

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 22 February 2022 9:19 AM  
**To:** 'Claims Dept'  
**Cc:** Claims Dept; Joseph Koh; claims\_ltm@bifrostauto.com; claims\_ltv@bifrostauto.com; Admin A  
**Subject:** RE: SHD 3288 B / DOA: 25.07.2020 / Your Ref(GBG 3548 G) / LOD Issuance \*\*\* LKK REF: CC4/EQI20007835/Dpa3q2 / Settlement Pending #4 Video / Settlement Acceptance

Without Prejudice

Dear Sirs/mdm,

Thank you for your acceptance.

For EQ, no DV is needed if settlement amount <\$20K.

EQ is moving to E-payment modes. **Kindly let us have your company's bank details for our necessary action: -**

<b>Account Name</b>	
<b>Account Number</b>	
<b>Bank Name</b>	
<b>Bank &amp; Branch Code</b>	

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."

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

S(408933)

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**From:** Claims Dept <claims\_ltr@bifrostauto.com>  
**Sent:** Monday, 21 February 2022 3:20 PM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

**Cc:** Claims Dept <claims\_lts@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; claims\_ltm@bifrostauto.com; claims\_ltv@bifrostauto.com; Admin A <admin-a@lkkauto.com>  
**Subject:** Re: SHD 3288 B / DOA: 25.07.2020 / Your Ref(GBG 3548 G) / LOD Issuance \*\*\* LKK REF: CC4/EQI20007835/Dpa3q2 / Settlement Pending #4 Video / Settlement Acceptance

Without Prejudice

Dear Hsiao Tong

Thank you for your reply!

We accept the settlement offer dated 21 Feb 2022 at 14:31. Please send us the DV and advise if additional documentations are required for payment clearance.

Thank you & Best Regards

Mr Yee  
Bifrost Auto Pte Ltd  
Accident Claims Dept  
Tel : 6243 6687

*If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.*

On Mon, 21 Feb 2022 at 14:31, Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

**Without Prejudice**

Dear Sirs/Mdm,

Apologised for late response.

We have our principal instruction to offer as follows: -

1. Cost of Repair (w/gst)	\$ 15,515.00
2. Loss of Rental [12days x \$88.45(\$114.95 less \$26.50/day relief]	\$ 1,061.40
3. Loss of Income (12days x \$50.00)	\$ 600.00
4. Towing Fee	\$ 80.00
5. LTA Search Fee	\$ 7.45
<b>Total</b>	<b>\$ 17,263.85</b>

Our offer and settlement is as per MCF principles for chain collision.

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) |

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

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**From:** Claims Dept <[claims\\_ltr@bifrostauto.com](mailto:claims_ltr@bifrostauto.com)>

**Sent:** Friday, 10 December 2021 3:19 PM

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

**Cc:** Claims Dept <[claims\\_ltr@bifrostauto.com](mailto:claims_ltr@bifrostauto.com)>; Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>;  
[claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com); [claims\\_ltv@bifrostauto.com](mailto:claims_ltv@bifrostauto.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: SHD 3288 B / DOA: 25.07.2020 / Your Ref(GBG 3548 G) / Finalization Acceptance / LOD Issuance \*\*\*  
LKK REF: CC4/EQI20007835/Dpa3q2 / Settlement Pending #4 Video

Without Prejudice

Dear Hsiao Tong

Please find attached video for your perusal and let us have the settlement offer to bring closure to this matter

Thank you & Best Regards

Mr Yee

Bifrost Auto Pte Ltd

Accident Claims Dept

Tel : 6243 6687

On Sat, 30 Oct 2021 at 18:11, Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)> wrote:

Dear Sir / Madam,

Thank you for your email.

Case reassigned to HT.

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

**Hi HT,**

|

**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](mailto: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 [mailto:[claims\\_ltr@bifrotauto.com](mailto:claims_ltr@bifrotauto.com)]

**Sent:** Saturday, October 30, 2021 2:46 PM

**To:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Cc:** Claims Dept <[claims\\_ltr@bifrotauto.com](mailto:claims_ltr@bifrotauto.com)>; Joseph Koh <[claims@bifrotauto.com](mailto:claims@bifrotauto.com)>;  
[claims\\_ltm@bifrotauto.com](mailto:claims_ltm@bifrotauto.com); [claims\\_ltv@bifrotauto.com](mailto:claims_ltv@bifrotauto.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: SHD 3288 B / DOA: 25.07.2020 / Your Ref(BGB 3548 G) / Finalization Acceptance / LOD Issuance \*\*\*  
LKK REF: CC4/EQI20007835/Db3 / Settlement Pending #3

Without Prejudice

Dear Jasper

Any updates for settlement?

