

## Jaslin Kok (LKK Auto)

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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>  
**Sent:** Friday, 8 January 2021 3:08 PM  
**To:** Jaslin Kok (LKK Auto)  
**Cc:** Admin A  
**Subject:** Returned of DV Re: Accident on 14/8/2020 involving SHB 1097J & GBH 4630P (AIG's insured) Our Ref: TAX/08/20/2037/lg \*\*\* LKK REF: CC3/AIG20008675/Qds3  
**Attachments:** 4262\_001.pdf

Dear Jaslin,

We attach the duly signed DV and ATA for your necessary action. Please let us have AIG's cheque for \$3,682.34 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:** Wednesday, 6 January 2021 2:11 PM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Cc:** Admin A  
**Subject:** RE: Acceptance of offer Re: Accident on 14/8/2020 involving SHB 1097J & GBH 4630P (AIG's insured) Our Ref: TAX/08/20/2037/lg \*\*\* LKK REF: CC3/AIG20008675/Qds3

### ***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:** Wednesday, 6 January 2021 2:04 PM

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

**Subject:** Acceptance of offer Re: Accident on 14/8/2020 involving SHB 1097J & GBH 4630P (AIG's insured) Our Ref: TAX/08/20/2037/lg \*\*\* LKK REF: CC3/AIG20008675/Qds3

Dear Jaslin,

Purely for the sake of a speedy closure, we accept your offer of \$3,682.34. Please let us have your DV. 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, 5 January 2021 10:45 AM

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

**Cc:** Admin A

**Subject:** RE: Accident on 14/8/2020 involving SHB 1097J & GBH 4630P (AIG's insured) Our Ref: TAX/08/20/2037/lg \*\*\*  
LKK REF: CC3/AIG20008675/Qds3

***WITHOUT PREJUDICE***

Dear Lee Gek

We refer to the above matter.

We have our principal instructions to remain our offer.

1. Cost of Repair	\$ 2,852.89
2. Loss of Rental (5 days x \$114.49)	\$ 572.45
3. Loss of Income (5 days x \$50.00)	\$ 250.00
4. LTA Search Fee	\$ 7.00
<b>Total</b>	<b>\$ 3,682.34</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, 4 January 2021 5:06 PM

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

Subject: RE: Accident on 14/8/2020 involving SHB 1097J & GBH 4630P (AIG's insured) Our Ref: TAX/08/20/2037/lg \*\*\*  
LKK REF: CC3/AIG20008675/Qds3

Dear Jaslin,

Our workshop opens half day on working Saturdays so can we settle the matter at \$3,764.58 (LOU at 5.5 days)? 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, 4 January 2021 4:28 PM

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

Cc: Admin A

Subject: RE: Accident on 14/8/2020 involving SHB 1097J & GBH 4630P (AIG's insured) Our Ref: TAX/08/20/2037/lg \*\*\*  
LKK REF: CC3/AIG20008675/Qds3

***WITHOUT PREJUDICE***

Dear Sirs/Mdm,

**ACCIDENT INVOLVING GBH 4630P AND SHB 1097J ON 14/8/2020**

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair	\$ 2,852.89
2. Loss of Rental (5 days x \$107.00) (w/GST)	\$ 572.45
3. Loss of Income (5 days x \$50.00)	\$ 250.00
4. Towing Fee	\$ 7.00
<b>Total</b>	<b>\$ 3,682.34</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, 4 January 2021 3:35 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:** Re: Accident on 14/8/2020 involving SHB 1097J & GBH 4630P (AIG's insured) Our Ref: TAX/08/20/2037/lg \*\*\*  
LKK REF: CC3/AIG20008675/Qds3

Dear Jaslin,

Your offer of \$3,517.85 is unacceptable. We are prepared to accept as follows:-

Cost of Repair	\$2,852.89
Loss of Rental	\$686.94 ( **6 days x **\$114.49 )
Loss of Income	\$300.00 ( **6 day x \$50.00 )
LTA Search Fee	\$7.00 **
<b>Total</b>	<b>\$3,846.83</b>

Kindly reconsider your offer and revert soon. Thanks.

\*\* 4 + weekends = 6 days. Our rental is \$114.49 per day (inclusive of GST). \$7.00 is LTA search fee, not towing fee.

