

## Hsiao Tong (LKKAUTO)

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**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Thursday, 4 March 2021 7:59 AM  
**To:** 'Alice Lau Lay Koon'  
**Cc:** 'Aileen Tan Lee Noi'; KKLau  
**Subject:** RE: [4th Reminder] Fw: Your Ref: CC3/EQI18008089/K1pb3; CDGE Ref: CC18050022/ SHB2079E - Date of Acct: 01 May 2018

Without Prejudice

Hi Alice,

We refer to the above matter.

We confirm settlement at global sum of \$920.00(all-in).

We will proceed to close file. Thanks.

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, 24 February 2021 12:08 PM  
**To:** Alice Lau Lay Koon <[alichelau@cdge.com.sg](mailto:alichelau@cdge.com.sg)>  
**Cc:** Aileen Tan Lee Noi <[aileentan@cdge.com.sg](mailto:aileentan@cdge.com.sg)>; KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>  
**Subject:** RE: [4th Reminder] Fw: Your Ref: CC3/EQI18008089/K1pb3; CDGE Ref: CC18050022/ SHB2079E - Date of Acct: 01 May 2018

Without Prejudice

Hi Alice,

Thank you for your email.

We are pending further instruction from our principal.

We will get back to you once we receive instruction.

“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**

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HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>

**Sent:** Monday, 22 February 2021 12:56 PM

**To:** Alice Lau Lay Koon <[alicelau@cdge.com.sg](mailto:alicelau@cdge.com.sg)>

**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Aileen Tan Lee Noi <[aileentan@cdge.com.sg](mailto:aileentan@cdge.com.sg)>

**Subject:** Re: [4th Reminder] Fw: Your Ref: CC3/EQ118008089/K1pb3; CDGE Ref: CC18050022/ SHB2079E - Date of Acct: 01 May 2018

Hi Hsiao Tong,

Please check and reply ASAP. Fourth reminders already.

Regards,

K K Lau

LKK Auto Consultants P L.

Sent from my iPhone

On 22 Feb 2021, at 10:15 AM, Alice Lau Lay Koon <[alicelau@cdge.com.sg](mailto:alicelau@cdge.com.sg)> wrote:

Without Prejudice

Dear Hsiao Tong,

Our email refers.

It has been more than 2 months of your email dated 16/12/2020.

We have proposed global sum of \$920 as per Bola S20 for side-swipe case on 24/09/2020.

Due to small amount and case has been long protracted, please look into this matter urgently so as we could settle it amicably and swiftly soonest as possible.

Best Regards,

Alice Lau

Claims Department / ComfortDelGro Engineering Pte Ltd

Off: 6214 8307/ Fax: 6214 1843

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**From:** Alice Lau Lay Koon <[alicelau@cdge.com.sg](mailto:alicelau@cdge.com.sg)>  
**Sent:** Tuesday, 2 February 2021 3:05 PM  
**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>  
**Subject:** Re: [3rd Reminder] Fw: Your Ref: CC3/EQ18008089/K1pb3; CDGE Ref: CC18050022/SHB2079E - Date of Acct: 01 May 2018

Dear Hsiao Tong,

Please revert your settlement soonest as possible.

Best Regards,  
Alice Lau  
Claims Department / ComfortDelGro Engineering Pte Ltd  
Off: 6214 8307/ Fax: 6214 1843  
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**From:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Wednesday, 16 December 2020 11:49 AM  
**To:** Alice Lau Lay Koon <[alicelau@cdge.com.sg](mailto:alicelau@cdge.com.sg)>  
**Cc:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>  
**Subject:** RE: [2nd Reminder] Fw: Your Ref: CC3/EQ18008089/K1pb3; CDGE Ref: CC18050022/SHB2079E - Date of Acct: 01 May 2018

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Without Prejudice

Hi Alice,

We refer to the above matter.

We will check 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 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](mailto:chewht@lkkauto.com) | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

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**From:** Alice Lau Lay Koon <[alicelau@cdge.com.sg](mailto:alicelau@cdge.com.sg)>

**Sent:** Tuesday, 8 December 2020 4:00 PM

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

**Cc:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>

**Subject:** [2nd Reminder] Fw: Your Ref: CC3/EQI18008089/K1pb3; CDGE Ref: CC18050022/  
SHB2079E - Date of Acct: 01 May 2018

Without Prejudice

Acct on 01/05/2018 involving SHB2079E & YL2564S

2nd Reminder

Dear Hsiao Tong,

We have countered proposed on 24/09/2020 in this email.  
However, we have not heard from you despite our reminder.