Can we bring closure to this matter?

Thank you & Best Regards

Mr Yee

Bifrost Auto Pte Ltd

Accident Claims Dept

On Sat, 19 Jun 2021 at 10:22, Claims Dept <[claims\\_ltr@bifrotauto.com](mailto:claims_ltr@bifrotauto.com)> wrote:

Without Prejudice

Dear Jasper

Can we have the settlement offer for this matter ?

Thank you & Best Regards

Mr Yee

Bifrost Auto Pte Ltd

Accident Claims Dept

On Sat, 27 Feb 2021 at 14:13, Claims Dept <[claims\\_ltr@bifrostauto.com](mailto:claims_ltr@bifrostauto.com)> wrote:

Without Prejudice

Dear Jasper

Following on our LOD to you dated Friday, 29 January, 2021 2:20 PM

Any updates?

Thank you & Best Regards

Mr Yee

Bifrost Auto Pte Ltd

Accident Claims Dept

On Fri, 29 Jan 2021 at 15:45, Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)> wrote:

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 Jasper,**

|

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

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

**From:** Claims Dept <[claims\\_lts@bifrotauto.com](mailto:claims_lts@bifrotauto.com)>

**Sent:** Friday, 29 January, 2021 2:20 PM

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

**Cc:** Joseph Koh <[claims@bifrotauto.com](mailto:claims@bifrotauto.com)>; [claims\\_ltm@bifrotauto.com](mailto:claims_ltm@bifrotauto.com); [claims\\_ltv@bifrotauto.com](mailto:claims_ltv@bifrotauto.com); [claims\\_ltr@bifrotauto.com](mailto:claims_ltr@bifrotauto.com)

**Subject:** SHD 3288 B / DOA: 25.07.2020 / Your Ref(GBG 3548 G) / Finalization Acceptance / LOD Issuance

**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, 01 Public Holiday & PRI of 03 days, therefore, there will be a **total of 12 days including repair days** as stated in my LOD, 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@bifrotauto.com](mailto:claims@bifrotauto.com)

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On Fri, 29 Jan 2021 at 12:52, Claims Dept <claims\_lts@bifrotauto.com> wrote:

Without Prejudice

Dear Bryan,

Thank you for the corrections. we accept your finalization offers (including the amended cases).

Will send in the LOD shortly.

On Fri, 29 Jan 2021 at 11:12, Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)> wrote:

Dear Mr Yee

Please refer to below your email. There are some errors.

Please note that all finalization is subject to insurer's approval.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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



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**From:** Claims Dept <[claims\\_lts@bifrostauto.com](mailto:claims_lts@bifrostauto.com)>  
**Sent:** Wednesday, 27 January 2021 5:08 PM  
**To:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Cc:** Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; [claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com); [claims\\_ltv@bifrostauto.com](mailto:claims_ltv@bifrostauto.com); [claims\\_ltr@bifrostauto.com](mailto:claims_ltr@bifrostauto.com)  
**Subject:** Finalization Acceptance

Without Prejudice

Dear Bryan

As per telecommunication, we accept your finalization offer for the following cases:

- 1) SHA 903 U / 30.04.2020 @ PBP, 16 repair days \$ 26,033.02 LOD to LKK
- 2) SHD 3288 B / 25.7.2020 @ LS 10 repair days \$ 14,500/- LOD to LKK
- 3) SHD 4947 B / 09.10.2020 @ PBP 09 repair days \$ 11,609.07 LOD to LKK
- 4) SHD 6528 P / 28.07.2020 @ PBP 11 repair days \$ 21,196/- LOD to LKK
- 5) SHD 6757 U / 03.07.2020 @ PBP 07 repair days ~~\$ 8,729.88~~ LS \$ 6,900/- LOD to Tokio Marine
- 6) SHC 7767 P / 12.07.2020 @ PBP 07 repair days \$ 10,002.16 LOD to LKK
- 7) SHC 8814 E / 04.09.2020 @ PBP 08 repair days ~~\$ 14,476.61~~ P/P 13,177.99 LOD to LKK
- 8) SHC 7042 Y / 03.07.2020 @ LS 15 repair days \$ 21,000/- LOD to LKK
- 9) SHD 7295 D / 08.07.2020 @ PBP 08 repair days \$9,331.60 LOD to LKK

Please advise to whom we send LOD for these cases.