

Re: SHC 8425 U - LOD *** LKK REF: CC4/ASM20003237/Dpa3, follow up 03

Claims Dept <claims_ltr@bifrostauto.com>

Mon 3/8/2020 9:58 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Edmund <edmund@itm.sg>

Cc: Admin A <admin-a@lkkauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; Claims Dept <claims_ltm@bifrostauto.com>; Joseph Koh <joseph.koh@bifrostauto.com>

Without Prejudice

Dear Hsiao Tong,

Please reconsider your offer on the number of days and we would be grateful if you were able to refer to the taxi mileage record (attached with LOD in my initial email) as it's proven and genuinely that the said taxi only been collected on the 17 days which is on 4/3/2020.

I'm still looking forward for you to speak to your principle and to settle this matter amicably.

Thanks & Regards

Mr Lee, PBM
Bifrost Auto Pte Ltd
Accident Claims Dept

On Tue, 21 Jul 2020 at 11:24, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Without Prejudice

(save as to costs)

Dear Sirs/Mdm,

We refer to your below email.

We have reviewed the matter and we regret to inform you that we maintain our offer as follows: -

1. Cost of Repair (w/GST)	\$ 9,416.00
2. Loss of Rental (10days x \$114.95)	\$ 1,149.50
3. Loss of Income (10days x \$50.00)	\$ 500.00
4. LTA Search Fee	\$ 7.45
Total	\$ 11,072.95

Please re-consider our offer. 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: Claims Dept <claims_ltr@bifrotauto.com>

Sent: Wednesday, 15 July 2020 4:21 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Claims Dept <claims_ltv@bifrotauto.com>; Claims Dept <claims_ltm@bifrotauto.com>; Joseph Koh <joseph.koh@bifrotauto.com>

Subject: Re: SHC 8425 U - LOD *** LKK REF: CC4/ASM20003237/Dpa3, follow up 02

Without Prejudice

Dear Hsiao Tong,

The total weekends were 02 days, on 23/2/2020 & 01/03/2020, 02 days for PRS and due to some complex for the repair, we seek your kind approval to give us additional days, please

I attached the payout of LOI to the driver as evidence that the car was only been collected on 04/03/2020.

I appreciate your consideration of the additional number of days, please.

Thanks & Regards

Mr Lee, PBM

Bifrost Auto Pte Ltd

Accident Claims Dept

On Mon, 6 Jul 2020 at 11:54, Hsiao Tong (LKKAUTO) <chewht@lkkauto.com> wrote:

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

Our surveyor recommended 7 repair days + 2PRS + 1Sunday = 10days. Our record shows that you have notified AXA on 25/02/2020 @ 4.55pm to arrange survey, our surveyor had conducted survey on 27/02/2020. Therefore, we are of the view that our offer is reasonable.

Kindly re-consider our offer. 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."

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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: Claims Dept <claims_ltr@bifrostauto.com>

Sent: Saturday, 4 July 2020 9:12 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; Claims Dept <claims_ltm@bifrostauto.com>; Joseph Koh <joseph.koh@bifrostauto.com>

Subject: Re: SHC 8425 U - LOD *** LKK REF: CC4/ASM20003237/Dpa3

Without Prejudice

(save as to costs)

Dear Hsiao Tong,

I don't really see the difference from your initial offers to me on Mon, 22 Jun 2020 accept the number of days?

Can I know why in the first place you offer me a global sum and ends up just adjust on the number of days?

Please close this case amicably with 17 days including repair days, looking forward to your positive response.

Thanks & Regards

Mr Lee, PBM

Bifrost Auto Pte Ltd

Accident Claims Dept

On Fri, 26 Jun 2020 at 17:06, Hsiao Tong (LKKAUTO) <chewht@lkkauto.com> wrote:

Without Prejudice

(save as to costs)

Dear Sirs/Mdm,

We refer to your below email.

We are prepared to improve our offer as follows: -

1. Cost of Repair (w/GST)	\$ 9,416.00
2. Loss of Rental (10days x \$114.95)	\$ 1,149.50
3. Loss of Income (10days x \$50.00)	\$ 500.00
4. LTA Search Fee	\$ 7.45
Total	\$ 11,072.95

Note: Surveyor recommended 7 repair days.

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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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: Claims Dept <claims_ltr@bifrostauto.com>

Sent: Tuesday, 23 June 2020 5:47 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; Claims Dept <claims_ltm@bifrostauto.com>; Joseph Koh <joseph.koh@bifrostauto.com>

Subject: Re: SHC 8425 U - LOD *** LKK REF: CC4/ASM20003237/Dpa3

Without Prejudice

Dear Hsiao,

To settle this case amicably, kindly closed it @ global sum of \$12,600.00

I am looking forward to your respond as soonest.

Thanks & Regards

Mr Lee, PBM

Bifrost Auto Pte Ltd

Accident Claims Dept

On Mon, 22 Jun 2020 at 10:16, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of **\$11,000.00(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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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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, 17 June 2020 2:51 PM
To: Claims Dept <claims_ltr@bifrostauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SHC 8425 U - LOD *** LKK REF: CC4/ASM20003237/Dpa3

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,

Kindly assist.

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)

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

From: Claims Dept <claims_ltr@bifrostauto.com>
Sent: Wednesday, 17 June, 2020 2:46 PM
To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: SHC 8425 U - LOD

WITHOUT PREJUDICE

Dear Sir/Mdm,

Enclosed herewith our client's letter of demand with supporting documents.

Kindly let us have your reply within the next **14 days** upon receipt of this letter.

To add on, based on NIMA protocol, since the work/repair process for the above-said vehicle falls into 02 weekends thereafter, there will be an additional of 05 days (not include repair days) kindly issue your DV for this closure.

If you have any inquiries, please contact us @ 9648-8228 or you may email to us at claims@bifrostauto.com

Thanks & Regards

Mr Lee, PBM

Bifrost Auto Pte Ltd

Accident Claims Dept