

Re: Accident involving SMH 2585 U, SH 6744 E (TP) & SFY 27 X on 28/8/2020 along PIE near Police Academy towards Changi * LKK REF: CC4/III20009296/pa3**

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

Tue 18/5/2021 10:20 AM

To: jerleen@huahong.com.sg <jerleen@huahong.com.sg>

 1 attachments (589 KB)

DV_SMH 2585U.pdf;

Without Prejudice

Dear Jerleen,

We refer to the above matter.

We confirm settlement at **\$8,183.36(all-in)** as per your LOD.

Please duly sign the **documents** enclosed and return to us (LKK) for our necessary action.

“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: jerleen@huahong.com.sg <jerleen@huahong.com.sg>

Sent: Monday, 17 May 2021 11:45 AM

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

Subject: RE: Accident involving SMH 2585 U, SH 6744 E (TP) & SFY 27 X on 28/8/2020 along PIE near Police Academy towards Changi *** LKK REF: CC4/III20009296/pa3

Hsiao Tong, any updates from your end?

My rice bowl is in danger..

Thank you

[Jerleen Tang](#)

Claims Department

HUA HONG PRIVATE LIMITED
8 KAKI BUKIT AVE 4 #06-31
PREMIER @ KAKI BUKIT S(415875)
T. 6661 9687 | F. 6661 9699 | W. huahong.com.sg



From: jerleen@huahong.com.sg <jerleen@huahong.com.sg>
Sent: Wednesday, 28 April 2021 5:32 PM
To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>
Subject: RE: Accident involving SMH 2585 U, SH 6744 E (TP) & SFY 27 X on 28/8/2020 along PIE near Police Academy towards Changi *** LKK REF: CC4/III20009296/pa3

Hsiao Tong, any updates?
My boss already scolding us

Thank you

Jerleen Tang
Claims Department



HUA HONG PRIVATE LIMITED
8 KAKI BUKIT AVE 4 #06-31
PREMIER @ KAKI BUKIT S(415875)
T. 6661 9687 | F. 6661 9699 | W.huahong.com.sg

From: Jerleen Tang <jerleen@huahong.com.sg>
Sent: Monday, 19 April 2021 9:27 AM
To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Subject: RE: Accident involving SMH 2585 U, SH 6744 E (TP) & SFY 27 X on 28/8/2020 along PIE near Police Academy towards Changi *** LKK REF: CC4/III20009296/pa3

Dear Hsiao Tong

Any updates? My boss chasing

Jerleen Tang
Claims Department



HUA HONG PRIVATE LIMITED
25D SUNGEI KADUT STREET 1 SINGAPORE 729332
T. 6661 9688 | D. 6661 9694 | F. 6661 9699 |
W.huahong.com.sg

From: Jerleen Tang <jerleen@huahong.com.sg>
Sent: Wednesday, 14 April 2021 3:07 PM
To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Subject: RE: Accident involving SMH 2585 U, SH 6744 E (TP) & SFY 27 X on 28/8/2020 along PIE near Police Academy towards Changi *** LKK REF: CC4/III20009296/pa3

Dear Hsiao Tong

Please find attached LOD for the mentioned claim
Kindly let us have your settlement offer by this week as we are going to relocate next week
Hope to settle & close the case before we shift office

We apologise for any inconvenience caused

Jerleen Tang
Claims Department



HUA HONG PRIVATE LIMITED
25D SUNGEI KADUT STREET 1 SINGAPORE 729332
T. 6661 9688 | D. 6661 9694 | F. 6661 9699 |
W. [huahong.com.sg](http://www.huahong.com.sg)

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, 4 September 2020 11:30 AM
To: Jerleen Tang <jerleen@huahong.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: Accident involving SMH 2585 U, SH 6744 E (TP) & SFY 27 X on 28/8/2020 along PIE near Police Academy towards Changi *** LKK REF: CC4/III20009296/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

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 and admission of any liability to our Insured's part. 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 and approved by our principal.

