

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 26 July 2022 9:17 AM  
**To:** Tan, Bennie-WZ  
**Cc:** Admin A  
**Subject:** RE: AIG REF: 7850177162SG-003 || OUR REF : 2012-07 // YOUR REF : SME9610AACCIDENTINVOLVINGSME9610A AND SLJ466U

Hi Bennie,

There is no response from third party after our email dated 12/07/2021.

In view of this, we will proceed to close file and submit WP report to your good office.

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) |

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

S(408933)

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**From:** Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>  
**Sent:** Friday, 22 July 2022 10:24 PM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: AIG REF: 7850177162SG-003 || OUR REF : 2012-07 // YOUR REF : SME9610AACCIDENTINVOLVINGSME9610A AND SLJ466U

Hi Hsiao Tong

Reference to the above aging matter.

Can you urgently confirm if there is any development from TP? If no response since your email dated 12/07/2021, kindly close off this matter and render us your billing.

Best Regards

**Bennie Tan**

Senior Complex Claims Examiner - Auto Property Damage Claims  
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building  
78 Shenton Way, Level 10  
Singapore 079120  
Tel +(65) 6419 1718

**Advanced Leave Notification:**

*If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.*

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Wednesday, 23 March 2022 2:15 pm  
**To:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [EXTERNAL] RE: AIG REF: 7850177162SG-003 || OUR REF : 2012-07 // YOUR REF : SME9610AACCIDENTINVOLVINGSME9610A AND SLJ466U

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

Hi Bennie,

There is no response from third party after our email dated 12/07/2021.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

S(408933)

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**From:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>  
**Sent:** Monday, 21 March 2022 8:40 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: AIG REF: 7850177162SG-003 || OUR REF : 2012-07 // YOUR REF : SME9610AACCIDENTINVOLVINGSME9610A AND SLJ466U

Hi Hsiao Tong

Further to your email dated 25/01/2022.

Noted this matter was KIV till July 2022. Can you kindly provide an update on any developments from TP since your last email?

Your response is greatly appreciated.

Best Regards

**Bennie Tan**

Senior Complex Claims Examiner - Auto Property Damage Claims  
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building

78 Shenton Way, Level 10  
Singapore 079120  
Tel +(65) 6419 1718  
[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.AIG.sg](http://www.AIG.sg)

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Tuesday, 25 January 2022 9:44 am  
**To:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [EXTERNAL] RE: AIG REF: 7850177162SG-003 || OUR REF : 2012-07 // YOUR REF : SME9610AACCIDENTINVOLVINGSME9610A AND SLJ466U

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

Hi Bennie,

Please be informed that our last correspondence with third party was on 12/07/2021. There is no further response from third party till date.

We will KIV the matter till July 2022.

Thank you.

**"Wishing You Happiness & Prosperity Chinese New Year 2022"**

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

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**From:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>  
**Sent:** Friday, 21 January 2022 11:20 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: AIG REF: 7850177162SG-003 || OUR REF : 2012-07 // YOUR REF : SME9610AACCIDENTINVOLVINGSME9610A AND SLJ466U

Hi Hsiao Tong

We are reviewing this aging claim.

May we have your urgent update on the last correspondent/latest development with TP repairer on said matter since 26/05/2021?

If there hasn't been any development for more than 1 year, kindly close off the claim and render us your billing.

Best Regards

**Bennie Tan**

Senior Complex Claims Examiner - Auto Property Damage Claims  
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building  
78 Shenton Way, Level 10  
Singapore 079120  
Tel +(65) 6419 1718  
[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.AIG.sg](http://www.AIG.sg)

**Advanced Leave Notification:**

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Tuesday, 4 May 2021 1:54 pm  
**To:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [EXTERNAL] RE: AIG REF: 7850177162SG-003 || OUR REF : 2012-07 // YOUR REF :  
SME9610AACIDENTINVOLVINGSME9610A AND SLJ466U

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

Hi Bennie,

We are still pending for further evidences from third party as our insured insisted that no collision.

We will follow up with third party on this matter.

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:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>  
**Sent:** Tuesday, 4 May 2021 1:01 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** AIG REF: 7850177162SG-003 || OUR REF : 2012-07 // YOUR REF : SME9610AACCIDENTINVOLVINGSME9610A AND SLJ466U

Hi Hsiao Tong

TP repairer has written a chaser for offer to us.

Kindly assist to look into said matter.

Thank you.