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:** Wednesday, 30 December 2020 9:51 AM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Cc:** Admin A  
**Subject:** RE: URGENT / REMINDER Re: Accident on 14/8/2020 involving SHB 1097J & GBH 4630P (AIG's insured) Our Ref: TAX/08/20/2037/lg \*\*\* LKK REF: CC3/AIG20008675/Qds3

***WITHOUT PREJUDICE***

Dear Sirs/Mdm,

**ACCIDENT INVOLVING GBH 4630P AND SHB 1097J ON 14/8/2020**

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair	\$ 2,852.89
2. Loss of Rental (4 days x \$107.00) (w/GST)	\$ 457.96
3. Loss of Income (4 days x \$50.00)	\$ 200.00
4. Towing Fee	\$ 7.00
<b>Total</b>	<b>\$ 3,517.85</b>

Please confirm acceptance.

***"Best Wishes for Merry Christmas & Happy New Year 2021"***

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, 29 December 2020 12:18 PM

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

**Subject:** URGENT / REMINDER Re: Accident on 14/8/2020 involving SHB 1097J & GBH 4630P (AIG's insured) Our Ref: TAX/08/20/2037/lg \*\*\* LKK REF: CC3/AIG20008675/Qds3

Dear Jaslin,

The daily rental rate after the Government subsidy is \$114.49 (\$117.00 [before GST] less \$10 + GST).

Please let us have 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:** Tuesday, 29 December 2020 11:41 AM

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

**Cc:** Admin A

**Subject:** RE: URGENT / REMINDER Re: Accident on 14/8/2020 involving SHB 1097J & GBH 4630P (AIG's insured) Our Ref: TAX/08/20/2037/lg \*\*\* LKK REF: CC3/AIG20008675/Qds3

***WITHOUT PREJUDICE***

Dear Lee Gek

We have our principal instructions to check if there's any waiver of rental due to covid.

Kindly advise

**"Best Wishes for Merry Christmas & Happy New Year 2021"**

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, 29 December 2020 11:27 AM

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

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

**Subject:** URGENT / REMINDER Re: Accident on 14/8/2020 involving SHB 1097J & GBH 4630P (AIG's insured) Our Ref: TAX/08/20/2037/lg \*\*\* LKK REF: CC3/AIG20008675/Qds3

**URGENT  
REMINDER**

Dear Jia Le,

Please let us have your reply to our email of 13/11/2020 by **6<sup>th</sup> January 2021**. 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:** Friday, 13 November 2020 12:17 PM

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

**Subject:** Re: Accident on 14/8/2020 involving SHB 1097J & GBH 4630P (AIG's insured) Our Ref: TAX/08/20/2037/lg \*\*\* LKK REF: CC3/AIG20008675/Qds3

Dear Jia Le,

Your offer of \$3,350.00 is unacceptable. We are prepared to accept a global sum of \$3,900.00 (all in, LOU at 6 days [including weekends]).

Please reconsider your offer. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department



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

**Sent:** Thursday, 12 November 2020 4:12 PM

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

**Subject:** RE: REMINDER Re: Accident on 14/8/2020 involving SHB 1097J & GBH 4630P (AIG's insured) Our Ref: TAX/08/20/2037/lg \*\*\* LKK REF: CC3/AIG20008675/Qds3

**WITHOUT PREJUDICE**

Dear Lee Gek,

**ACCIDENT INVOLVING GBH 4630P & SHB 1097J ON 14/08/2020**

We refer to the above matter.

We propose settlement at a global sum of **\$3,350.00(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.”

***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 12:30 PM

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

**Subject:** REMINDER Re: Accident on 14/8/2020 involving SHB 1097J & GBH 4630P (AIG's insured) Our Ref: TAX/08/20/2037/lg \*\*\* LKK REF: CC3/AIG20008675/Qds3

**REMINDER**

Dear Jia Le,

Please let us have your offer by **6<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:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Friday, 2 October 2020 12:05 PM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis); Jia Le (LKK Auto)  
**Cc:** Admin A  
**Subject:** RE: LOD Re: Accident on 14/8/2020 involving SHB 1097J & GBH 4630P (AIG's insured) Our Ref: TAX/08/20/2037/Ig \*\*\* LKK REF: CC3/AIG20008675/Qds3

Dear Lee Gek,

Thank you for your email.

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

**Hi Jia Le,**

**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***

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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, 2 October, 2020 10:17 AM  
**To:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** LOD Re: Accident on 14/8/2020 involving SHB 1097J & GBH 4630P (AIG's insured) Our Ref: TAX/08/20/2037/Ig

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$2,852.89
Loss of Rental	\$1,189.31 ( 9.5 days x \$125.19 )



Loss of Income	\$570.00 ( 9.5 day x \$60.00 )
LTA Search Fee	\$7.00
<b>Total</b>	<b>\$4,619.20</b>

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) LTA search
- 6) Hirer's letter of authorisation

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd

