

**Re: ACC ON 29.05.2020 INVLG SGZ 1285 T & SHB 4466 H \*\*\* LKK REF: CC4/FCI20006099/Gpa3 - SETTLEMENT**

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

Fri 28/5/2021 4:33 PM

To: Claims <claims@procarcare.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

 1 attachments (338 KB)

DV\_SGZ1285T.pdf;

**Without Prejudice**

Dear Sirs/Mdm,

Thank you for acceptance.

Please duly sign the **DV** enclosed and return the original signed copy to us (LKK) for our necessary action.

**For your info, MS FCI need original DV to process payment.**

“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](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

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**From:** Lily <bhlim@procarcare.com.sg> on behalf of Claims <claims@procarcare.com.sg>

**Sent:** Friday, 28 May 2021 9:18 AM

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

**Cc:** Admin A <admin-a@lkkauto.com>; Claims <claims@procarcare.com.sg>

**Subject:** RE: ACC ON 29.05.2020 INVLG SGZ 1285 T & SHB 4466 H \*\*\* LKK REF: CC4/FCI20006099/Gpa3 - SETTLEMENT

Hi Hsiao Tong

Confirmed acceptance \$ 503.00, please send DV  
Thank you

Regards,

**Lily LIM**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)

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**From:** Hsiao Tong (LKKAuto) [mailto:[chewht@lkkauto.com](mailto:chewht@lkkauto.com)]

**Sent:** Thursday, 27 May, 2021 5:53 PM

**To:** Claims

**Cc:** Admin A

**Subject:** RE: ACC ON 29.05.2020 INVLG SGZ 1285 T & SHB 4466 H \*\*\* LKK REF: CC4/FCI20006099/Gpa3 - SETTLEMENT

### **Without Prejudice**

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at **\$503.00(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](mailto:chewht@lkkauto.com) | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** Peiwen <[peiwen@procarcare.com.sg](mailto:peiwen@procarcare.com.sg)> **On Behalf Of** Claims

**Sent:** Monday, 10 May 2021 11:58 AM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Admin A <admin-a@lkkauto.com>; Claims <claims@procarcare.com.sg>  
**Subject:** RE: ACC ON 29.05.2020 INVLG SGZ 1285 T & SHB 4466 H \*\*\* LKK REF: CC4/FCI20006099/Gpa3 - SETTLEMENT

Hi Hsiao Tong,

Please refer to the attached with our LOD for your early settlement.

Thank You.

Regards,

**Pei Wen NG**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

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W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



*\*With effect from 1 Sep 2018, Progressive Automotive Pte Ltd has been rebranded as Progressive Car Care Pte Ltd. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Wednesday, November 25, 2020 4:41 PM  
**To:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Guo Qiang (LKKAuto) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>  
**Subject:** Re: ACC ON 29.05.2020 INVLG SGZ 1285 T & SHB 4466 H \*\*\* LKK REF: CC4/FCI20006099/Gpa3

Without Prejudice

Dear Sirs/Mdm,

We refer to our below email.

Kindly advise if your client is still pursuing third party claim against our insured /MS First Capital Insurance Limited. If so, kindly finalise the repair cost & number of days with our surveyor in order for us to proceed further.

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](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

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**From:** Khanchna (LKK Auto)

**Sent:** Friday, June 26, 2020 2:39 PM

**To:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: ACC ON 29.05.2020 INVLG SGZ 1285 T & SHB 4466 H \*\*\* LKK REF: CC4/FCI20006099/ka3

WITHOUT PREJUDICE

Dear Pei Wen,

We refer to the above matter and your e-mail below.

We append below our Insured driver's statement:



Strictly without admission of liability whatsoever, but with a view towards a resolutions of your client's claim in the above matter without resort to litigation, we propose 50/50 on this matter.

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.

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.

Please note that all finalisation subject insurer's 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,  
**Khanchna** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
DID: 6841 2360 | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Peiwen <[peiwen@procarcare.com.sg](mailto:peiwen@procarcare.com.sg)> **On Behalf Of** Claims  
**Sent:** Friday, June 26, 2020 1:25 PM  
**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Subject:** RE: ACC ON 29.05.2020 INVLG SGZ 1285 T & SHB 4466 H \*\*\* LKK REF: CC4/FCI20006099/ka3  
**Importance:** High

Hi Khanchna,

Please refer to my email below and advise for the liability status.

Hope to hear from you soon.

Thank You.

Regards,

**Pei Wen NG**  
Claims Advisory  
Progressive Car Care Pte Ltd  
Blk 3022A Ubi Road 1 01-45/46 Singapore 408716  
T: +65 6741 5336 | F: +65 6741 7208  
E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)  
W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



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**From:** Peiwen **On Behalf Of** Claims

**Sent:** Wednesday, June 17, 2020 10:07 AM

**To:** Khanchna (LKK Auto)

**Cc:** Admin A; Claims

**Subject:** RE: ACC ON 29.05.2020 INVLG SGZ 1285 T & SHB 4466 H \*\*\* LKK REF: CC4/FCI20006099/ka3

**Importance:** High

Hi Khanchna,

Survey conducted last week, kindly assist to advise liability status.

