

## Hsiao Tong (LKKAUTO)

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**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Wednesday, 3 March 2021 4:59 PM  
**To:** Guo Yong EE (ICA)  
**Cc:** Daniel LOW (ICA); Olivia Lau (LKKAUTO)  
**Subject:** Submission Docs for Payment - Third Party Claim for damage on SLB3011X // LKK  
Ref: CS3/ICA20009978/Epq2-1  
**Attachments:** ICA\_LKKInvoice\_AC2101287.pdf; LKK Survey Report \_ Photos.pdf; SUPP DOCS.pdf

Hi Mr Ee,

Please be informed that the above-mentioned case had been settled.

Enclose herewith LKK Invoice & relevant documents for your necessary action please.

Kindly assist to issue payment to third party lawyer.

Thank you.

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:** Guo Yong EE (ICA) <EE\_Guo\_Yong@ica.gov.sg>  
**Sent:** Wednesday, 6 January 2021 11:19 AM  
**To:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Cc:** Daniel LOW (ICA) <Daniel\_LOW@ica.gov.sg>  
**Subject:** FW: Claim Docs - Third Party Claim for damage on SLB3011X

**Message Classification:** *Restricted*

Thanks Hsiao Tong.

Pls use the DV template attached. It will be used for all cases involving our vehicles.

Thanks.

**Ee Guo Yong**

Senior Transport and Logistics Executive



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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Wednesday, 6 January 2021 10:49 AM  
**To:** Guo Yong EE (ICA) <[EE\\_Guo\\_Yong@ica.gov.sg](mailto:EE_Guo_Yong@ica.gov.sg)>  
**Cc:** Daniel LOW (ICA) <[Daniel\\_LOW@ica.gov.sg](mailto:Daniel_LOW@ica.gov.sg)>  
**Subject:** RE: Claim Docs - Third Party Claim for damage on SLB3011X

Hi Mr Ee,

We refer to the above matter.

We have managed to negotiate and resolve the matter at \$19,969.00(all-in) with third party lawyer. The breakdown is as follows: -

1. Cost of Repair	\$ 16,000.00
2. Loss of Rental (12days x \$140.00)	\$ 1,680.00
3. Towing Fee	\$ 120.00
4. Survey Report Fee	\$ 1,200.00
5. LTA Search Fee	\$ 169.00
6. Cost & Incidentals	\$ 800.00
<b>Total</b>	<b>\$ 19,969.00</b>

Kindly let us have a copy of DV template for our further action. Thanks.

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:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 15 December 2020 12:39 PM

**To:** Guo Yong EE (ICA) <[EE\\_Guo\\_Yong@ica.gov.sg](mailto:EE_Guo_Yong@ica.gov.sg)>  
**Cc:** Daniel LOW (ICA) <[Daniel\\_LOW@ica.gov.sg](mailto:Daniel_LOW@ica.gov.sg)>  
**Subject:** RE: Claim Docs - Third Party Claim for damage on SLB3011X

Hi Mr Ee,

Thank you for your email.

We will proceed to negotiate with third party and update if there is any issue.

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

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:** Guo Yong EE (ICA) <[EE\\_Guo\\_Yong@ica.gov.sg](mailto:EE_Guo_Yong@ica.gov.sg)>  
**Sent:** Thursday, 10 December 2020 9:37 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Daniel LOW (ICA) <[Daniel\\_LOW@ica.gov.sg](mailto:Daniel_LOW@ica.gov.sg)>  
**Subject:** RE: Claim Docs - Third Party Claim for damage on SLB3011X

***Message Classification: Restricted***

Hsiao Tong

The proposed amt below is approved.

1. Cost of Repair	\$ 16,300.00
2. Loss of Rental (12days x \$150.00)	\$ 1,800.00
3. Towing Fee	\$ 120.00
4. Survey Report Fee	\$ 1,200.00
5. LTA Search Fee	Subject to receipt/invoice
6. Cost & Incidentals	\$ 900.00
<b>Total</b>	<b><u>\$ 20,320.00</u></b>

Pls proceed to liaise with the third party lawyer.

Thanks.

**Ee Guo Yong**

Senior Transport and Logistics Executive  
Corporate Services Div  
DID: (65) 6391 6566



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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Monday, 16 November 2020 12:21 PM  
**To:** Guo Yong EE (ICA) <[EE\\_Guo\\_Yong@ica.gov.sg](mailto:EE_Guo_Yong@ica.gov.sg)>  
**Cc:** Daniel LOW (ICA) <[Daniel\\_LOW@ica.gov.sg](mailto:Daniel_LOW@ica.gov.sg)>  
**Subject:** Re: Claim Docs - Third Party Claim for damage on SLB3011X

Hi Mr Eee,

Yes. The estimated LTA search fee is \$7.49.