Case has been protracted and due to small amount, kindly consider our proposed global sum of \$920 as per Bola S20 for side-swipe case.

Kindly reply within 5 working days.

Best Regards,

Alice Lau

Claims Department / ComfortDelGro Engineering Pte Ltd

Off: 6214 8307/ Fax: 6214 1843

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**From:** Alice Lau Lay Koon <[alicelau@cdge.com.sg](mailto:alicelau@cdge.com.sg)>

**Sent:** Wednesday, 21 October 2020 2:57 PM

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

**Subject:** Fw: Your Ref: CC3/EQI18008089/K1pb3; CDGE Ref: CC18050022/ SHB2079E - Acct on  
01/05/2018 involving SHB2079E & YL2564S

Without Prejudice

Gentle Reminder

Dear Hsiao Tong,

We just spoken the above matter.

Appreciate it if you could assist to look into this matter so as we could settle it amicably and swiftly.

Best Regards,  
Alice Lau  
Claims Department / ComfortDelGro Engineering Pte Ltd  
Off: 6214 8307/ Fax: 6214 1843  
<Outlook-ikd1yzjk.png>

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**From:** Alice Lau Lay Koon <[alicelau@cdge.com.sg](mailto:alicelau@cdge.com.sg)>  
**Sent:** Thursday, 24 September 2020 11:48 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** Re: Your Ref: CC3/EQ18008089/K1pb3; CDGE Ref: CC18050022/ SHB2079E - Acct on 01/05/2018 involving SHB2079E & YL2564S

Without Prejudice

Dear Hsiao Tong,

Thank you for your document & insured's video.

We have reviewed both parties' statements and videos.  
We are unable to see the impact from your insured's video.  
Here are some snapshots from our taxi's video which clearly showed the impact.

Snapshot 1 - both vehicles travelling at their own lanes.

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Snapshot 2 – Snapshot showed there was a stationary red car in taxi's lane.

Taxi driver was still travelling within his lane.

YL2564S (big lorry) was so closed to taxi, side-swipe with taxi, refer to taxi short video.

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We opined that both parties should share the liability equally as both vehicles should exercise consideration. Thus, we would like to propose global sum \$920 as per Bola S20.

Please note that the contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

Kindly revert with your confirmation and discharge voucher for execution soon.

Best Regards,  
Alice Lau  
Claims Department / ComfortDelGro Engineering Pte Ltd  
Off: 6214 8307/ Fax: 6214 1843  
<Outlook-x43dyyit.png>

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Thursday, 24 September 2020 11:16 AM

**To:** Alice Lau Lay Koon <[alicelau@cdge.com.sg](mailto:alicelau@cdge.com.sg)>

**Subject:** RE: Your Ref: CC3/EQ118008089/K1pb3; CDGE Ref: CC18050022/ SHB2079E - Acct on 01/05/2018 involving SHB2079E & YL2564S

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Hi,

Resend.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

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HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** Hsiao Tong (LKKAuto)

**Sent:** Friday, 18 September 2020 4:40 PM

**To:** 'Alice Lau Lay Koon' <[alicelau@cdge.com.sg](mailto:alicelau@cdge.com.sg)>

**Subject:** RE: Your Ref: CC3/EQ118008089/K1pb3; CDGE Ref: CC18050022/ SHB2079E - Acct on 01/05/2018 involving SHB2079E & YL2564S

Without Prejudice

Hi Alice,

Attached as requested.

**"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**

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HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** Alice Lau Lay Koon <[alicelau@cde.com.sg](mailto:alicelau@cde.com.sg)>

**Sent:** Friday, 18 September 2020 4:36 PM

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

**Subject:** Your Ref: CC3/EQ18008089/K1pb3; CDGE Ref: CC18050022/ SHB2079E - Acct on 01/05/2018 involving SHB2079E & YL2564S

Without Prejudice

Dear Madam,

Subject matter refers.

We are reviewing this matter and noted that you had maintained your position to reject our claim.

Before we comment further, kindly provide your insured's video footage & accident statement.

Await receiving your reply soon.

Best Regards,

Alice Lau

Claims Department / ComfortDelGro Engineering Pte Ltd

Off: 6214 8307/ Fax: 6214 1843

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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