

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 19 January 2021 5:15 PM
To: Edwin Abcede Caina
Cc: Coco Lu Ting; Don Bong Kiong Hua; Andre Chow En De; Kevin Leong Wai Kit;
Admin A; assignments
Subject: RE: SME5885A / SLD9486J TP CLAIM DOA:22.12.2020 *** LKK REF:
CC4/AIG20014415/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) 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.**

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: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>
Sent: Monday, 18 January 2021 1:14 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua
<kionghua.bong@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Kevin

Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: SME5885A / SLD9486J TP CLAIM DOA:22.12.2020 *** LKK REF: CC4/AIG20014415/pa3

Hi Hsiao Tong,

Any update ?

Best Regards,

Edwin Caina
Advisor- Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91819978 •

 A member of the Jardine Cycle & Carriage Group

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

Sent: Thursday, January 14, 2021 2:57 PM

To: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>

Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: SME5885A / SLD9486J TP CLAIM DOA:22.12.2020 *** LKK REF: CC4/AIG20014415/pa3

This email was sent from outside of your organisation

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Our insured had lodge the accident report. Please see attached report for you easy reference. However our insured is disputing on the damages to you client vehicle.

Kindly assist to arrange for survey in order for us to proceed further, 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.

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

S(408933)

From: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>

Sent: Tuesday, 12 January 2021 4:29 PM

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

Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua

<kionghua.bong@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Kevin

Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>; assignments

<assignments@lkkauto.com>

Subject: RE: SME5885A / SLD9486J TP CLAIM DOA:22.12.2020 *** LKK REF:

CC4/AIG20014415/pa3

Hi Hsiao Tong,

Any update?

Best Regards,

Edwin Caina

Advisor- Customer Service



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T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91819978 •

 A member of the Jardine Cycle & Carriage Group

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

Sent: Thursday, January 7, 2021 12:36 PM

To: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>

Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua

<kionghua.bong@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Kevin

Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>; assignments

<assignments@lkkauto.com>

Subject: RE: SME5885A / SLD9486J TP CLAIM DOA:22.12.2020 *** LKK REF:

CC4/AIG20014415/pa3

This email was sent from outside of your organisation

Without Prejudice

Dear Sirs/Mdm,

We are still pending for our insured accident report for our necessary action.

We will follow up and get back to you. Thanks.

Meantime, you may advise your client to do OD claim if necessary. 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.

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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: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>

Sent: Tuesday, 5 January 2021 9:10 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; AIG SGP, Claims-Survey
<AIGSGP_ClaimsSurvey@aig.com>

Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua
<kionghua.bong@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Kevin
Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>; assignments
<assignments@lkkauto.com>

Subject: RE: SME5885A / SLD9486J TP CLAIM DOA:22.12.2020 *** LKK REF:
CC4/AIG20014415/pa3

Officer in Charge,

Any update?

Best Regards,

Edwin Caina
Advisor- Customer Service



Exceptional Journeys

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T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91819978 •

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, December 29, 2020 10:25 AM
To: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>
Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: SME5885A / SLD9486J TP CLAIM DOA:22.12.2020 *** LKK REF: CC4/AIG20014415/pa3

This email was sent from outside of your organisation

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

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

We will follow up and get back to you.

Meantime, you may advise your client to do OD claim if necessary. 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 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: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>
Sent: Tuesday, 29 December 2020 9:45 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>
Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua

<kionghua.bong@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: SME5885A / SLD9486J TP CLAIM DOA:22.12.2020 *** LKK REF: CC4/AIG20014415/pa3

Officer in Charge,

Any update about the liability of accident?

Best Regards,

Edwin Caina
Advisor- Customer Service



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 A member of the Jardine Cycle & Carriage Group

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

Sent: Monday, December 28, 2020 5:00 PM

To: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: SME5885A / SLD9486J TP CLAIM DOA:22.12.2020 *** LKK REF: CC4/AIG20014415/pa3

This email was sent from outside of your organisation

Dear Sir / Madam,

We refer to the above matter.

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

Please provide us the following and arrange for survey.

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

Our respective case handler, **Hsiao Tong** will look into the matter and get back to you in due course.

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

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

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)
Sent: Wednesday, 23 December 2020 2:51 PM
To: 'Edwin Abcede Caina'; assignments; Admin A
Cc: 'Coco Lu Ting'; 'Don Bong Kiong Hua'; 'Andre Chow En De'; 'Kevin Leong Wai Kit'
Subject: RE: SME5885A / SLD9486J TP CLAIM DOA:22.12.2020

Dear Edwin,

Noted with thanks.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

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

** 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: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>
Sent: Wednesday, 23 December 2020 2:45 PM
To: Nivitha (LKK Auto) <admin-d@lkkauto.com>; assignments@lkkauto.com
Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: SME5885A / SLD9486J TP CLAIM DOA:22.12.2020

Hi Nivitha,

Vehicle not in , want to check for the liability before sending in vehicle. Thank you

Best Regards,

Edwin Caina
Advisor- Customer Service

From: Nivitha (LKK Auto) <admin-d@lkkauto.com>
Sent: Wednesday, December 23, 2020 1:51 PM
To: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; assignments@lkkauto.com
Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua
<kionghua.bong@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Kevin
Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: SME5885A / SLD9486J TP CLAIM DOA:22.12.2020

This email was sent from outside of your organisation

Dear Edwin,

Is the vehicle SME 5885A in the workshop?

BEST REGARDS

G.NIVITHA

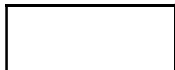
LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

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

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