

Re: Reminder x 1 : LOD SMR3326S / Your Ref : GY1762M (Lonpac)

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

Sat 13/11/2021 9:21 PM

To: Carmen Lim <carmen@esteemperf.com.sg>

Cc: serence ctc <serence@esteemperf.com.sg>; jenny chong <jenny@esteemperf.com.sg>; Admin A <admin-a@lkkauto.com>

Without Prejudice

Dear Sirs/Mdm,

Thank you for your email.

We confirm settlement at a global sum of **\$2,350.00(all-in)**.

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: Carmen Lim <carmen@esteemperf.com.sg>

Sent: Thursday, 28 October 2021 10:27 am

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

Cc: serence ctc <serence@esteemperf.com.sg>; jenny chong <jenny@esteemperf.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: Re: Reminder x 1 : LOD SMR3326S / Your Ref : GY1762M (Lonpac)

Dear Hsiao Tong,

We rejected your offer.

Lonpac has delayed the PRI , in order to wrap this case amicably , we prepare to accept **\$2350** to settle this matter.

Please review and let us hear from you favorably.

Thank you

Freundliche Grüsse / Best Regards
Carmen Lim



(M) +65 8799 0066
(E) carmen@esteemperf.com.sg

ESTEEM PERFORMANCE PTE LTD
HEADQUARTERS (SHOWROOM / WORKSHOP)
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BRANCH (WORKSHOP)
176 Sin Ming Drive, Sin Ming Autocare
#01-14/15/16, Singapore 575721
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www.esteemperformance.com



WE KEEP YOU DRIVING

On Thu, Oct 28, 2021 at 9:18 AM Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:
Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

We are prepared to revise our offer at a global sum of **\$2,310.00(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 | fax: 6741 4108

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

From: Carmen Lim <carmen@esteemperf.com.sg>

Sent: Wednesday, 20 October 2021 4:57 pm

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

Cc: serence ctc <serence@esteemperf.com.sg>; jenny chong <jenny@esteemperf.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: Re: Reminder x 1 : LOD SMR3326S / Your Ref : GY1762M (Lonpac)

Dear Hsiao Tong ,

We rejected your offer.

We prepare to accept total **\$2370.45** to settle property claim , breakdown as below :-

COR : \$2033 (50%)

LOU : \$330 (\$60 x 11 days) @ 50%

DOA : 29.03.2021	
PRI Request : 01.04.2021 @ 14:22	
Pending PRI : 02.04.2021 - 1 day	
Pending PRI : 03.04.2021 - 1 day	
Pending PRI : 04.04.2021 - 1 day	
Pending PRI : 05.04.2021 - 1 day	
Survey Date : 06.04.2021 - 1 day	to arrange PRI
Recommend :	5 days
Weekend : 11/4	1 day
Total :	11 days

LTA Search : \$7.45

Pls review the above matter and let us hear from your favorably.

Thank you



Freundliche Grüße / Best Regards
Carmen Lim

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(E) carmen@esteemperf.com.sg

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WE KEEP YOU DRIVING

On Wed, Oct 20, 2021 at 11:41 AM Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:
Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We are of the view that this is a case of conflicting versions. There is no concrete evidence(ie: Video footage) yet to support either party's version. Enclosed herewith in this email is a copy

of our insured's accident report for your perusal.

Strictly without admission of liability whatever, but with a view towards a resolutions of your client's claim in the above matter without resort to litigation, we are prepared to offer at a global sum of **\$2,280.00(all-in)** towards your client's claim.

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 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: Carmen Lim <carmen@esteemperf.com.sg>

Sent: Tuesday, 5 October 2021 4:08 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; ONG LI LI <llong@lonpac.com>; kennylin@lonpac.com

Cc: serence ctc <serence@esteemperf.com.sg>; jenny chong <jenny@esteemperf.com.sg>

Subject: Re: Reminder x 1 : LOD SMR3326S / Your Ref : GY1762M (Lonpac)

Dear Sir / Madam,

Accident involving SMR3326S & GY1762M on 29.03.2021.

We refer to our LOD dated 08.07.2021 and reminder dated 05.08.2021.

We believe by right now , you have completed your investigation with your insured / insured's driver.

Kindly let us hear from your favorably asap.

Thank you

| Freundliche Grüße / Best Regards

Carmen Lim

(M) +65 8799 0066

(E) carmen@esteemperf.com.sg**ESTEEM PERFORMANCE PTE LTD****HEADQUARTERS (SHOWROOM / WORKSHOP)**

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WE KEEP YOU DRIVING

On Thu, Aug 5, 2021 at 11:31 AM Carmen Lim <carmen@esteemperf.com.sg> wrote:

Dear Hsiao Tong,

Accident involving SMR3326S & GY1762M on 29.03.2021.

We refer to our LOD dated 08.07.2021.

We believe by right now , you have completed your investigation with your insured / insured's driver.

Kindly let us hear from your favorably asap.

Thank you

Freundliche Grüße / Best Regards

Carmen Lim

(M) +65 8799 0066

(E) carmen@esteemperf.com.sg**ESTEEM PERFORMANCE PTE LTD****HEADQUARTERS (SHOWROOM / WORKSHOP)**

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WE KEEP YOU DRIVING

On Thu, Jul 8, 2021 at 12:11 PM Carmen Lim <carmen@esteemperf.com.sg> wrote:

Dear Hsiao Tong,

Accident involving SMR3326S & GY1762M on 29.03.2021.

We refer to the above matter.

Attached herewith LOD for your attention.

Kindly let us have your offer asap.

Thank you

Freundliche Grüße / Best Regards

Carmen Lim

Accident Claim Executive | Operation

Division

Esteem Performance Pte Ltd

M: 8799 0066

P: 6484 1221

E: carmen@esteemperf.com.sg

[385 Sin Ming Drive](#) Vicom Inspection
(Head Office / Showroom / Workshop)

[176 Sin Ming Drive, Sin Ming Auto Care](#)
[#01-14, #01-15, #01-16](#)
(Workshop)

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