

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 29 January 2021 3:22 PM
To: 'Ramesh'
Subject: RE: Finalise - XB9737D //LKK Ref: CC4/AXA16021914/T1eb3s2
Attachments: DS FORM_XB9737D.pdf

Without Prejudice

Dear Sirs/Mdm,

Thank you for acceptance.

Please duly sign the **document** 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.”

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: Ramesh <Ramesh@goldbell.com.sg>
Sent: Friday, 29 January 2021 12:19 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Finalise - XB9737D //LKK Ref: CC4/AXA16021914/T1eb3s2
Importance: High

Dear Hsiao Tong,

Firstly my sincerer apologies on late reply cos was seeking our customer's approval.

We accept to AXA's settlement offer, global sum of **\$5,500.00(all-in).**

Hence please provide us "workshop discharge voucher" in reference to attached LOA (Owner empower GBE to endorse DV)

Thank you.

NOTICE:

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delays are to be expected for handling hardcopy documents.

All correspondence should be made via email instead. Any inconvenience caused is much regretted.

Ramesh | Goldbell Engineering Pte Ltd

Senior Executive, Motor Claims

DID: +65 6864 0695 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |

Mobile: +65 8157 8014 |

Address: Goldbell Engineering Pte Ltd (Tuas)

8 Tuas Ave 18 Singapore 638892

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

Sent: Monday, 21 December 2020 9:54 am

To: Ramesh <Ramesh@goldbell.com.sg>

Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Admin A <admin-a@lkkauto.com>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Kon Yin Siew <KonYinSiew@goldbell.com.sg>

Subject: RE: Finalise - XB9737D //LKK Ref: CC4/AXA16021914/T1eb3s2

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

We have our principal instruction to improve offer at a global sum of **\$5,500.00(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.”

"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: Ramesh <Ramesh@goldbell.com.sg>

Sent: Wednesday, 16 December 2020 12:37 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Kon Yin Siew <KonYinSiew@goldbell.com.sg>
Subject: RE: Finalise - XB9737D //LKK Ref: CC4/AXA16021914/T1eb3s2
Importance: High

Dear Hsiao Tong,

Any good news from AXA.
Their last offer was \$5k (all in)

We unable to accept your settlement offer global sum of \$5,000.00(all-in) b4 GST.
Please allow me to explain
\$5,000.00 - your offer (all-in)

\$4,850.00 - LKK surveyor had endorsed COR
\$2.00 – Search Fee

\$148.00 – Balance (Loss of Use ???)

We are looking forward to settle this case at soonest hence please assist.

Thank you.

NOTICE:

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delays are to be expected for handling hardcopy documents.
All correspondence should be made via email instead. Any inconvenience caused is much regretted.

	<p>Ramesh Goldbell Engineering Pte Ltd Senior Executive, Motor Claims</p> <p>DID: +65 6864 0695 Tel: +65 6861 0007 Fax: +65 6863 0425 Mobile: +65 8157 8014 Address: Goldbell Engineering Pte Ltd (Tuas) 8 Tuas Ave 18 Singapore 638892</p>
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From: Ramesh
Sent: Wednesday, 21 October 2020 4:50 pm
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Kon Yin Siew <KonYinSiew@goldbell.com.sg>
Subject: RE: Finalise - XB9737D //LKK Ref: CC4/AXA16021914/T1eb3s2

Dear Hsiao Tong,

Ok we will wait for your update.

Regards.

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Ramesh | Goldbell Engineering Pte Ltd

Senior Executive, Motor Claims

DID: +65 6864 0695 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |

Mobile: +65 8157 8014 |

Address: Goldbell Engineering Pte Ltd (Tuas)

8 Tuas Ave 18 Singapore 638892



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

Sent: Wednesday, 21 October 2020 4:47 pm

To: Ramesh <Ramesh@goldbell.com.sg>

Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Kon Yin Siew <KonYinSiew@goldbell.com.sg>

Subject: RE: Finalise - XB 9737 D //LKK Ref: CC4/AXA16021914/T1eb3s2

Without Prejudice

Hi Ramesh,

Our last correspondence email was on 20 Aug 2020. Kindly refer to the attached.

We are pending for further instruction from AXA.

We will get back to you an update by this week.

