

Re: LOD - ACCIDENT INVOLVING SMP4555B & XE1865D ON 01/03/2020 (Lonpac)

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

Fri 21/5/2021 4:06 PM

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

Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We were informed by our insured that they have successfully claim against your client insurer for this matter.

In view of this, we regret to inform you that we are unable to look into your client's claim.

We will review the matter if there is any fresh/new evidences(ie: Police Investigation Result).

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 | 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) <chewht@lkkauto.com>**Sent:** Thursday, 20 May 2021 8:08 AM**To:** Lily Loi <lily.loi@ow.sg>**Cc:** CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>**Subject:** Re: LOD - ACCIDENT INVOLVING SMP4555B & XE1865D ON 01/03/2020 (Lonpac)

Without Prejudice

Hi Lily,

We refer to the above matter.

We noted that our insured has counter claim against your client policy. We would like to check if there is any offer/settlement on our insured counter claim against your client's insurer.

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

Sent: Monday, 17 May 2021 2:04 PM

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

Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING SMP4555B & XE1865D ON 01/03/2020 (Lonpac)

Hi Hsiao Tong,

Any update of the offer?

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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

OPTIMA WERKZ PTE. LTD.

Head Office: 8 Kung Chong Road Singapore 160143

Branch: QA Serangoon North Ave 5 Singapore 554600

Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-06 Singapore 668047

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: Lily Loi

Sent: Wednesday, 21 April 2021 4:51 PM

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

Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING SMP4555B & XE1865D ON 01/03/2020 (Lonpac)

Hi Hsiao Tong,

Still no offer?

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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

OPTIMA//WERKZ PTE. LTD.

Head Office: 8 Kung Chong Road Singapore 160143

Branch: QA Serangoon North Ave 5 Singapore 554500

Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05 Singapore 688047

Tel: (+65) 6472 1313

Tel: (+65) 6484 0010

Tel: (+65) 6481 1522

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: Lily Loi**Sent:** Thursday, 4 March 2021 6:55 PM**To:** 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>**Cc:** Adeline Lim <adeline@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Eve Tan<Eve.tan@ow.sg>; 'CS A Team' <cs-a@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>**Subject:** RE: LOD - ACCIDENT INVOLVING SMP4555B & XE1865D ON 01/03/2020 (Lonpac)

Hi Hsiao Tong,

Any update of this offer?

Thank you.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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

OPTIMA//WERKZ PTE. LTD.

Head Office: 8 Kung Chong Road Singapore 160143

Branch: QA Serangoon North Ave 5 Singapore 554500

Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05 Singapore 688047

Tel: (+65) 6472 1313

Tel: (+65) 6484 0010

Tel: (+65) 6481 1522

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: Lily Loi**Sent:** Monday, 1 February 2021 5:42 PM**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>**Cc:** Adeline Lim <adeline@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Eve Tan<Eve.tan@ow.sg>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>**Subject:** RE: LOD - ACCIDENT INVOLVING SMP4555B & XE1865D ON 01/03/2020 (Lonpac)

Hi Hsiao Tong,

Thank you for assisting.

We look forward to your next email.

Thank you

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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

OPTIMA//WERKZ™ PTE. LTD.**Head Office:** 8 Kung Chong Road Singapore 160143**Branch:** QA 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 1011www.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, 1 February 2021 5:41 PM

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

Cc: Adeline Lim <adeline@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Eve Tan <Eve.tan@ow.sg>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING SMP4555B & XE1865D ON 01/03/2020 (Lonpac)

Without Prejudice

Hi Lily,

Case is under my care.

I will check and get back to 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.”

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

Sent: Monday, 1 February 2021 1:08 PM

To: CS A Team <cs-a@lkkauto.com>

Cc: Adeline Lim <adeline@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Eve Tan <Eve.tan@ow.sg>

Subject: FW: LOD - ACCIDENT INVOLVING SMP4555B & XE1865D ON 01/03/2020 (Lonpac)

Hi Admin,

Please re-assign a new officer for this case as Khanchana was no longer with LKK.
Thank you.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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

OPTIMA//WERKZ PTE. LTD.

Head Office: 8 Kung Chong Road Singapore 160143

Branch: QA 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: Lily Loi

Sent: Tuesday, 14 April 2020 4:16 PM

To: Admin A <admin-a@lkkauto.com>; cs-a@lkkauto.com

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

Subject: LOD - ACCIDENT INVOLVING SMP4555B & XE1865D ON 01/03/2020 (Lonpac)

Our Ref : SMP4555B / TP#1040

Your Ref : XE1865D

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\$4,912.41
- Loss of Use	S\$720.00 (\$120 x 06 days)
- GIA/LTA search Fees	S\$2.00
Grand Total	S\$5,634.41

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



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.