Best Regards

**Bennie Tan**

Senior Complex Claims Examiner - Auto Property Damage Claims  
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building  
78 Shenton Way, Level 10  
Singapore 079120  
Tel +(65) 6419 1718  
[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.AIG.sg](http://www.AIG.sg)

**Advanced Leave Notification:**

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**From:** Teamwork Garage <[claims@teamworkgarage.com](mailto:claims@teamworkgarage.com)>

**Sent:** Monday, May 3, 2021 5:24 PM

**To:** ClaimsDocManagement <[ClaimsDocManagement@aig.com](mailto:ClaimsDocManagement@aig.com)>; Teamwork Garage <[claims@teamworkgarage.com](mailto:claims@teamworkgarage.com)>

**Subject:** [EXTERNAL] RE: OUR REF : 2012-07 // YOUR REF : SME9610AACCIDENTINVOLVINGSME9610A AND SLJ466U

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

WITHOUT PREJUDICE

Dear sir ,

We refer to the matter above , we would like to remind you that we have yet to receive any offer from you guys.

Please let us have the offer soonest so that we can close the case amicably.

Thank you and have a nice day! 😊

JONAH

**Teamwork Garage Pte Ltd**

Blk 53 Ubi Avenue 1 #01-24 Paya Ubi Industrial Park  
Singapore (408934)  
Tel: 6844 2475 | Fax: 6844 2474

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**From:** [Teamwork Garage](#)

**Sent:** Monday, 3 May 2021 5:21 pm

**To:** [Hor, Yinrul](#); [Fong, Andy-SY](#); [Chin, Lee-Ying](#); [Kaur, Baljit](#); [Abu Kassim, Noor Mariesa](#); [Azlan, Syazairdina](#); [Lim, Sheng Yang](#); [Mithoosingh, Aashweenjeetkaur](#); ['Chan, Yoke Shi'](#); [Teamwork Garage](#)

**Subject:** RE: OUR REF : 2012-07 // YOUR REF : SME9610AACCIDENTINVOLVINGSME9610A AND SLJ466U

WITHOUT PREJUDICE

Dear sir ,

We refer to the matter above , we would like to remind you that we have yet to receive any offer from you guys.

Please let us have the offer soonest so that we can close the case amicably.

Thank you and have a nice day! 😊

JONAH

**Teamwork Garage Pte Ltd**

Blk 53 Ubi Avenue 1 #01-24 Paya Ubi Industrial Park  
Singapore (408934)  
Tel: 6844 2475 | Fax: 6844 2474

---

**From:** [Keith Lian](#)

**Sent:** Monday, 8 March 2021 1:05 pm

**To:** [Hor, Yinrul](#); [Fong, Andy-SY](#); [Chin, Lee-Ying](#); [Kaur, Baljit](#); [Abu Kassim, Noor Mariesa](#); [Azlan, Syazairdina](#); [Lim, Sheng Yang](#); [Mithoosingh, Aashweenjeetkaur](#); ['Chan, Yoke Shi'](#)

**Subject:** RE: OUR REF : 2012-07 // YOUR REF : SME9610A ACCIDENT INVOLVING SME9610A AND SLJ466U

WITHOUT PREJUDICE

Dear sir ,

We have attached the LOD above.

Please let us have your most favourable offer soonest.

Thank you and have a nice day.

[Keith Lian](#)

Teamwork Garage Pte Ltd  
Blk 53 Ubi Avenue 1  
#01-24  
Paya Ubi Industrial Park  
Singapore 408934  
Tel: 6844 2475  
Fax: 6844 2474

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**From:** [TEAMWORK](#)

**Sent:** Wednesday, 9 December 2020 6:41 pm

**To:** [Hor, Yinrul](#); [Fong, Andy-SY](#); [Chin, Lee-Ying](#); [Kaur, Baljit](#); [Abu Kassim, Noor Mariesa](#); [Azlan, Syazairdina](#); [Lim, Sheng Yang](#); [Mithoosingh, Aashweenjeetkaur](#); ['Chan, Yoke Shi'](#)

**Cc:** [TEAMWORK](#)

**Subject:** OUR REF : 2012-07 // YOUR REF : SME9610A ACCIDENT INVOLVING SME9610A AND SLJ466U

WITHOUT PREJUDICE

OUR REF : 2012-07  
YOUR REF : SME9610A

Dear Sir / Madam,  
PRE-REPAIR INSPECTION FOR SLJ466U  
ACCIDENT INVOLVING SME9610A AND SLJ466U ON 06.12.2020.

We refer to the above matter and enclosed herewith our client's GIA report and notification of Pre-repair inspection for your attention.

Please let us have your list of surveyors.

