM

To: assignments@lkkauto.com

Cc: Admin A <admin-a@lkkauto.com>; Lily Loi <lily.loi@ow.sg>; Ling Ting An <tingan.ling@ow.sg>;
Ong Hock Kong <hockkong.ong@ow.sg>

Subject: TP Claims / Arrange Survey - Accident involving SMQ3346P & GBD5129K on 13/01/2020 (QBE)

Your Ref: GBD5129K

Our Ref: SMQ3346P

Dear Officer,

Has your insured reported?

Please arrange for survey as soon as possible.

Location: 9A Serangoon North Avenue 5

***Please avoid 1PM - 2PM*

Thank you.

Best Regards,

Sharon Ten (Ms.)

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//ERKZ PTE. LTD.

Head office: 6 Kung Chong Road Singapore 159143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: 452 Tagore Industrial Ave Singapore 787823

Tel: (+65) 6472 1313 Fax: (+65) 6472 2112

Tel: (+65) 6484 9919 Fax: (+65) 6481 1011

Tel: (+65) 6452 6868 Fax: (+65) 6452 9223

www.ow.sg | www.facebook.com/OptimaWerkz

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.

Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

