

Re: OUR REF:BUS/01/21/5044(AIG) - ACCIDENT ON 15/01/21 INVOLVING SG5769X AND SMU8018H ALONG Upper Bukit Timah Road (BS:44029) * LKK REF : CC3/AIG21001386/Qpa3**

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

Mon 29/11/2021 11:12 AM

To: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>

Cc: Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>; Admin A <admin-a@lkkauto.com>

 2 attachments (382 KB)

ATA_SG5769X.pdf; DV_SG 5769X.pdf;

Without Prejudice

Dear Sirs/Mdm,

Thank you for your acceptance.

Please duly sign the **documents** 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."

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: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>

Sent: Thursday, 25 November 2021 8:59 am

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

Cc: Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: Re: OUR REF:BUS/01/21/5044(AIG) - ACCIDENT ON 15/01/21 INVOLVING SG5769X AND SMU8018H ALONG Upper Bukit Timah Road (BS:44029) *** LKK REF : CC3/AIG21001386/Qpa3

WITHOUT PREJUDICE

Dear Hsiao Tong,

Offer accepted & please let us have your DV soon, thanks.

Best Regards,
Karen Chan

Claims Department
Tel: 6556 3523

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, November 24, 2021 10:54 AM
To: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>
Cc: Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: Re: OUR REF:BUS/01/21/5044(AIG) - ACCIDENT ON 15/01/21 INVOLVING SG5769X AND SMU8018H ALONG Upper Bukit Timah Road (BS:44029) *** LKK REF : CC3/AIG21001386/Qpa3

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Without Prejudice
(save as to costs)

Dear Sirs/Mdm,

We refer to your below email.

We are prepared to revise offer at a global sum of **\$830.00(all-in)**.

Please confirm acceptance.

"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 | 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: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>
Sent: Monday, 22 November 2021 1:52 pm
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: Re: OUR REF:BUS/01/21/5044(AIG) - ACCIDENT ON 15/01/21 INVOLVING SG5769X AND SMU8018H ALONG Upper Bukit Timah Road (BS:44029) *** LKK REF : CC3/AIG21001386/Qpa3

WITHOUT PREJUDICE

Dear Hsiao Tong,

Thank you for your revised offer.

However, we would like to counter propose at \$850.00 all-in to resolve the matter amicably.
Please review the matter & let us have your reply soon, thanks.

Best Regards,
Karen Chan
Claims Department
Tel: 6556 3523

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Sunday, November 14, 2021 11:13 AM
To: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>
Cc: Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: Re: OUR REF:BUS/01/21/5044(AIG) - ACCIDENT ON 15/01/21 INVOLVING SG5769X AND SMU8018H ALONG Upper Bukit Timah Road (BS:44029) *** LKK REF : CC3/AIG21001386/Qpa3

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Without Prejudice
(save as to costs)

Dear Sirs/Mdm,

We refer to your email below.

We are prepared to improve our offer at a global sum of **\$800.00(all-in)**.

Please confirm acceptance.

“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: Karen Chan Siau Chin (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <SiauChin.Chan@strides.com.sg>
Sent: Thursday, 21 October 2021 10:19 am
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Tan Wei Teck (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <WeiTeck.Tan@strides.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: Re: OUR REF:BUS/01/21/5044(AIG) - ACCIDENT ON 15/01/21 INVOLVING SG5769X AND SMU8018H ALONG Upper Bukit Timah Road (BS:44029) *** LKK REF : CC3/AIG21001386/Qpa3

WITHOUT PREJUDICE

Dear Hsiao Tong,

We regret that your offer is rejected.

We strongly believe that our driver is not at fault on this matter and please settle our claim as per Bola S14. Thanks.

Best Regards,
Karen Chan
Claims Department
Tel: 6556 3523

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

Sent: Thursday, September 30, 2021 1:51 PM

To: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>

Cc: Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: Re: OUR REF:BUS/01/21/5044(AIG) - ACCIDENT ON 15/01/21 INVOLVING SG5769X AND SMU8018H ALONG Upper Bukit Timah Road (BS:44029) *** LKK REF : CC3/AIG21001386/Qpa3

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Without Prejudice

Dear Sirs/Mdm,

Thank you for your email.