***Kindly arrange for survey & submit your estimate in Merimen.**

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 | Fax: 6741 4108

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

From: Hsiao Tong (LKKAuto)
Sent: Friday, 4 September 2020 10:30 AM
To: Jerleen Tang <jerleen@huahong.com.sg>
Subject: RE: Accident involving SMH 2585 U, SH 6744 E (TP) & SFY 27 X on 28/8/2020 along PIE near Police Academy towards Changi *** LKK REF: CC4/III20009296/pa3

Without Prejudice

Hi Jerleen,

We are still pending for instruction from III.

Kindly assist to submit your estimate via Merimen for our further action. Thanks.

“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: Jerleen Tang <jerleen@huahong.com.sg>
Sent: Friday, 4 September 2020 8:59 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Accident involving SMH 2585 U, SH 6744 E (TP) & SFY 27 X on 28/8/2020 along PIE near Police Academy towards Changi *** LKK REF: CC4/III20009296/pa3

Dear Hsiao Tong

Any updates on the liability?

Thank you

Jerleen Tang
Claims Department



HUA HONG PRIVATE LIMITED
25D SUNGEI KADUT STREET 1 SINGAPORE 729332
T. 6661 9688 | D. 6661 9694 | F. 6661 9699 |
W. www.huahong.com.sg
   

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 2 September 2020 4:45 PM
To: Jerleen Tang <jerleen@huahong.com.sg>
Subject: RE: Accident involving SMH 2585 U, SH 6744 E (TP) & SFY 27 X on 28/8/2020 along PIE near Police Academy towards Changi *** LKK REF: CC4/III20009296/pa3

Without Prejudice

Hi Jerleen,

We are pending instruction from III. Thanks.

“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: Jerleen Tang <jerleen@huahong.com.sg>
Sent: Wednesday, 2 September 2020 3:29 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Accident involving SMH 2585 U, SH 6744 E (TP) & SFY 27 X on 28/8/2020 along PIE near Police Academy towards Changi *** LKK REF: CC4/III20009296/pa3

Dear Hsiao Tong

Kindly advise liability

Thank you

Jerleen Tang
Claims Department

HUA HONG PRIVATE LIMITED



25D SUNGEI KADUT STREET 1 SINGAPORE 729332
T. 6661 9694 | F. 6661 9699 | W. huahong.com.sg



From: Jerleen Tang <jerleen@huahong.com.sg>
Sent: Wednesday, 2 September 2020 9:47 AM
To: 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>
Cc: James Tan <james@huahong.com.sg>; 'Admin A' <admin-a@lkkauto.com>
Subject: RE: Accident involving SMH 2585 U, SH 6744 E (TP) & SFY 27 X on 28/8/2020 along PIE near Police Academy towards Changi *** LKK REF: CC4/III20009296/pa3

Dear Mei Kwan

Kindly refer to attached

Thank you

Jerleen Tang
Claims Department



HUA HONG PRIVATE LIMITED
25D SUNGEI KADUT STREET 1 SINGAPORE 729332
T. 6661 9694 | F. 6661 9699 | W. huahong.com.sg



From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, 2 September 2020 9:43 AM
To: 'Jerleen Tang' <jerleen@huahong.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: 'James Tan' <james@huahong.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: Accident involving SMH 2585 U, SH 6744 E (TP) & SFY 27 X on 28/8/2020 along PIE near Police Academy towards Changi *** LKK REF: CC4/III20009296/pa3

Dear Jerleen,

As spoken, please submit estimate thru Merimen for our necessary action.

Please provide us the following.

- ***evidence i.e. video and scene photo***
- ***PIR result (if any)***
- ***GIA report / police report***

Please take note that the case handler in-charge is Hsiao Tong.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: 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: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Tuesday, 1 September, 2020 5:11 PM
To: 'Jerleen Tang' <jerleen@huahong.com.sg>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: 'James Tan' <james@huahong.com.sg>
Subject: RE: Accident involving SMH 2585 U, SH 6744 E (TP) & SFY 27 X on 28/8/2020 along PIE near Police Academy towards Changi

Dear Jerleen,

Noted with thanks.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Jerleen Tang <jerleen@huahong.com.sg>
Sent: Tuesday, 1 September, 2020 5:07 PM
To: sur@lkkauto.com; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: James Tan <james@huahong.com.sg>
Subject: RE: Accident involving SMH 2585 U, SH 6744 E (TP) & SFY 27 X on 28/8/2020 along PIE near Police Academy towards Changi

Dear Summer

Kindly arrange for survey on 3/9/2020 morning
Vehicle will be in tomorrow 2/9/2020 evening

Do let me know who is the officer in charge for this case for us to check on the liability

Thank you

Jerleen Tang
Claims Department



HUA HONG PRIVATE LIMITED
25D SUNGEI KADUT STREET 1 SINGAPORE 729332
T. 6661 9694 | F. 6661 9699 | W. huahong.com.sg



From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Tuesday, 1 September 2020 12:11 PM
To: Jerleen Tang <jerleen@huahong.com.sg>; Dhanya B.Purushothaman <Dhanya@iii.com.sg>; 'sur@lkkauto.com' <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: James Tan <james@huahong.com.sg>
Subject: RE: Accident involving SMH 2585 U, SH 6744 E (TP) & SFY 27 X on 28/8/2020 along PIE near Police Academy towards Changi

Dear Sir / Mdm,

Please conduct a survey on TP vehicle [SMH2585U](#) and let us have your report urgently.

This claim will be handled by [Ms Dhanya](#).

*Kindly upload this survey request email to merimen.

***We started using audatex since 1st dec 2019. Please do adjustments throught Audatex and upload the report onto Merimen.**

Thank You.

Best Regards,
Gabriel Wee



64 Cecil Street; #05 - IOB Building
Singapore 049711
Tel: 6347 6100, Ext – 248

From: Jerleen Tang <jerleen@huahong.com.sg>
Sent: Monday, 31 August 2020 4:26 pm
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: James Tan <james@huahong.com.sg>
Subject: RE: Accident involving SMH 2585 U, SH 6744 E (TP) & SFY 27 X on 28/8/2020 along PIE near Police Academy towards Changi

Dear Gabriel

We choose LKK Auto Consultants Pte Ltd

Kindly advise on liability first before survey

Thank you

[Jerleen Tang](#)
Claims Department

HUA HONG PRIVATE LIMITED



25D SUNGEI KADUT STREET 1 SINGAPORE 729332
T. 6661 9694 | F. 6661 9699 | W. huahong.com.sg



From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Monday, 31 August 2020 4:25 PM
To: Jerleen Tang <jerleen@huahong.com.sg>
Cc: James Tan <james@huahong.com.sg>
Subject: RE: Accident involving SMH 2585 U, SH 6744 E (TP) & SFY 27 X on 28/8/2020 along PIE near Police Academy towards Changi

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

We started using audatex since 1st dec 2019. Please submit your estimate/quotation through Audatex so that our surveyors can make the adjustments according.

Best Regards,
Gabriel Wee



64 Cecil Street; #05 - IOB Building
Singapore 049711
Tel: 6347 6100, Ext – 248

From: Jerleen Tang <jerleen@huahong.com.sg>
Sent: Monday, 31 August 2020 3:27 pm
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: James Tan <james@huahong.com.sg>
Subject: Accident involving SMH 2585 U, SH 6744 E (TP) & SFY 27 X on 28/8/2020 along PIE near Police Academy towards Changi

Dear Sir/Mdm
Kindly advise liability for this accident case.
Our insured claiming third party. GIA report as per attached.
Should you have any clarification, please contact us @ 6661 9688.

Thank you

Jerleen Tang
Claims Department



HUA HONG PRIVATE LIMITED
25D SUNGEI KADUT STREET 1 SINGAPORE 729332
T. 6661 9694 | F. 6661 9699 | W. huahong.com.sg



Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

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India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K