

## Hsiao Tong (LKKAUTO)

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**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Wednesday, 21 July 2021 11:15 AM  
**To:** Enquiry  
**Subject:** RE: Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P  
D.O.A. 27/03/2021 \*\*\* LKK REF: CC4/AIG21004013/pa3  
**Attachments:** DV\_SKZ 3609H.pdf

### Without Prejudice

Dear Sirs/Mdm,

Thank you for your email.

We confirm settlement at a global sum of **\$2,960.00(all-in)**.

Please duly sign the **documents** enclosed and **return together with your client's authorization to act 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](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:** Enquiry <[enquiry@sh-motor.com](mailto:enquiry@sh-motor.com)>

**Sent:** Friday, 16 July 2021 1:56 PM

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

**Subject:** Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P D.O.A. 27/03/2021 \*\*\* LKK REF: CC4/AIG21004013/pa3

Dear Hsiao Tong,

Our Insured proposed to settle at **S\$2,960.00 (all-in)**, pls re-consider.

Thanks & Best Regards,

Ms Wong

**S&H MOTOR PTE LTD**  
**160 Sin Ming Drive #07-02**  
**Sin Ming AutoCity**  
**Singapore 575722**  
**Tel: 6453 4730 Fax: 6457 1931**

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**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Tuesday, 13 July 2021 5:05 PM  
**To:** Enquiry  
**Subject:** Re: Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P D.O.A. 27/03/2021  
\*\*\* LKK REF: CC4/AIG21004013/pa3

**Without Prejudice**

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of **\$2,860.00(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:** Enquiry <[enquiry@sh-motor.com](mailto:enquiry@sh-motor.com)>  
**Sent:** Wednesday, 7 July 2021 12:00 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P D.O.A. 27/03/2021 \*\*\* LKK REF: CC4/AIG21004013/pa3

Dear Hsiao Tong,

Pls see attached.

Thanks & Best Regards,

Ms Wong  
**S&H MOTOR PTE LTD**  
**160 Sin Ming Drive #07-02**  
**Sin Ming AutoCity**  
**Singapore 575722**  
**Tel: 6453 4730 Fax: 6457 1931**

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**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Wednesday, 7 July 2021 11:29 AM  
**To:** Enquiry  
**Subject:** Re: Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P D.O.A. 27/03/2021  
\*\*\* LKK REF: CC4/AIG21004013/pa3

Without Prejudice

Dear Sirs/Mdm,

Kindly provide rental agreement,

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."

***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:** Enquiry <[enquiry@sh-motor.com](mailto:enquiry@sh-motor.com)>  
**Sent:** Saturday, 19 June 2021 12:02 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P D.O.A. 27/03/2021 \*\*\* LKK REF: CC4/AIG21004013/pa3

Dear Hsiao Tong,

We attach GIA report for the TP claim.

Looking forward to receiving your favourable offer soon.

Thanks & Best Regards,

Ms Wong

**S&H MOTOR PTE LTD**

**160 Sin Ming Drive #07-02**

**Sin Ming AutoCity**

**Singapore 575722**

**Tel: 6453 4730 Fax: 6457 1931**

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

**Sent:** Tuesday, 13 April 2021 3:39 PM

**To:** Enquiry

**Cc:** Admin A; assignments

**Subject:** RE: Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P D.O.A. 27/03/2021

\*\*\* LKK REF: CC4/AIG21004013/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

**\*Kindly arrange for survey.**

Thank 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 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:** Enquiry <[enquiry@sh-motor.com](mailto:enquiry@sh-motor.com)>

**Sent:** Tuesday, 13 April 2021 3:33 PM

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

**Subject:** Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P D.O.A. 27/03/2021 \*\*\* LKK REF: CC4/AIG21004013/pa3

Dear Hsiao Tong,

Any settlement?

Thanks & Best Regards,

Ms Wong

**S&H MOTOR PTE LTD**

**160 Sin Ming Drive #07-02**

**Sin Ming AutoCity**

**Singapore 575722**

**Tel: 6453 4730 Fax: 6457 1931**

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**From:** Enquiry [<mailto:enquiry@sh-motor.com>]

**Sent:** Thursday, 8 April 2021 11:19 AM

**To:** 'Hsiao Tong (LKKAuto)'

**Subject:** Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P D.O.A. 27/03/2021 \*\*\* LKK REF: CC4/AIG21004013/pa3

Dear Hsiao Tong,

Any update?

Thanks & Best Regards,

Ms Wong

**S&H MOTOR PTE LTD**

**160 Sin Ming Drive #07-02**

**Sin Ming AutoCity**

**Singapore 575722**

**Tel: 6453 4730 Fax: 6457 1931**

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**From:** Enquiry [<mailto:enquiry@sh-motor.com>]

**Sent:** Tuesday, 6 April 2021 12:17 PM

**To:** 'Hsiao Tong (LKKAuto)'

**Subject:** Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P D.O.A. 27/03/2021 \*\*\* LKK REF: CC4/AIG21004013/pa3

Dear Hsiao Tong,

Any status?

