

## Jaslin Kok (LKK Auto)

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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>  
**Sent:** Tuesday, 19 January 2021 5:39 PM  
**To:** Jaslin Kok (LKK Auto)  
**Cc:** Admin A; Bryan Ang (LKKAuto)  
**Subject:** Returned of DV Your ref: SHB591E [ACCIDENT INVOLVING VEHICLES SMK1398J AND SHB591E ON 08/07/2020] Our Ref: TAX/07/20/2016  
**Attachments:** 4708\_001.pdf

Dear Jaslin,

We attach the duly signed DV and ATA for your necessary action. The settlement is purely for the sake of an amicable settlement with your principal and subject to payment made within 1 month hereof.

Please let us have AIG's payment of \$3,302.70 payable to **SMRT TAXIS PTE LTD**. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Jaslin Kok (LKK Auto) [mailto:jaslinkok@lkkauto.com]  
**Sent:** Tuesday, 19 January, 2021 3:17 PM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Cc:** Admin A; Bryan Ang (LKKAuto)  
**Subject:** RE: URGENT / 2ND REMINDER Your ref: SHB591E [ACCIDENT INVOLVING VEHICLES SMK1398J AND SHB591E ON 08/07/2020] Our Ref: TAX/07/20/2016

### *WITHOUT PREJUDICE*

Dear Sirs/Mdm,

Thank you for acceptance.

Please duly sign the [Release Voucher](#) enclosed and return to **us(LKK)** for our necessary action.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>  
**Sent:** Tuesday, 19 January 2021 9:20 AM  
**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Subject:** URGENT / 2ND REMINDER Your ref: SHB591E [ACCIDENT INVOLVING VEHICLES SMK1398J AND SHB591E ON 08/07/2020] Our Ref: TAX/07/20/2016

Dear Jaslin,

Ok, we will seek instructions to seek legal redress. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]  
**Sent:** Tuesday, 19 January, 2021 8:51 AM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Cc:** Admin A; Bryan Ang (LKKAuto)  
**Subject:** RE: URGENT / 2ND REMINDER Your ref: SHB591E [ACCIDENT INVOLVING VEHICLES SMK1398J AND SHB591E ON 08/07/2020] Our Ref: TAX/07/20/2016

**WITHOUT PREJUDICE**

Dear Lee Gek

We have our Principal instructions to maintain our offer.

Kindly re-consider.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>  
**Sent:** Monday, 18 January 2021 2:13 PM  
**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Subject:** URGENT / 2ND REMINDER Your ref: SHB591E [ACCIDENT INVOLVING VEHICLES SMK1398J AND SHB591E ON 08/07/2020] Our Ref: TAX/07/20/2016

Dear Jaslin,

We reiterate that we can only accept **7 days for loss of rental & income.**

Please reconsider so that the matter can be amicably resolved at this stage. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]  
**Sent:** Monday, 18 January 2021 2:07 PM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Cc:** Admin A; Bryan Ang (LKKAuto)  
**Subject:** RE: URGENT / 2ND REMINDER Your ref: SHB591E [ACCIDENT INVOLVING VEHICLES SMK1398J AND SHB591E ON 08/07/2020] Our Ref: TAX/07/20/2016

**WITHOUT PREJUDICE**

Dear Lee Gek,

We have our Principal instructions to propose settlement as follows:-

1. Cost of Repair	\$ 2,600.00
2. Loss of Rental (5 days x \$89.14) LOR taking into consideration of covid relief (less \$20)	\$ 445.70
3. Loss of Income (5 days x \$50)	\$ 250.00
4. GIA Search Fee	\$ 7.00
<b>TOTAL</b>	<b>\$ 3,302.70</b>

Please confirm acceptance.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>  
**Sent:** Monday, 18 January 2021 11:58 AM  
**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** URGENT / 2ND REMINDER Your ref: SHB591E [ACCIDENT INVOLVING VEHICLES SMK1398J AND SHB591E ON 08/07/2020] Our Ref: TAX/07/20/2016

Dear Jaslin,

Assuming we have notified your office of pre-repair survey (PRS) on the same day after our driver has reported i.e. 9/7/2020, there is still an **intervening Public Holiday i.e. 10/7/2020 (Friday) which is a Polling Day (declared by the Government as article attached) and weekends.**

Please note that your surveyor recommended 4 **working days** so it is only fair that we include PH & weekends (if any) and this is a market practice.

Purely for the sake of an amicable settlement, we are prepared to accept as follows:-

Cost of Repair	\$2600.00
Loss of Rental	\$623.98 ( **7 days x \$89.14 )
Loss of Income	\$350.00 ( **7 day x \$50.00 )
LTA Search Fee	\$7.00
<b>Total</b>	<b>\$3580.98</b>

If your principal is still maintaining their unreasonable offer of 4 days for loss of rental/income, we shall have no option but to let the Court decides the quantum.

Please review the matter so as to save costs.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



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**From:** Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]

**Sent:** Monday, 18 January 2021 9:21 AM

**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**Cc:** Admin A

**Subject:** RE: URGENT / 2ND REMINDER Your ref: SHB591E [ACCIDENT INVOLVING VEHICLES SMK1398J AND SHB591E ON 08/07/2020] Our Ref: TAX/07/20/2016

**WITHOUT PREJUDICE**

Dear Lee Gek

We have reviewed the matter.

