

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 8 January 2021 3:05 PM
To: Kaitlyn Chio
Cc: Lily Loi; EXSTAFF - Sharon Ten; Eve Tan; Ling Ting An; Adeline Lim; Admin A
Subject: RE: LOD - SMQ6499L CLAIMING AGAINST SBH9893P DOA: 21/11/2020 (AIG) ***
LKK REF: CC6/AIG20013000/Kpa3
Attachments: DV_SMQ 6499L.pdf

Without Prejudice

Dear Sirs/Mdm,

Thank you for acceptance.

Please duly sign the **DV** 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."

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: Kaitlyn Chio <kaitlyn.chio@ow.sg>

Sent: Friday, 8 January 2021 8:34 AM

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

Cc: Lily Loi <lily.loi@ow.sg>; EXSTAFF - Sharon Ten <sharon@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: LOD - SMQ6499L CLAIMING AGAINST SBH9893P DOA: 21/11/2020 (AIG) *** LKK REF: CC6/AIG20013000/Kpa3

Dear Hsiao Tong,

We accept your offer at \$ 3,836.10/-.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)

Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

OPTIMAWERKZ™ PTE. LTD.

Head Office: 8 Kung Chong Road Singapore 150143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05 Singapore 568047

Tel: (+65) 6472 1313

Tel: (+65) 6484 0010

Tel: (+65) 6481 1622

Fax: (+65) 6472 2112

Fax: (+65) 6481 1003

Fax: (+65) 6481 1011

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

Sent: Thursday, 7 January 2021 5:15 PM

To: Kaitlyn Chio <kaitlyn.chio@ow.sg>

Cc: Lily Loi <lily.loi@ow.sg>; EXSTAFF - Sharon Ten <sharon@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: LOD - SMQ6499L CLAIMING AGAINST SBH9893P DOA: 21/11/2020 (AIG) *** LKK REF: CC6/AIG20013000/Kpa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We have our principal instruction to offer as follows: -

1. Cost of Repair (w/GST)	\$ 3,434.10
2. Loss of Rental (4days x \$100.00)	\$ 400.00
3. LTA/GIA Search Fee	\$ 2.00
Total	\$ 3,836.10

Please confirm acceptance.

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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: Tuesday, 22 December 2020 8:30 AM
To: Kaitlyn Chio <kaitlyn.chio@ow.sg>
Cc: Lily Loi <lily.loi@ow.sg>; EXTSTAFF - Sharon Ten <sharon@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: LOD - SMQ6499L CLAIMING AGAINST SBH9893P DOA: 21/11/2020 (AIG) *** LKK REF: CC6/AIG20013000/Kpa3

Without Prejudice

Dear Sirs/Mdm,

We are preparing report in order to seek mandate from our principal.

We will expedite the matter.

Kindly bear with us for time being.

"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 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 | Fax: 6741 4108

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

S(408933)

From: Kaitlyn Chio <kaitlyn.chio@ow.sg>
Sent: Saturday, 19 December 2020 10:07 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Lily Loi <lily.loi@ow.sg>; EXTSTAFF - Sharon Ten <sharon@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: LOD - SMQ6499L CLAIMING AGAINST SBH9893P DOA: 21/11/2020 (AIG) *** LKK REF: CC6/AIG20013000/Kpa3

Dear Hsiao Tong,

Refer to the above matter.

We are still pending on your offer.

Kindly let us have your proposed offer without further delay.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//WERKZ PTE. LTD.

Head Office: 8 Kung Chong Road Singapore 150143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05 Singapore 568047

Tel: (+65) 8472 1313

Tel: (+65) 8484 0010

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From: Kaitlyn Chio

Sent: Friday, 4 December 2020 5:49 PM

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

Cc: Lily Loi <lily.loi@ow.sg>; Sharon Ten <sharon@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>;

Adeline Lim <adeline@ow.sg>; Admin A <admin-a@lkkauto.com>

Subject: LOD - SMQ6499L CLAIMING AGAINST SBH9893P DOA: 21/11/2020 (AIG) *** LKK REF: CC6/AIG20013000/Kpa3

Our Ref: SMQ6499L / TP#1212

Your Ref: SBH9893P / CC6/AIG20013000/Kpa3

Without Prejudice

Dear Motor Claim Department,

We refer to the above mentioned accident.

We are claiming as below:

- Cost of Repair (incl. of GST)	S\$ 3,434.10
- Loss of Rental (Private Hire)	S\$ 600.00 (\$100.00 X 06 Days)
- LTA / GIA Search	S\$ 2.00
Grand Total	<u>S\$ 4,036.10</u>

Your prompt attention is most grateful and look forward to your speedy settlement.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

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Head Office: 8 Kung Chong Road Singapore 150143

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Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05 Singapore 568047

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, 27 November 2020 11:31 AM
To: Lily Loi <lily.loi@ow.sg>
Cc: Sharon Ten <sharon@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Victor Seng <victor.seng@ow.sg>; Admin A <admin-a@lkkauto.com>
Subject: Re: Check Liability - SMQ6499L CLAIMING AGAINST SBH9893P DOA: 21/11/2020 (AIG) *** LKK REF: CC6/AIG20013000/Kpa3

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.

Thank you.

