

**Re: Acceptance of offer Your Ref: TAX/02/21/2038 (SHC4576T) // LKK Ref: CC3/AIG21002339/Qps3 [ACCIDENT INVOLVING SKX 7096X(AIG) AND SHC 4576T ON 14/02/2021]**

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

Fri 13/8/2021 1:23 PM

To: Tan Lee Gek (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <LeeGek@smrt.com.sg>

 2 attachments (383 KB)

ATA\_SHC 4576T.pdf; DV\_SHC 4576T.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](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

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**From:** Tan Lee Gek (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <LeeGek@smrt.com.sg>

**Sent:** Thursday, 12 August 2021 3:39 PM

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

**Subject:** Acceptance of offer Your Ref: TAX/02/21/2038 (SHC4576T) // LKK Ref: CC3/AIG21002339/Qps3 [ACCIDENT INVOLVING SKX 7096X(AIG) AND SHC 4576T ON 14/02/2021]

Dear Hsiao Tong,

We agreed to accept your global offer of \$2,100.00 (all in) purely for the sake of a quick disposal. Please let us have your DV and ATA. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



**From:** Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]  
**Sent:** Thursday, 12 August 2021 3:23 PM  
**To:** Tan Lee Gek (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA)  
**Subject:** Re: Your Ref: TAX/02/21/2038 (SHC4576T) // LKK Ref: CC3/AIG21002339/Qps3 [ACCIDENT INVOLVING SKX 7096X(AIG) AND SHC 4576T ON 14/02/2021]  
Without Prejudice

Hi Lee Gek,

Thank you for your email.

Could we resolve the matter at a global sum of \$2,100.00(all-in)?

**"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](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

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**From:** Tan Lee Gek (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>  
**Sent:** Tuesday, 10 August 2021 12:15 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** Your Ref: TAX/02/21/2038 (SHC4576T) // LKK Ref: CC3/AIG21002339/Qps3 [ACCIDENT INVOLVING SKX 7096X(AIG) AND SHC 4576T ON 14/02/2021]

Dear Hsiao Tong,

Your offer of \$2,000.00 is unacceptable. We are prepared to accept a global sum of \$2,200.00 (including SD fee).

Please reconsider your offer and let us hear favourably from you soon. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



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**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Thursday, 5 August, 2021 5:33 PM  
**To:** Tan Lee Gek (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA)  
**Subject:** Re: URGENT / LAST ATTEMPT BEFORE ESCALATION Your Ref: TAX/02/21/2038 (SHC4576T) // LKK Ref: CC3/AIG21002339/Qps3 [ACCIDENT INVOLVING SKX 7096X(AIG) AND SHC 4576T ON 14/02/2021]

**CAUTION:** This email originated from outside of SMRT. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment.

**Without Prejudice**

Dear Lee Gek,

Apologised for late response.

We propose settlement at a global sum of \$2,000.00(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](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

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**From:** Tan Lee Gek (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>

**Sent:** Wednesday, 4 August 2021 5:53 PM

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

**Subject:** URGENT / LAST ATTEMPT BEFORE ESCALATION Your Ref: TAX/02/21/2038 (SHC4576T) // LKK Ref: CC3/AIG21002339/Qps3 [ACCIDENT INVOLVING SKX 7096X(AIG) AND SHC 4576T ON 14/02/2021]

**URGENT**

**LAST ATTEMPT BEFORE ESCALATION**

Dear Hsiao Tong,

Please let us have your offer by **12<sup>th</sup> August 2021**, otherwise we shall have no option but to escalate the matter. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



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**From:** Tan Lee Gek (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)

**Sent:** Thursday, 15 July 2021 4:32 PM

**To:** Hsiao Tong (LKKAuto)

**Subject:** URGENT / FINAL REMINDER Your Ref: TAX/02/21/2038 (SHC4576T) // LKK Ref: CC3/AIG21002339/Qps3 [ACCIDENT INVOLVING SKX 7096X(AIG) AND SHC 4576T ON 14/02/2021]

**URGENT  
FINAL REMINDER**

Dear Hsiao Tong,

Please let us have your offer by **23<sup>rd</sup> July 2021**. Thanks.

Regards  
Tan Lee Gek (DID: 6556 3548)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Tan Lee Gek (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)  
**Sent:** Friday, 25 June 2021 4:15 PM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** URGENT / 2ND REMINDER Your Ref: TAX/02/21/2038 (SHC4576T) // LKK Ref: CC3/AIG21002339/Qps3 [ACCIDENT INVOLVING SKX 7096X(AIG) AND SHC 4576T ON 14/02/2021]

**URGENT  
2<sup>ND</sup> REMINDER**

Dear Hsiao Tong,

Please let us have your offer by **5<sup>th</sup> July 2021**. Thanks.

Regards  
Tan Lee Gek (DID: 6556 3548)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Tan Lee Gek (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)  
**Sent:** Thursday, 27 May 2021 3:34 PM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** REMINDER Your Ref: TAX/02/21/2038 (SHC4576T) // LKK Ref: CC3/AIG21002339/Qps3 [ACCIDENT INVOLVING SKX 7096X(AIG) AND SHC 4576T ON 14/02/2021]

**REMINDER**

Dear Hsiao Tong,

Please let us have your offer soon. Thanks.

Regards  
Tan Lee Gek (DID: 6556 3548)

Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Tan Lee Gek (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA)  
**Sent:** Monday, 10 May 2021 2:48 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** Your Ref: TAX/02/21/2038 (SHC4576T) // LKK Ref: CC3/AIG21002339/Qps3 [ACCIDENT INVOLVING SKX 7096X(AIG) AND SHC 4576T ON 14/02/2021]

Dear Hsiao Tong,

As spoken, we attach the scene photos for your perusal.

Regards  
Tan Lee Gek (DID: 6556 3548)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Sent:** Monday, 26 April, 2021 3:04 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** Your Ref: TAX/02/21/2038 (SHC4576T) // LKK Ref: CC3/AIG21002339/Qps3 [ACCIDENT INVOLVING SKX 7096X(AIG) AND SHC 4576T ON 14/02/2021]

Dear Hsiao Tong,

The video footage is not available. Your insured had cut into our driver's path as his lane was meant for turning right only. We attach the witness SD for your perusal. Thanks.

Regards  
Tan Lee Gek (DID: 6556 3548)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]  
**Sent:** Friday, 12 March 2021 10:55 AM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Subject:** Your Ref: TAX/02/21/2038 (SHC4576T) // LKK Ref: CC3/AIG21002339/Qps3 [ACCIDENT INVOLVING SKX 7096X(AIG) AND SHC 4576T ON 14/02/2021]

Your Ref: **TAX/02/21/2038 (SHC4576T)**  
LKK Ref: CC3/AIG21002339/Qps3

Without Prejudice

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SKX 7096X(AIG) AND SHC 4576T ON 14/02/2021**

We refer to the above matter.

Please be informed that liability is unclear. Attached is a copy of our insured accident report for your easy reference.

We would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

**“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 |

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