“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: Ramesh <Ramesh@goldbell.com.sg>

Sent: Wednesday, 21 October 2020 3:57 PM

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

Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Finalise - XB 9737 D //LKK Ref: CC4/AXA16021914/T1eb3s2

Importance: High

Wednesday, 12 August 2020 11:58 am

Wednesday, 19 August 2020 11:18 am

Dear Hsiao Tong,

We know due to many working-from-home, the process flow is slow.
But at least acknowledge my email that your side had taken necessary action.

Looking forward to your reply.

Thank you.

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Ramesh | Goldbell Engineering Pte Ltd

Senior Executive, Motor Claims

DID: +65 6864 0695 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |

Mobile: +65 8157 8014 |

Address: Goldbell Engineering Pte Ltd (Tuas)

8 Tuas Ave 18 Singapore 638892

From: Ramesh

Sent: Wednesday, 19 August 2020 11:18 am

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

Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A

<admin-a@lkkauto.com>

Subject: RE: Finalise - XB 9737 D //LKK Ref: CC4/AXA16021914/T1eb3s2

Importance: High

Dear Hsiao Tong,

We have attached our revised LOD hence looking forward to AXA DV.

Thank you.

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Ramesh | Goldbell Engineering Pte Ltd

Senior Executive, Motor Claims

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Mobile: +65 8157 8014 |

Address: Goldbell Engineering Pte Ltd (Tuas)

8 Tuas Ave 18 Singapore 638892

From: Ramesh

Sent: Wednesday, 12 August 2020 11:58 am

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

Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Finalise - XB 9737 D //LKK Ref: CC4/AXA16021914/T1eb3s2

Importance: High

Dear Hsiao Tong,

We have attached our revised LOD hence looking forward to AXA DV.

Thank you.

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Ramesh | Goldbell Engineering Pte Ltd

Senior Executive, Motor Claims

DID: +65 6864 0695 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |

Mobile: +65 8157 8014 |

Address: Goldbell Engineering Pte Ltd (Tuas)

8 Tuas Ave 18 Singapore 638892

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

Sent: Wednesday, 12 August 2020 11:42 am

To: Ramesh <Ramesh@goldbell.com.sg>

Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A

<admin-a@lkkauto.com>

Subject: Fw: Finalise - XB 9737 D //LKK Ref: CC4/AXA16021914/T1eb3s2

Without Prejudice

Dear Ramesh,

Apologised for late response.

Our record shows that your client is claiming AXA insurance Pte Ltd instead of AIG.

Please assist to amend your LOD and workshop invoice for our further action. 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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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: Ramesh <Ramesh@goldbell.com.sg>

Sent: Wednesday, 12 August 2020 11:25 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>

Subject: RE: Finalise - XB 9737 D

Hi Asher and Hsiao,

I had send to both of you numerous emails asking for AIG DV !!!!

Totally zero follow up from LKK ???

Hence I wish to have your reply with updates by tomorrow end (13/8/2020).

If still no follow up, I have no other choice to recourse our bill to LKK.

Thank you

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Ramesh | Goldbell Engineering Pte Ltd
Senior Executive, Motor Claims

DID: +65 6864 0695 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |
Mobile: +65 8157 8014 |
Address: Goldbell Engineering Pte Ltd (Tuas)
8 Tuas Ave 18 Singapore 638892

From: Ramesh
Sent: Tuesday, 21 July 2020 9:43 am
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>
Subject: RE: Finalise - XB 9737 D

Dear Asher

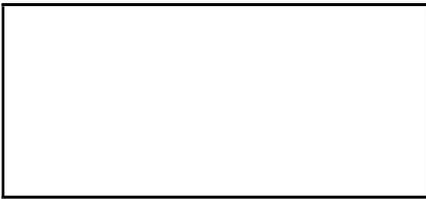
Please help to chase AIG for DV.
This claim is super long outstanding and our internal auditors are looking into it.

Looking forward to your soonest reply.

Thank you.

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Ramesh | Goldbell Engineering Pte Ltd
Senior Executive, Motor Claims

DID: +65 6864 0695 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |
Mobile: +65 8157 8014 |
Address: Goldbell Engineering Pte Ltd (Tuas)
8 Tuas Ave 18 Singapore 638892

From: Ramesh
Sent: Tuesday, 16 June 2020 8:52 am
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Finalise - XB 9737 D
Importance: High

Dear Asher and Hsiao Tong.