Thank you and have a nice day.

Regards,

**Shu Shan**

Teamwork Garage Pte Ltd  
Blk 53 Ubi Avenue 1  
#01-24  
Paya Ubi Industrial Park  
Singapore 408934  
Tel: 6844 2475  
Fax: 6844 2474

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## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 12 July 2021 4:08 PM  
**To:** Teamwork Garage  
**Subject:** RE: OUR REF : 2012-07 // YOUR REF : SME9610A ACCIDENTINVOLVINGSME9610A AND SLJ466U  
**Attachments:** Sketch Plan(SME 9610A).pdf; Police Report(SME 9610A).pdf; Photos(SME 9610A).pdf

Without Prejudice

Hi Shu Shan,

Attached as requested.

“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](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) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Friday, 28 May 2021 3:15 PM  
**To:** Teamwork Garage <[claims@teamworkgarage.com](mailto:claims@teamworkgarage.com)>  
**Subject:** Re: OUR REF : 2012-07 // YOUR REF : SME9610A ACCIDENTINVOLVINGSME9610A AND SLJ466U

Without Prejudice

Dear Sirs/Mdm,

Thank you for your email. Kindly refer to the attached email.

Please be informed that our insured insisted that there is no collision, he did not hit onto your client vehicle.

Kindly advise if there is any others evidence/witness statement to support your client's version.

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."

**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:** Teamwork Garage <[claims@teamworkgarage.com](mailto:claims@teamworkgarage.com)>  
**Sent:** Thursday, 27 May 2021 10:36 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Teamwork Garage <[claims@teamworkgarage.com](mailto:claims@teamworkgarage.com)>  
**Subject:** FW: OUR REF : 2012-07 // YOUR REF : SME9610A ACCIDENTINVOLVINGSME9610A AND SLJ466U

WITHOUT PREJUDICE

Dear sir ,

We have attached the LOD above.

Please let us have your most favourable offer soonest.

Thank you and have a nice day! 😊

JONAH

**Teamwork Garage Pte Ltd**

Blk 53 Ubi Avenue 1 #01-24 Paya Ubi Industrial Park  
Singapore (408934)  
Tel: 6844 2475 | Fax: 6844 2474

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**From:** [Keith Lian](#)  
**Sent:** Monday, 8 March 2021 1:05 pm  
**To:** [Hor, Yinrul](#); [Fong, Andy-SY](#); [Chin, Lee-Ying](#); [Kaur, Baljit](#); [Abu Kassim, Noor Mariesa](#); [Azlan, Syazairdina](#); [Lim, Sheng Yang](#); [Mithoosingh, Aashweenjeetkaur](#); ['Chan, Yoke Shi'](#)  
**Subject:** RE: OUR REF : 2012-07 // YOUR REF : SME9610A ACCIDENTINVOLVINGSME9610A AND SLJ466U

WITHOUT PREJUDICE

Dear sir ,

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Thank you and have a nice day.

**Keith Lian**

Teamwork Garage Pte Ltd  
Blk 53 Ubi Avenue 1  
#01-24  
Paya Ubi Industrial Park  
Singapore 408934  
Tel: 6844 2475  
Fax:6844 2474

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**From:** [TEAMWORK](#)

**Sent:** Wednesday, 9 December 2020 6:41 pm

**To:** [Hor, Yinrul](#); [Fong, Andy-SY](#); [Chin, Lee-Ying](#); [Kaur, Baljit](#); [Abu Kassim, Noor Mariesa](#); [Azlan, Syazairdina](#); [Lim, Sheng Yang](#); [Mithoosingh, Aashweenjeetkaur](#); ['Chan, Yoke Shi'](#)

**Cc:** [TEAMWORK](#)

**Subject:** OUR REF : 2012-07 // YOUR REF : SME9610A ACCIDENT INVOLVINGSME9610A AND SLJ466U

WITHOUT PREJUDICE

OUR REF : 2012-07

YOUR REF : SME9610A

Dear Sir / Madam,  
PRE-REPAIR INSPECTION FOR SLJ466U  
ACCIDENT INVOLVING SME9610A AND SLJ466U ON 06.12.2020.

We refer to the above matter and enclosed herewith our client's GIA report and notification of Pre-repair inspection for your attention.

Please let us have your list of surveyors.

Thank you and have a nice day.

Regards,

**Shu Shan**

Teamwork Garage Pte Ltd  
Blk 53 Ubi Avenue 1  
#01-24  
Paya Ubi Industrial Park  
Singapore 408934  
Tel: 6844 2475  
Fax:6844 2474