

Re: OUR VEH SMS9250G, YOUR VEH SKZ5868M ON 27/11/2020 LKK REF : CC4/AIG20013222/ps3

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

Tue 6/7/2021 12:10 PM

To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>

 2 attachments (993 KB)

Statement of SKZ5868M.pdf; Police Report(SKZ 5868M).PNG;

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Attached is a copy of our insured report for your easy reference.

Our insured driver strongly disputed on third party claim as he adamant that there is no collision between both vehicles.

In view of this, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's claim.

“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: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Sent: Wednesday, 24 February 2021 10:17 AM

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

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: OUR VEH SMS9250G, YOUR VEH SKZ5868M ON 27/11/2020 LKK REF : CC4/AIG20013222/ps3

Hi Hsiao Tong,

Is your insured reported for the accident ?

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, 9 February, 2021 2:44 PM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: OUR VEH SMS9250G, YOUR VEH SKZ5868M ON 27/11/2020 LKK REF : CC4/AIG20013222/ps3

This email was sent from outside of your organisation

Without Prejudice

Hi Coco,

We refer to the above matter.

Please be informed that our insured still had yet lodge the GIA report.

We will follow up and get back to you.

You may advise your client to do OD claim if necessary.

“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.

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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: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Sent: Wednesday, 3 February 2021 11:36 AM

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

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: OUR VEH SMS9250G, YOUR VEH SKZ5868M ON 27/11/2020 LKK REF : CC4/AIG20013222/ps3

Dear Hsiao Tong,

Is your insured reported ?

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
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Singapore 609339



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

Sent: Friday, 15 January, 2021 4:17 PM

To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: OUR VEH SMS9250G, YOUR VEH SKZ5868M ON 27/11/2020 LKK REF : CC4/AIG20013222/ps3

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Without Prejudice

Hi Coco,

We refer to the above matter.

Please be informed that our insured still had yet lodge the accident report.

We will follow up and get back to you.

You may advise your client to do OD claim if necessary.

“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: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Sent: Thursday, 14 January 2021 5:25 PM

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

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua

<kionghua.bong@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin

Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: OUR VEH SMS9250G, YOUR VEH SKZ5868M ON 27/11/2020 LKK REF : CC4/AIG20013222/ps3

Hi Hsiao Tong,

Can check for us that your insured report for the accident ?

Best regards

Coco Lu Ting

Executive – Customer Service

Claim Division Operations Body & Paint Centre

209 Pandan Gardens

Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339

T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg



From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Monday, 21 December, 2020 10:37 AM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: OUR VEH SMS9250G, YOUR VEH SKZ5868M ON 27/11/2020 LKK REF : CC4/AIG20013222/ps3

This email was sent from outside of your organisation

Without Prejudice

Hi Coco,

We refer to the above matter.

Please be informed that our insured had yet lodge the accident report.

We will follow up and get back to you.

You may advise your client to do OD claim if necessary.

"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: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Sent: Monday, 14 December 2020 11:39 AM
To: Su Li (LKK Auto) <suli@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin

Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: OUR VEH SMS9250G, YOUR VEH SKZ5868M ON 27/11/2020 LKK REF : CC4/AIG20013222/ps3

Dear Hsiao tong,

This is front video footage.

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



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T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Thursday, 3 December, 2020 2:24 PM

To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: OUR VEH SMS9250G, YOUR VEH SKZ5868M ON 27/11/2020 LKK REF : CC4/AIG20013222/ps3

This email was sent from outside of your organisation

Without Prejudice

Dear Sirs / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident till date..

- **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 at 6742 3197.

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

To check availability of the case handler, you may contact the undersigned.

** 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.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 Email: [\[mailto:SuLi@lkkauto.com\]](mailto:SuLi@lkkauto.com) SuLi@lkkauto.com | Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

From: Coco Lu Ting [\[mailto:coco.lu@cyclecarriage.com.sg\]](mailto:coco.lu@cyclecarriage.com.sg)

Sent: Thursday, 3 December 2020 11:54 AM

To: SUR; Admin A

Cc: Andre Chow En De; Don Bong Kiong Hua; Kevin Leong Wai Kit; Edwin Abcede Caina

Subject: RE: OUR VEH SMS9250G, YOUR VEH SKZ5868M ON 27/11/2020

Dear officer in charge,

Please advise us the liability for this case.

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339

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 A member of the Jardine Cycle & Carriage Group

From: AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>

Sent: Tuesday, 1 December, 2020 6:08 PM

To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua

<kionghua.bong@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>

Subject: RE: OUR VEH SMS9250G, YOUR VEH SKZ5868M ON 27/11/2020

This email was sent from outside of your organisation

Hi Coco,

We'll appoint LKK to handle.

Thanks.

AIG Claims Survey

From: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Sent: Tuesday, December 01, 2020 5:51 PM
To: AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>
Subject: [EXTERNAL] FW: OUR VEH SMS9250G, YOUR VEH SKZ5868M ON 27/11/2020

This message is from an external sender; be cautious with links and attachments.

Dear officer in charge,

Please advise us the liability for this case. Thank you

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



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T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: PGLJ06 <PGLJ06@cyclecarriage.com.sg>
Sent: Tuesday, 1 December, 2020 4:53 PM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Subject: scan to email

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