Any updates on Insurer DV?

Thank you.

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Ramesh | Goldbell Engineering Pte Ltd
Senior Executive, Motor Claims

DID: +65 6864 0695 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |
Mobile: +65 8157 8014 |
Address: Goldbell Engineering Pte Ltd (Tuas)
8 Tuas Ave 18 Singapore 638892

From: Ramesh

Sent: Monday, 2 March 2020 3:35 pm

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Finalise - XB 9737 D

Importance: High

Dear Asher,

We did not received any offer or DV.
Please help to check on your side.

Thank you.

Ramesh | Goldbell Engineering Pte Ltd
Senior Executive, Motor Claims

DID: +65 6864 0695 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |
Mobile: +65 8157 8014 |
Address: Goldbell Engineering Pte Ltd (Tuas)
8 Tuas Ave 18 Singapore 638892

From: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

Sent: Tuesday, July 2, 2019 5:21 PM

To: Ramesh <Ramesh@goldbell.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>

Subject: RE: Finalise - XB 9737 D

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

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 Hsiao Tong,

Kindly assist.

Thank You.

Best Regards,

Asher Sng | Case Handler

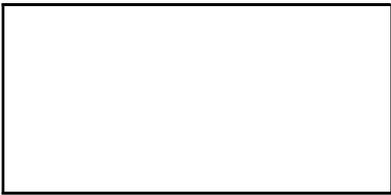
LKK Auto Consultants Pte Ltd

From: Ramesh <Ramesh@goldbell.com.sg>
Sent: Tuesday, 2 July 2019 5:11 PM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>
Subject: FW: Finalise - XB 9737 D

Dear Asher,

We have attached above our Letter of Demand with rest necessary documents.
Kindly send us workshop discharge voucher (release voucher) as our customer had endorsed Letter of Authority.

Thank you.



Ramesh | Goldbell Engineering Pte Ltd
Senior Executive, Motor Claims

DID: +65 6864 0695 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |
Mobile: +65 8157 8014 |
Address: Goldbell Engineering Pte Ltd (Tuas)
8 Tuas Ave 18 Singapore 638894



From: William Go Shaw Chan
Sent: Monday, December 18, 2017 2:58 PM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Ashlyn Chng <AshlynChng@goldbell.com.sg>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: Finalise - XB 9737 D

Dear Asher,

Thanks for the confirmation.

Best Regards,



William Go Shaw Chan | Goldbell Engineering Pte Ltd
Customer Service Advisor, Motor Claims

DID: +65 6864 0637 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |
Mobile: +65 9755 7336 | Web: <http://www.goldbell.com.sg>
Address: Goldbell Engineering Pte Ltd (Tanjong Penjuru)
29 Tanjong Penjuru Singapore 609026



From: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]
Sent: Monday, December 18, 2017 10:00 AM
To: William Go Shaw Chan <WilliamGoSC@goldbell.com.sg>
Cc: Ashlyn Chng <AshlynChng@goldbell.com.sg>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: Finalise - XB 9737 D

WITHOUT PREJUDICE

Hi William,

We refer to the above matter.

Our surveyor have finalise COR at \$4,850.00 (exclude gst) 6 days.

In order to expedite the claim process, please forward all relevant documents for us (**LKK**) to proceed on negotiate settlement.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: William Go Shaw Chan [<mailto:WilliamGoSC@goldbell.com.sg>]
Sent: Saturday, 16 December, 2017 12:05 PM
To: Taufikh (LKKAuto) <Taufikh@lkkauto.com>
Cc: Ashlyn Chng <AshlynChng@goldbell.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: Finalise - XB 9737 D

Dear Mr. Taufikh,
Please find the attached marked estimate and photos.
Can we finalise the amount at **\$4,850.00?**
Thanks & Best Regards,

William Go Shaw Chan | Goldbell Engineering Pte Ltd

Customer Service Advisor, Motor Claims

DID: +65 6864 0637 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |

Mobile: +65 9755 7336 | Web: <http://www.goldbell.com.sg>

Address: Goldbell Engineering Pte Ltd (Tanjong Penjuru)
29 Tanjong Penjuru Singapore 609026

