

Re: OUR REF:BUS/01/21/7025(AIG) - ACCIDENT ON 22/01/21 INVOLVING SMB1425L AND SFA1778G ALONG Farrer Rd (Bef BS: 41111 – Lutheran Twrs) * LKK REF: CC3/AIG21001397/Qpa3**

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

Mon 22/11/2021 4:52 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>

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: Monday, 22 November 2021 1:59 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/01/21/7025(AIG) - ACCIDENT ON 22/01/21 INVOLVING SMB1425L AND SFA1778G ALONG Farrer Rd (Bef BS: 41111 – Lutheran Twrs) *** LKK REF: CC3/AIG21001397/Qpa3

WITHOUT PREJUDICE

Dear Hsiao Tong,

Offer accepted & please let us have your DV for payment soon. Thanks.

Best Regards,

Karen Chan

Claims Department

Tel: 6556 3523

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

Sent: Sunday, November 14, 2021 11:16 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/01/21/7025(AIG) - ACCIDENT ON 22/01/21 INVOLVING SMB1425L AND SFA1778G ALONG Farrer Rd (Bef BS: 41111 – Lutheran Twrs) *** LKK REF: CC3/AIG21001397/Qpa3

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Without Prejudice
(Save as to costs)

Dear Sirs/Mdm,

We have sought further mandate from AIG. However, we regret to inform you that we have our principal instruction to maintain offer at **\$2,535.00(all-in)**.

Please re-consider our offer. Thank you.

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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 (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <SiauChin.Chan@strides.com.sg>

Sent: Thursday, 21 October 2021 10:28 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/01/21/7025(AIG) - ACCIDENT ON 22/01/21 INVOLVING SMB1425L AND SFA1778G ALONG Farrer Rd (Bef BS: 41111 – Lutheran Twrs) *** LKK REF: CC3/AIG21001397/Qpa3

WITHOUT PREJUDICE

Dear Hsiao Tong,

Any update on this matter?

Please let us have your good news soon. Thanks.

Best Regards,
Karen Chan
Claims Department
Tel: 6556 3523

From: Karen Chan Siau Chin (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA)
Sent: Monday, September 27, 2021 2:57 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/01/21/7025(AIG) - ACCIDENT ON 22/01/21 INVOLVING SMB1425L AND SFA1778G ALONG Farrer Rd (Bef BS: 41111 – Lutheran Twrs) *** LKK REF: CC3/AIG21001397/Qpa3

WITHOUT PREJUDICE

Dear Hsiao Tong,

AIG's surveyor recommended 2 days for repair & our proposal of 0.5 day for survey is considered fair & reasonable.

Please review the matter and let us hear from you soon. Thanks.

Best Regards,
Karen Chan
Claims Department
Tel : 6556 3523

From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Thursday, September 16, 2021 10:07 PM
To: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd)
Cc: Tan Wei Teck (Strides Automotive Services Pte Ltd); Admin A
Subject: Re: OUR REF:BUS/01/21/7025(AIG) - ACCIDENT ON 22/01/21 INVOLVING SMB1425L AND SFA1778G ALONG Farrer Rd (Bef BS: 41111 – Lutheran Twrs) *** LKK REF: CC3/AIG21001397/Qpa3

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Without Prejudice

Hi Karen,

As per AIG instruction, we would like to request for a copy of logbook to justify the 2.5days.

Appreciate an early reply.

Thank you.

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

Sent: Thursday, 19 August 2021 8:58 am

To: 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/01/21/7025(AIG) - ACCIDENT ON 22/01/21 INVOLVING SMB1425L AND SFA1778G ALONG Farrer Rd (Bef BS: 41111 – Lutheran Twrs) *** LKK REF: CC3/AIG21001397/Qpa3

Without Prejudice

Hi Karen,

Thank you for your email.

We will re-seek mandate from AIG 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.

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

Sent: Wednesday, 18 August 2021 10:30 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/01/21/7025(AIG) - ACCIDENT ON 22/01/21 INVOLVING SMB1425L AND SFA1778G ALONG Farrer Rd (Bef BS: 41111 – Lutheran Twrs) *** LKK REF: CC3/AIG21001397/Qpa3

WITHOUT PREJUDICE

Dear Hsiao Tong,

Thank you for your offer.

Please note that the bus was survey on 28.01.2021 at 4:01pm and given 2 repair days.

Purely for an amicable settlement, we are prepared to accept as follows:-

Cost of repair	\$ 2,028.00
Loss of use (2.5 days @\$250.00/day)	\$ 625.00
LTA search fee	\$ 7.00
Total	\$ 2,660.00

Kindly let us have your DV if there is a settlement, thanks.

Best Regards,
Karen Chan
Claims Department
Tel : 6556 3523

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

Sent: Thursday, August 12, 2021 3:21 PM

To: Ong Hua Yen (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA)

Cc: Chong Fei Yuan (StridesASvcs/FM&SuppSvcs/Claims & IA); Balqish Binte Abdul Halil (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA); Tan Wei Teck (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA); Karen Chan Siau Chin (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA); Foo Chit Yan (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA); Admin A

Subject: Re: OUR REF:BUS/01/21/7025(AIG) - ACCIDENT ON 22/01/21 INVOLVING SMB1425L AND SFA1778G ALONG Farrer Rd (Bef BS: 41111 – Lutheran Twrs) *** LKK REF: CC3/AIG21001397/Qpa3

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Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at **\$2,535.00(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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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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, 12 July 2021 6:01 PM

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

Cc: Chong Fei Yuan (Auto Svcs/FM&SuppSvcs/Claims & IA) <FeiYuan@smrt.com.sg>; Balqish Binte Abdul Halil (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <BalqishBAH@smrt.com.sg>; Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <ChanSiauChin@smrt.com.sg>; Foo Chit Yan (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <FooChitYan@smrt.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: OUR REF:BUS/01/21/7025(AIG) - ACCIDENT ON 22/01/21 INVOLVING SMB1425L AND SFA1778G ALONG Farrer Rd (Bef BS: 41111 – Lutheran Twrs) *** LKK REF: CC3/AIG21001397/Qpa3

Dear Hua Yen,

We acknowledge receipt of your email.

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.

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&SuppSvcs/Claims & IA/Claims & IA) [<mailto:OngHuaYen@smrt.com.sg>]

Sent: Monday, 12 July 2021 4:47 PM

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

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

Subject: OUR REF:BUS/01/21/7025(AIG) - ACCIDENT ON 22/01/21 INVOLVING SMB1425L AND SFA1778G ALONG Farrer Rd (Bef BS: 41111 – Lutheran Twrs)

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB1425L. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$2,028.00
Loss of Use	\$1,237.50 (4.5 days x \$275.00)
LTA search fee	\$7.00
Total	\$3,272.50

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