Thank You.

Regards,

**Pei Wen NG**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)

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**From:** Peiwen **On Behalf Of** Claims

**Sent:** Thursday, June 11, 2020 1:25 PM

**To:** Khanchna (LKK Auto)

**Cc:** Admin A; Claims

**Subject:** RE: ACC ON 29.05.2020 INVLG SGZ 1285 T & SHB 4466 H \*\*\* LKK REF: CC4/FCI20006099/ka3

Hi Khanchna,

Please refer to the marked estimate and revert liability status.

Hope to hear from you soon.

Thank You.

Regards,

**Pei Wen NG**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

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**From:** Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]

**Sent:** Wednesday, June 10, 2020 2:51 PM

**To:** Claims

**Cc:** Admin A

**Subject:** RE: ACC ON 29.05.2020 INVLG SGZ 1285 T & SHB 4466 H \*\*\* LKK REF: CC4/FCI20006099/ka3

Without Prejudice

Hi Pei Wen,

Please send us a copy of the marked estimate.

Will get back to you on this.

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,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6841 2360 | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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

---

**From:** Peiwen <[peiwen@procarcare.com.sg](mailto:peiwen@procarcare.com.sg)> **On Behalf Of** Claims

**Sent:** Wednesday, June 10, 2020 2:48 PM

**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Subject:** RE: ACC ON 29.05.2020 INVLG SGZ 1285 T & SHB 4466 H \*\*\* LKK REF: CC4/FCI20006099/ka3

**Importance:** High

Hi Khanchna,

Kindly advise liability status for said accident ASAP.

Thank You.

Regards,

**Pei Wen NG**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

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**From:** Peiwen **On Behalf Of** Claims

**Sent:** Tuesday, June 09, 2020 9:28 AM

**To:** Khanchna (LKK Auto)

**Cc:** Admin A; Claims

**Subject:** RE: ACC ON 29.05.2020 INVLG SGZ 1285 T & SHB 4466 H \*\*\* LKK REF: CC4/FCI20006099/ka3

**Importance:** High

Hi Khanchna,

Please advise status of claim. Thank You.

Regards,

**Pei Wen NG**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)

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**From:** Peiwen **On Behalf Of** Claims

**Sent:** Friday, June 05, 2020 2:06 PM

**To:** Khanchna (LKK Auto)

**Cc:** Admin A; Claims

**Subject:** RE: ACC ON 29.05.2020 INVLG SGZ 1285 T & SHB 4466 H \*\*\* LKK REF: CC4/FCI20006099/ka3

Hi Khanchna,

Any update for this case? Please advise.

Thank You.

Regards,

**Pei Wen NG**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)

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---

**From:** Peiwen **On Behalf Of** Claims

**Sent:** Wednesday, June 03, 2020 10:22 AM

**To:** Khanchna (LKK Auto)

**Cc:** Admin A; Claims

**Subject:** RE: ACC ON 29.05.2020 INVLG SGZ 1285 T & SHB 4466 H \*\*\* LKK REF: CC4/FCI20006099/ka3

Hi Khanchna,

Haven't yet. We will arrange and inform your again.

Please let me know outcome of liability once you have any update.

Thank You.

Regards,

**Pei Wen NG**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

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---

**From:** Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]

**Sent:** Wednesday, June 03, 2020 9:44 AM

**To:** Claims

**Cc:** Admin A

**Subject:** RE: ACC ON 29.05.2020 INVLG SGZ 1285 T & SHB 4466 H \*\*\* LKK REF: CC4/FCI20006099/ka3

Without Prejudice

Dear Pei Wen,

Has the vehicle been surveyed by our surveyor?

We will get approval from our principal and revert.

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,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6841 2360 | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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

---

**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Tuesday, June 2, 2020 5:59 PM

**To:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: ACC ON 29.05.2020 INVLG SGZ 1285 T & SHB 4466 H \*\*\* LKK REF: CC4/FCI20006099/ka3

Dear Sirs / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

**Hi Khanchna,**

**Kindly assist.**

*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.*

***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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** Peiwen <[peiwen@procarcare.com.sg](mailto:peiwen@procarcare.com.sg)> **On Behalf Of** Claims  
**Sent:** Tuesday, 2 June, 2020 5:35 PM  
**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Subject:** RE: ACC ON 29.05.2020 INVLG SGZ 1285 T & SHB 4466 H

Hi Mei Kwan,

Attached with Estimate with GIA Report as your requested.

Thank You.

Regards,

**Pei Wen NG**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

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---

**From:** Peiwen **On Behalf Of** Claims  
**Sent:** Tuesday, June 02, 2020 4:37 PM  
**To:** Admin A  
**Cc:** Claims  
**Subject:** ACC ON 29.05.2020 INVLG SGZ 1285 T & SHB 4466 H

Hi Summer,

Please advise liability status for said accident.

Thank You.

Regards,

**Pei Wen NG**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

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