Basing on the attached timeline as well as the vehicle damages, we are of the view that our offer on 03 Nov 2020 is fair and reasonable since report was only made on 11/07/2020.

Kindly re-consider our offer.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>

**Sent:** Friday, 15 January 2021 5:36 PM

**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

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

**Subject:** URGENT / 2ND REMINDER Your ref: SHB591E [ACCIDENT INVOLVING VEHICLES SMK1398J AND SHB591E ON 08/07/2020] Our Ref: TAX/07/20/2016

Dear Jaslin,

We agreed to accept loss of rental at \$89.14 per day purely for the sake of an amicable but for the number of days, we are only prepared to accept 8 days. Please refer to the attached breakdown and article.

Cost of Repair	\$2600.00
Loss of Rental	\$713.12 ( **8 days x \$89.14 )
Loss of Income	\$400.00 ( **8 day x \$50.00 )
LTA Search Fee	\$7.00
<b>Total</b>	<b>\$3720.12</b>

Please reconsider your offer. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



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**From:** Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]

**Sent:** Friday, 15 January, 2021 2:02 PM

**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**Cc:** Admin A

**Subject:** RE: URGENT / 2ND REMINDER Your ref: SHB591E [ACCIDENT INVOLVING VEHICLES SMK1398J AND SHB591E ON 08/07/2020] Our Ref: TAX/07/20/2016

## WITHOUT PREJUDICE

Dear Lee Gek

We have our principal instructions to maintain our offer on 03/11/2020.

Kindly note that this covid relief is an initiative by MOT (Ministry of Transportation) and this rental relief should be applicable be it whether the taxi is involved in the above accident. Moreover, this claim is only to reinstate / recover TP vehicle/losses back to pre-accident state.

Kindly re-consider.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>

**Sent:** Tuesday, 12 January 2021 6:01 PM

**To:** Jia Le (LKK Auto) <[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)>

**Subject:** URGENT / 2ND REMINDER Your ref: SHB591E [ACCIDENT INVOLVING VEHICLES SMK1398J AND SHB591E ON 08/07/2020] Our Ref: TAX/07/20/2016

**URGENT**

**2<sup>ND</sup> REMINDER**

Dear Jia Le,

Please let us know by **20<sup>th</sup> January 2021** if your principal is agreeable to settle our claim at \$3,350.00 (all in). Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**Sent:** Thursday, 24 December 2020 11:49 AM

**To:** Jia Le (LKK Auto)

**Subject:** URGENT / REMINDER Your ref: SHB591E [ACCIDENT INVOLVING VEHICLES SMK1398J AND SHB591E ON 08/07/2020] Our Ref: TAX/07/20/2016

**URGENT**

**REMINDER**

Dear Jia Le,

Please let us know by **31<sup>st</sup> December 2020** if your principal is agreeable to settle our claim at \$3,350.00 (all in). Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**Sent:** Thursday, 5 November, 2020 10:43 AM

**To:** Jia Le (LKK Auto)

**Subject:** Your ref: SHB591E [ACCIDENT INVOLVING VEHICLES SMK1398J AND SHB591E ON 08/07/2020] Our Ref: TAX/07/20/2016

Dear Jia Le,

The subsidy of \$20.00 does not extend to taxi being laid-up at the workshop for accident repair.

We are prepared to accept a global sum of \$3,350.00 (LOR/LOI at 5 days [3 + weekends]).

Kindly reconsider your offer. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



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**From:** Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

**Sent:** Tuesday, 3 November 2020 9:58 AM

**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**Subject:** RE: URGENT / REMINDER Your ref: SHB591E [ACCIDENT INVOLVING VEHICLES SMK1398J AND SHB591E ON 08/07/2020] Our Ref: TAX/07/20/2016

#### **WITHOUT PREJUDICE**

Dear Lee Gek,

We propose settlement as follows:-

1. Cost of Repair	\$ 2,600.00
2. Loss of Rental (4days x \$89.14) LOR taking into consideration of covid relief (less \$20)	\$ 356.56
3. Loss of Income (4days x \$50)	\$ 200.00

4. GIA Search Fee	\$ 7.00
<b>TOTAL</b>	<b>\$ 3,163.56</b>

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.”

**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,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) [<mailto:LeeGek@smrt.com.sg>]

**Sent:** Friday, 30 October 2020 5:17 PM

**To:** Jia Le (LKK Auto)

**Subject:** URGENT / REMINDER Your ref: SHB591E [ACCIDENT INVOLVING VEHICLES SMK1398J AND SHB591E ON 08/07/2020] Our Ref: TAX/07/20/2016

**URGENT  
REMINDER**

Dear Jia Le,

Please let us have your offer by **9<sup>th</sup> November 2020**. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd




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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**Sent:** Monday, 5 October 2020 5:26 PM

**To:** Jia Le (LKK Auto)

**Subject:** RE: Your ref: SHB591E [ACCIDENT INVOLVING VEHICLES SMK1398J AND SHB591E ON 08/07/2020] Our Ref: TAX/07/20/2016

Dear Jia Le,

The video footage is not available as the memory card is corrupted.



Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



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**From:** Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

**Sent:** Friday, 2 October, 2020 2:47 PM

**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**Subject:** Your ref: SHB591E [ACCIDENT INVOLVING VEHICLES SMK1398J AND SHB591E ON 08/07/2020]

**WITHOUT PREJUDICE**

Dear Lee Gek,

Kindly let us have a copy of video footage for our viewing.

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,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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