Thanks & Best Regards,

Ms Wong

**S&H MOTOR PTE LTD**

**160 Sin Ming Drive #07-02**

Sin Ming AutoCity  
Singapore 575722  
Tel: 6453 4730 Fax: 6457 1931

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

**Sent:** Thursday, 1 April 2021 3:28 PM

**To:** Enquiry

**Cc:** Admin A

**Subject:** RE: Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P D.O.A.  
27/03/2021 \*\*\* LKK REF: CC4/AIG21004013/pa3

Without Prejudice

Hi,

Attached is a copy of our insured accident report for your reference.

We are in the midst of engaging our insured on this claim.

We will get back to you asap.

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:** Enquiry <[enquiry@sh-motor.com](mailto:enquiry@sh-motor.com)>

**Sent:** Thursday, 1 April, 2021 1:26 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Subject:** Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P D.O.A.  
27/03/2021 \*\*\* LKK REF: CC4/AIG21004013/pa3

Dear Mei Kwan,

Our Insured called today and chased for an update, pls revert accordingly.

Thanks & Best Regards,

Ms Wong

**S&H MOTOR PTE LTD**

**160 Sin Ming Drive #07-02**

**Sin Ming AutoCity**

**Singapore 575722**

**Tel: 6453 4730 Fax: 6457 1931**

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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Wednesday, 31 March 2021 3:16 PM  
**To:** Enquiry; Hsiao Tong (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P D.O.A. 27/03/2021  
\*\*\* LKK REF: CC4/AIG21004013/pa3

Dear Ms Wong,

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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Enquiry <[enquiry@sh-motor.com](mailto:enquiry@sh-motor.com)>  
**Sent:** Wednesday, 31 March, 2021 9:54 AM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P D.O.A. 27/03/2021 \*\*\* LKK REF: CC4/AIG21004013/pa3

Dear Mei Kwan,

Any update?

Thanks & Best Regards,

Ms Wong  
**S&H MOTOR PTE LTD**  
**160 Sin Ming Drive #07-02**  
**Sin Ming AutoCity**  
**Singapore 575722**  
**Tel: 6453 4730 Fax: 6457 1931**

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**From:** Enquiry [<mailto:enquiry@sh-motor.com>]  
**Sent:** Tuesday, 30 March 2021 5:01 PM  
**To:** 'Mei Kwan (LKKAuto)'  
**Subject:** Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P D.O.A. 27/03/2021 \*\*\*  
LKK REF: CC4/AIG21004013/pa3

Dear Mei Kwan,

Our Insured would like to know the status of liability.

Thanks & Best Regards,

Ms Wong  
S&H MOTOR PTE LTD  
160 Sin Ming Drive #07-02  
Sin Ming AutoCity  
Singapore 575722  
Tel: 6453 4730 Fax: 6457 1931

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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

**Sent:** Monday, 29 March 2021 5:26 PM

**To:** Enquiry

**Cc:** Hsiao Tong (LKKAuto); Admin A; assignments

**Subject:** RE: Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P D.O.A. 27/03/2021 \*\*\* LKK REF: CC4/AIG21004013/pa3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident.

***Please arrange for survey.***

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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Enquiry <[enquiry@sh-motor.com](mailto:enquiry@sh-motor.com)>

**Sent:** Monday, March 29, 2021 11:19 AM

**To:** AIG SGP, Claims-Survey <[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)>

**Subject:** [EXTERNAL] Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P D.O.A. 27/03/2021

This message is from an external sender; be cautious with links and attachments.

Dear Sir/Madam,

Thank you for the prompt reply, however our Insured would like to know the liability first.

Attached herewith video footage for your kind perusal.



Thanks & Best Regards,

Ms Wong  
S&H MOTOR PTE LTD  
160 Sin Ming Drive #07-02  
Sin Ming AutoCity  
Singapore 575722  
Tel: 6453 4730 Fax: 6457 1931

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**From:** AIG SGP, Claims-Survey [[mailto:AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)]  
**Sent:** Monday, 29 March 2021 11:13 AM  
**To:** Enquiry  
**Subject:** RE: Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P D.O.A. 27/03/2021

Hi Ms Wong,

We'll appoint LKK to handle liability and survey.

Thanks.

AIG Claims Survey

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**From:** Enquiry <[enquiry@sh-motor.com](mailto:enquiry@sh-motor.com)>  
**Sent:** Monday, March 29, 2021 10:42 AM  
**To:** AIG SGP, Claims-Survey <[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)>  
**Subject:** [EXTERNAL] Accident Involving our vehicle no : SKZ3609H claiming TP vehicle no : SLB3877P D.O.A. 27/03/2021

This message is from an external sender; be cautious with links and attachments.

Dear Sir/Madam,

Pls see enclosed GIA report for TP claim.

Kindly let us know who is the Officer-in-charge and what is the liability first.

Thanks & Best Regards,

Ms Wong  
S&H MOTOR PTE LTD  
160 Sin Ming Drive #07-02  
Sin Ming AutoCity  
Singapore 575722  
Tel: 6453 4730 Fax: 6457 1931

**IMPORTANT NOTICE:**

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or

printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.