**\*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:** Guo Yong EE (ICA) <[EE\\_Guo\\_Yong@ica.gov.sg](mailto:EE_Guo_Yong@ica.gov.sg)>  
**Sent:** Monday, 16 November 2020 12:04 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Daniel LOW (ICA) <[Daniel\\_LOW@ica.gov.sg](mailto:Daniel_LOW@ica.gov.sg)>  
**Subject:** RE: Claim Docs - Third Party Claim for damage on SLB3011X

**Message Classification:** *Restricted*

*Thanks Hsiao Tong.*

*Able to provide an estimated costs for the LTA search fee? Is it \$7.49?*

*We will need to include this amount to seek the necessary approval.*

**Ee Guo Yong**

Senior Transport and Logistics Executive  
Corporate Services Div  
DID: (65) 6391 6566



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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Monday, 16 November 2020 12:02 PM  
**To:** Guo Yong EE (ICA) <[EE\\_Guo\\_Yong@ica.gov.sg](mailto:EE_Guo_Yong@ica.gov.sg)>  
**Cc:** Daniel LOW (ICA) <[Daniel\\_LOW@ica.gov.sg](mailto:Daniel_LOW@ica.gov.sg)>  
**Subject:** Re: Claim Docs - Third Party Claim for damage on SLB3011X

Hi Mr Ee,

We are basing on the damaged vehicle (Mazda 5-1998cc).

Thanks.

**\*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:** Guo Yong EE (ICA) <[EE\\_Guo\\_Yong@ica.gov.sg](mailto:EE_Guo_Yong@ica.gov.sg)>  
**Sent:** Monday, 16 November 2020 11:57 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Daniel LOW (ICA) <[Daniel\\_LOW@ica.gov.sg](mailto:Daniel_LOW@ica.gov.sg)>  
**Subject:** FW: Claim Docs - Third Party Claim for damage on SLB3011X

**Message Classification: *Restricted***

Hsiao Tong

Thanks for the fast response. Sorry, this is the first case. Would like to seek clarifications on loss of rental. Is the proposed rate based on the damaged vehicle (Mazda 5) or based on the rented vehicle (Toyota Altis 1.6)?

Thanks.

TYPE	BENCHMARK RATES		FACTORS TO BE CONSIDERED
	RENTAL (Per day) S	LOSS OF USE (Per day) S	
<b><u>PRIVATE CARS</u></b>			
Up to 1,600cc and 97kW (130bhp) [Category A of COE]	100-120	60-80	1. Usage e.g. travelling salesman 2. Rental receipts, consider possibility that they may be inflated. 3. Luxury cars are dependent on make and model. They generally refer to cars with OMV of \$35,000 and above on first registration and/or engine capacity exceeding 3,000 cc. 4. No. of days: To refer to surveyor's reports or actual number of days of repair (whichever is shorter) and add Saturdays, Sundays and public holidays
Above 1,600cc or 97kW (130bhp) [Category B of COE]	120-180	100-120	
Luxury Cars (including Super cars)	220 or more	150-240	

## Ee Guo Yong

Senior Transport and Logistics Executive  
Corporate Services Div  
DID: (65) 6391 6566



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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Monday, 16 November 2020 10:06 AM  
**To:** Guo Yong EE (ICA) <[EE\\_Guo\\_Yong@ica.gov.sg](mailto:EE_Guo_Yong@ica.gov.sg)>  
**Subject:** Re: Claim Docs - Third Party Claim for damage on SLB3011X

Dear Mr Ee,

GBH9882X(ICA) -> SLB3011X(3rd Party) -> SKG3248R -> SKK4333A

- This is a 4 vehicles chain collision whereby ICA vehicle is the last car. Liability is not in our driver's favour.
- Attached is a copy of surveyor marking based on 3rd party survey report for your reference.
- We have adjusted claim amount as below to offer 3rd party lawyer;
- For your approval please.

"Your Ref: **AL.INS.2020.30117(PD)JW**  
 Our Ref: CS3/ICA20009978/Ep-1

**WITHOUT PREJUDICE**

Dear Sirs,

**ACCIDENT INVOLVING GBH 9882X / SLB 3011X/ OTHERS ON 12/09/2020**

We have been appointed by ICA as claims adjuster to handle all traffic accident claims involving ICA vehicles.

Strictly without admission of liability and for quick and amicable settlement, our principal ICA is prepared to settle your client's claim as follows :-

1. Cost of Repair	\$ 16,300.00
2. Loss of Rental (12days x \$150.00)	\$ 1,800.00
3. Towing Fee	\$ 120.00
4. Survey Report Fee	\$ 1,200.00
5. LTA Search Fee	Subject to receipt/invoice
6. Cost & Incidentals	\$ 900.00
<b>Total</b>	<b><u>\$ 20,320.00</u></b>

Please confirm acceptance.”

=====

Please let me know if you have any queries.

**\*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:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Thursday, 12 November 2020 3:39 PM  
**To:** Guo Yong EE (ICA) <[EE\\_Guo\\_Yong@ica.gov.sg](mailto:EE_Guo_Yong@ica.gov.sg)>  
**Subject:** Re: Claim Docs - Third Party Claim for damage on SLB3011X

Hi Mr Ee,

We acknowledge receipt of your email dated 12/11/2020.

We will handle the matter accordingly.

Thanks.

**\*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:** Guo Yong EE (ICA) <[EE\\_Guo\\_Yong@ica.gov.sg](mailto:EE_Guo_Yong@ica.gov.sg)>

**Sent:** Thursday, 12 November 2020 3:32 PM

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

**Subject:** Claim Docs

**Message Classification:** *Restricted*

Hsiao Tong

Pls refer to attached for assistance, and use the password send earlier to open the LOD.  
Thanks.

**Ee Guo Yong**

Senior Transport and Logistics Executive  
Corporate Services Div  
DID: (65) 6391 6566



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