

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 22 March 2021 9:47 AM  
**To:** Lauro Araos Songcuan JR  
**Cc:** Andre Chow En De; Loi Ai Ting; Jojo Cheng; Coco Lu Ting; Edwin Abcede Caina  
**Subject:** RE: Your Ref: CC4/AIG21000187/pa3 (GBJ9640S) Our Ref: SLM3885H DOA: 01/01/2021  
**Attachments:** DV\_SLM3885H.pdf

### Without Prejudice

Hi Larry,

We refer to the above matter.

We confirm settlement as follows: -

1. Cost of Repair (w/GST)	\$ 7,683.46 (payable to Cycle & Carriage KIA Pte Ltd)
2. Loss of Rental (4days x \$80.00)(w/GST)	\$ 342.40 (payable to BKW Rent A Car Pte Ltd)
3. LTA/ GIA Search Fee	\$ 2.00 (payable to Cycle & Carriage KIA Pte Ltd)
<b>Total</b>	<b>\$ 8,027.86</b>

Please duly sign the DV enclosed and return to us 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](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:** Wednesday, 17 February 2021 8:32 AM  
**To:** Lauro Araos Songcuan JR <lauro.songcuan@cyclecarriage.com.sg>  
**Cc:** Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>  
**Subject:** RE: Your Ref: CC4/AIG21000187/pa3 (GBJ9640S) Our Ref: SLM3885H DOA: 01/01/2021

Without Prejudice

Dear Sirs/Mdm,

We acknowledge receipt of your email dated 16 Feb 2021.

We will look into the matter and get back to 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](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:** Lauro Araos Songcuan JR <[lauro.songcuan@cyclecarriage.com.sg](mailto:lauro.songcuan@cyclecarriage.com.sg)>

**Sent:** Tuesday, 16 February 2021 11:40 AM

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

**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Loi Ai Ting <[aiting.loi@cyclecarriage.com.sg](mailto:aiting.loi@cyclecarriage.com.sg)>; Jojo Cheng <[jojo.cheng@cyclecarriage.com.sg](mailto:jojo.cheng@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>

**Subject:** Your Ref: CC4/AIG21000187/pa3 (GBJ9640S) Our Ref: SLM3885H DOA: 01/01/2021

Dear Hsiao Tong Chew,

Pls. refer to attached LOD.

Our customer, **Lam Lee Lee**, insured with **BUDGET DIRECT** claims as follows.

Cost of repair	\$ 7,683.46
Loss of rental	\$ 342.40 (\$85.60 x 4 days)
GIA search fee	\$ 2.00
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<b>Total</b>	<b>\$ 8,027.86</b>

Appreciate if you could quantify your offer of settlement the soonest.

Thank you so much.

**Best regards,**



Exceptional Journeys

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**From:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Sent:** 09 February 2021 09:54 PM  
**To:** Lauro Araos Songcuan JR <[lauro.songcuan@cyclecarriage.com.sg](mailto:lauro.songcuan@cyclecarriage.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Loi Ai Ting <[aiting.loi@cyclecarriage.com.sg](mailto:aiting.loi@cyclecarriage.com.sg)>; Jojo Cheng <[jojo.cheng@cyclecarriage.com.sg](mailto:jojo.cheng@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>  
**Subject:** SLM3885H (KIA) - FINALIZE TP CLAIM (AIG)

**This email was sent from outside of your organisation**

Hi Larry/Hsiao Tong,

We confirm the re-finalize amount \$7180.80 (P/P, before GST). 4 days.

Thanks.

Best Regards,  
Steve Chen | Automotive Assessor  
LKK Auto Consultants Pte Ltd  
Phone: 81117723/6256-3561 | email: [stevechen@lkkauto.com](mailto:stevechen@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Lauro Araos Songcuan JR <[lauro.songcuan@cyclecarriage.com.sg](mailto:lauro.songcuan@cyclecarriage.com.sg)>  
**Sent:** Tuesday, 9 February 2021 2:11 PM  
**To:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Loi Ai Ting <[aiting.loi@cyclecarriage.com.sg](mailto:aiting.loi@cyclecarriage.com.sg)>; Jojo Cheng <[jojo.cheng@cyclecarriage.com.sg](mailto:jojo.cheng@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: SLM3885H (KIA) - FINALIZE TP CLAIM (AIG)

Dear Steve,

Pls. refer to attached files, additional parts included (check items).

Kindly confirm re-finalized amount of \$ **7,180.80** before Gst.

Thank you so much.

**Best regards,**

**Larry Songcuan**  
Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4658 • F: +65 6565 1240 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

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

**Sent:** 01 February 2021 05:07 PM

**To:** Lauro Araos Songcuan JR <[lauro.songcuan@cyclecarriage.com.sg](mailto:lauro.songcuan@cyclecarriage.com.sg)>

**Cc:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>; Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Loi Ai Ting <[aiting.loi@cyclecarriage.com.sg](mailto:aiting.loi@cyclecarriage.com.sg)>; Jojo Cheng <[jojo.cheng@cyclecarriage.com.sg](mailto:jojo.cheng@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** RE: SLM3885H (KIA) - FINALIZE TP CLAIM (AIG)

**This email was sent from outside of your organisation**

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

For COR, recommended amount at **P/P \$6,550.40**(before GST) with **04** repair days.

Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Please note that all the finalisation subject to insurer approval.

“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:** Lauro Araos Songcuan JR <[lauro.songcuan@cyclecarriage.com.sg](mailto:lauro.songcuan@cyclecarriage.com.sg)>

**Sent:** Monday, 1 February 2021 4:57 PM

**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>; Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Loi Ai Ting <[aiting.loi@cyclecarriage.com.sg](mailto:aiting.loi@cyclecarriage.com.sg)>; Jojo Cheng <[jojo.cheng@cyclecarriage.com.sg](mailto:jojo.cheng@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>

**Subject:** FW: SLM3885H (KIA) - FINALIZE TP CLAIM (AIG)

Dear Sir/Madam,

Can somebody help to finalize this case?

Since 18 January 2021

Thanks

**Best regards,**

**Larry Songcuan**  
Customer Service



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T: +65 6568 4658 • F: +65 6565 1240 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

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**From:** Lauro Araos Songcuan JR

**Sent:** 28 January 2021 09:15 AM

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

**Cc:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>; Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Loi Ai Ting <[aiting.loi@cyclecarriage.com.sg](mailto:aiting.loi@cyclecarriage.com.sg)>; Jojo Cheng <[jojo.cheng@cyclecarriage.com.sg](mailto:jojo.cheng@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>

**Subject:** FW: SLM3885H (KIA) - FINALIZE TP CLAIM (AIG)

Dear Hsiao Tong,

Can we have your confirmation on the finalized amount of \$ 6,550.40 before Gst.

Thank you so much.

Best regards,

Larry Songcuan  
Customer Service



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**From:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>

**Sent:** 19 January 2021 06:11 PM

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

**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Loi Ai Ting <[aiting.loi@cyclecarriage.com.sg](mailto:aiting.loi@cyclecarriage.com.sg)>; Jojo Cheng <[jojo.cheng@cyclecarriage.com.sg](mailto:jojo.cheng@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Lauro Araos Songcuan JR <[lauro.songcuan@cyclecarriage.com.sg](mailto:lauro.songcuan@cyclecarriage.com.sg)>

**Subject:** SLM3885H (KIA) - FINALIZE TP CLAIM (AIG)

**This email was sent from outside of your organisation**

Hi Hsiao Tong,

I've checked the finalize. Kindly assist.

Thanks.

Best Regards,

Steve | Automotive Assessor

LKK Auto Consultants Pte Ltd

Phone: 81117723/6256-3561 | email: [stevechen@lkkauto.com](mailto:stevechen@lkkauto.com) | fax: 6256-4315

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

---

**From:** Lauro Araos Songcuan JR <[lauro.songcuan@cyclecarriage.com.sg](mailto:lauro.songcuan@cyclecarriage.com.sg)>

**Sent:** Tuesday, 19 January 2021 5:30 PM

**To:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>

**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Loi Ai Ting <[aiting.loi@cyclecarriage.com.sg](mailto:aiting.loi@cyclecarriage.com.sg)>; Jojo Cheng <[jojo.cheng@cyclecarriage.com.sg](mailto:jojo.cheng@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SLM3885H (KIA) - FINALIZE TP CLAIM (AIG)

Dear Steve,

Pls. refer to attached files, labour has been revised to \$ 1,200.00

Kindly confirm re-finalized amount of **\$ 6,550.40** before Gst.

Thank you so much.

**Best regards,**

**Larry Songcuan**  
Customer Service



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**From:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>

**Sent:** 18 January 2021 11:03 PM

**To:** Lauro Araos Songcuan JR <[lauro.songcuan@cyclecarriage.com.sg](mailto:lauro.songcuan@cyclecarriage.com.sg)>

**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Loi Ai Ting <[aiting.loi@cyclecarriage.com.sg](mailto:aiting.loi@cyclecarriage.com.sg)>; Jojo Cheng <[jojo.cheng@cyclecarriage.com.sg](mailto:jojo.cheng@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** SLM3885H (KIA) - FINALIZE TP CLAIM (AIG)

**This email was sent from outside of your organisation**

Hi Lauro,

Kindly revise the labour \$1200.

Thanks.

Best Regards,

**Steve** | Automotive Assessor

**LKK Auto Consultants Pte Ltd**

Phone: 81117723/6256-3561 | email: [stevechen@lkkauto.com](mailto:stevechen@lkkauto.com) | fax: 6256-4315

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

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**From:** Lauro Araos Songcuan JR <[lauro.songcuan@cyclecarriage.com.sg](mailto:lauro.songcuan@cyclecarriage.com.sg)>

**Sent:** Monday, 18 January 2021 5:37 PM

**To:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>

**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Loi Ai Ting <[aiting.loi@cyclecarriage.com.sg](mailto:aiting.loi@cyclecarriage.com.sg)>; Jojo Cheng <[jojo.cheng@cyclecarriage.com.sg](mailto:jojo.cheng@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>

**Subject:** SLM3885H (KIA) - FINALIZE TP CLAIM (AIG)

Dear Steve,

Pls. refer to attached files.

Kindly confirm finalized amount of **\$ 6,600.40** before Gst.

Thank you so much.

**Best regards,**

**Larry Songcuan**  
Customer Service



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