Attached is a copy of our insured vehicle damage photos for your reference. The damages sustained to our vehicle was on rear right side which suggested that our insured had almost fully in the lane and hit by your driver.

For an amicable settlement, we are prepared to offer at a global sum of \$680.00(all-in).

Please confirm acceptance.

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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 LtdPhone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108

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

From: Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)

<ChanSiauChin@smrt.com.sg>

Sent: Friday, 18 June 2021 11:02 am**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>**Cc:** Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <TanWeiTeck@smrt.com.sg>; Admin A <admin-a@lkkauto.com>**Subject:** RE: OUR REF:BUS/01/21/5044(AIG) - ACCIDENT ON 15/01/21 INVOLVING SG5769X AND SMU8018H ALONG Upper Bukit Timah Road (BS:44029) *** LKK REF : CC3/AIG21001386/Qpa3

WITHOUT PREJUDICE

Dear Hsiao Tong,

Please refer to attached VF as you requested for.

Please review & let us have your offer soon, thanks.

Best Regards,

Karen Chan

Claims Department

Tel : 6556 3523

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]**Sent:** Monday, May 17, 2021 11:54 AM**To:** Ong Hua Yen (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA)**Cc:** Chong Fei Yuan (Auto Svcs/FM(Mil)&SS/Claims & IA); Balqish Binte Abdul Halil (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA); Tan Wei Teck (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA); Karen Chan Siau Chin (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA); Foo Chit Yan (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA); Admin A**Subject:** RE: OUR REF:BUS/01/21/5044(AIG) - ACCIDENT ON 15/01/21 INVOLVING SG5769X AND SMU8018H ALONG Upper Bukit Timah Road (BS:44029) *** LKK REF : CC3/AIG21001386/Qpa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Attached is a copy of our insured accident report for your easy reference. Our driver said that his car was fully out on the road and hit by your bus.

As per AIG instruction, we would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply. 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 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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, 17 May 2021 9:20 AM

To: Ong Hua Yen (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA) <OngHuaYen@smrt.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Chong Fei Yuan (Auto Svcs/FM(Mil)&SS/Claims & IA) <FeiYuan@smrt.com.sg>; Balqish Binte Abdul Halil (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA) <BalqishBAH@smrt.com.sg>; Tan Wei Teck (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA) <ChanSiauChin@smrt.com.sg>; Foo Chit Yan (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA) <FooChitYan@smrt.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: OUR REF:BUS/01/21/5044(AIG) - ACCIDENT ON 15/01/21 INVOLVING SG5769X AND SMU8018H ALONG Upper Bukit Timah Road (BS:44029) *** LKK REF : CC3/AIG21001386/Qpa3

Dear Sir / Madam,

Thank you for your email.

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

Hi HT,

Kindly assist.

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: Ong Hua Yen (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA) [<mailto:OngHuaYen@smrt.com.sg>]

Sent: Friday, 14 May 2021 6:15 PM

To: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Cc: Chong Fei Yuan (Auto Svcs/FM(Mil)&SS/Claims & IA) <FeiYuan@smrt.com.sg>; Balqish Binte Abdul Halil (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA) <BalqishBAH@smrt.com.sg>; Tan Wei Teck (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto

Svcs/FM(Mil)&SS/Claims & IA/Claims & IA) <ChanSiauChin@smrt.com.sg>; Foo Chit Yan (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA) <FooChitYan@smrt.com.sg>

Subject: OUR REF:BUS/01/21/5044(AIG) - ACCIDENT ON 15/01/21 INVOLVING SG5769X AND SMU8018H ALONG Upper Bukit Timah Road (BS:44029)

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SG5769X. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$527.00
Loss of Use	\$525.00 (1.5 days x \$350.00)
LTA search fee	\$7.00
Total	\$1,059.00

We enclose the following documents,

- 1) 1) Repair Invoice
- 2) 2) GIA report
- 3) LTA Search Fee

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT Buses Ltd.

Thanks & Regards
Hua Yen