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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: Lily Loi <lily.loi@ow.sg>
Sent: Friday, 27 November 2020 11:09 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Sharon Ten <sharon@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Victor Seng <victor.seng@ow.sg>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: RE: Check Liability - SMQ6499L CLAIMING AGAINST SBH9893P DOA: 21/11/2020 (AIG) *** LKK REF: CC6/AIG20013000/Kpa3

Hi Hsiao Tong,

Kindly advise on liability.

Thank you.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

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Head Office: 8 Kung Chong Road Singapore 150143

Branch: QA Serangoon North Ave 5 Singapore 554500

Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05 Singapore 568047

Tel: (+65) 6472 1313

Tel: (+65) 6484 0010

Tel: (+65) 6481 1522

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From: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

Sent: Thursday, 26 November 2020 7:44 PM

To: Lily Loi <lily.loi@ow.sg>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

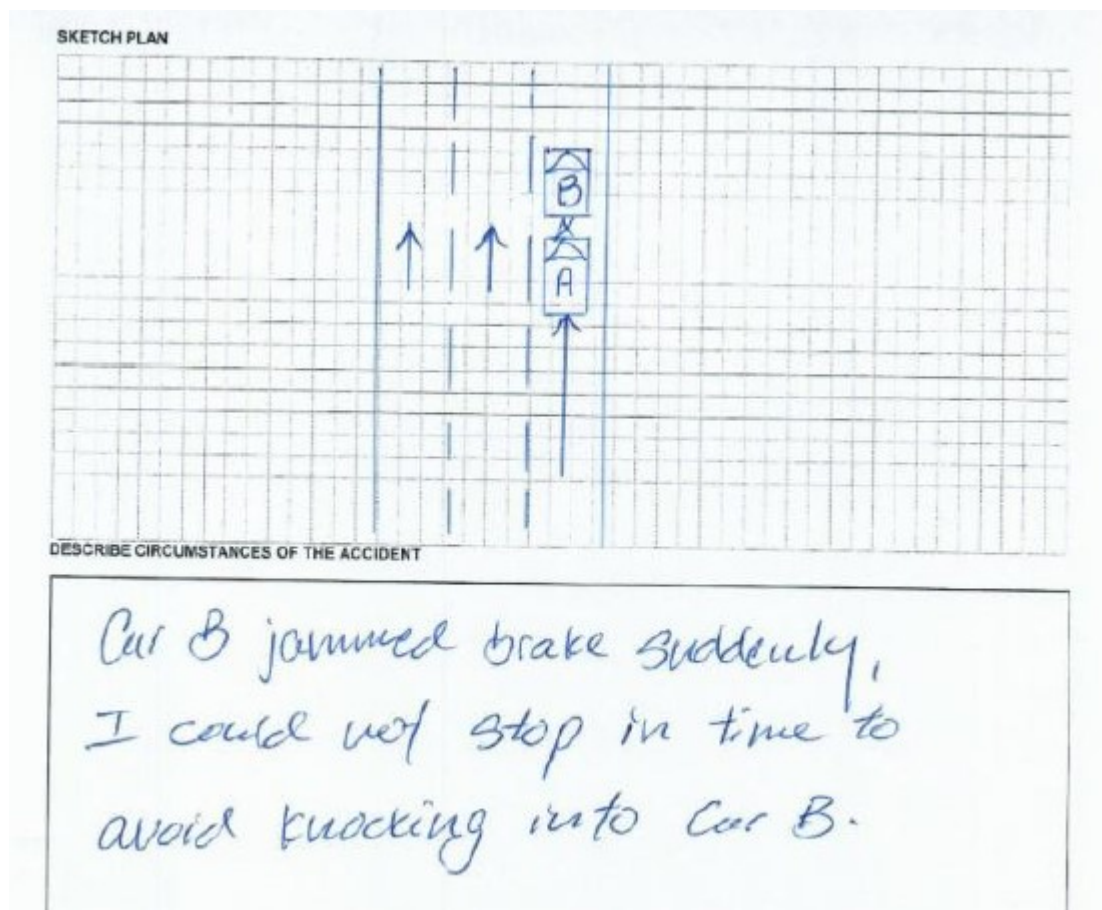
Cc: Sharon Ten <sharon@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Victor Seng <victor.seng@ow.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: Check Liability - SMQ6499L CLAIMING AGAINST SBH9893P DOA: 21/11/2020 (AIG) *** LKK REF: CC6/AIG20013000/Kpa3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.



Please provide us the following.

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

Please note that for liability, claim negotiation and settlement, please contact **Hsiao Tong**.

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 | 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: Lily Loi <lily.loi@ow.sg>

Sent: Thursday, 26 November, 2020 11:31 AM

To: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Sharon Ten <sharon@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Victor Seng <victor.seng@ow.sg>

Subject: Check Liability - SMQ6499L CLAIMING AGAINST SBH9893P DOA: 21/11/2020 (AIG)

Hi Motor Claims Department,

Kenneth have conducted PRI today @ 11am.

Kindly advice for officer in charge.

Thank you.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

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Branch: 9A Serangoon North Ave 5 Singapore 554500

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From: Lily Loi

Sent: Tuesday, 24 November 2020 11:46 AM

To: assignments@lkkauto.com

Cc: Sharon Ten <sharon@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Victor Seng <victor.seng@ow.sg>

Subject: PRI - SMQ6499L CLAIMING AGAINST SBH9893P DOA: 21/11/2020

Dear Summer,

Kenneth have conducted PRI today @ 11am.
Kindly advice for officer in charge.
Thank you.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05 Singapore 568047

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