

Re: AAD2104-007 FINALISE--SHB7686U LKK REF : CC3/AIG21004453/Kps3

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

Mon 4/10/2021 3:08 PM

To: Wai Yin Ng <waiyin.ng@transcab.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Zhe Wei Kek <zhewei.kek@transcab.com.sg>; Claims <claims@transcab.com.sg>  
Without Prejudice

Dear Wai Yin,

We confirm settlement at **\$2,185.00(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](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

---

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

**Sent:** Wednesday, 29 September 2021 12:52 pm

**To:** Wai Yin Ng <waiyin.ng@transcab.com.sg>

**Cc:** Admin A <admin-a@lkkauto.com>; Zhe Wei Kek <zhewei.kek@transcab.com.sg>; Claims <claims@transcab.com.sg>

**Subject:** Re: AAD2104-007 FINALISE--SHB7686U LKK REF : CC3/AIG21004453/Kps3

Without Prejudice

Hi Wai Yin,

Noted.

We will re-seek mandate from AIG and get back to you.

***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)

---

**From:** Wai Yin Ng <waiyin.ng@transcab.com.sg>  
**Sent:** Wednesday, 29 September 2021 11:34 am  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Zhe Wei Kek <zhewei.kek@transcab.com.sg>; Claims <claims@transcab.com.sg>  
**Subject:** RE: AAD2104-007 FINALISE--SHB7686U LKK REF : CC3/AIG21004453/Kps3

[Without prejudice](#)

Dear HT

We would like to revised our offer at \$2,185.00(all-in & final).

Thank You  
Best Regards,  
**Ng Wai Yin**  
Finance Department  
TEL: 6603 1265 Ext.308

*\* Please be reminded that all claims correspondence to be send to [claims@transcab.com.sg](mailto:claims@transcab.com.sg)  
\* Kindly let us have the discharge voucher within the next 30 days, failing which we shall proceed to hand over the conduct of this matter to our solicitors without further reference to you.*

TRANS-CAB SERVICES PTE LTD  
No. 2 Ang Mo Kio Street 63  
Singapore 569111  
Tel: 6287 6666 Fax: 6287 7764

---

**From:** Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]  
**Sent:** Wednesday, 29 September, 2021 11:07 AM  
**To:** Wai Yin Ng <waiyin.ng@transcab.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; Zhe Wei Kek <zhewei.kek@transcab.com.sg>; Claims <claims@transcab.com.sg>  
**Subject:** Re: AAD2104-007 FINALISE--SHB7686U LKK REF : CC3/AIG21004453/Kps3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of **\$1,980.00(all-in)**.

Plese 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)

**From:** Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>

**Sent:** Tuesday, 28 September 2021 1:39 pm

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Zhe Wei Kek <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>; Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>

**Subject:** RE: AAD2104-007 FINALISE--SHB7686U LKK REF : CC3/AIG21004453/Kps3

Without prejudice

Dear HT

For a quick amicable settlement, we are prepared to settle our claims as follow :-

Cost of Repair : \$1,386.43

Loss of Rental : \$592.40 (\$148.10 x 4 days –taxi sent in to workshop on 3/4/21(Sat), repair crossover weekend)

Loss of income : \$200.00 (\$50 x 4 days)

LTA : \$7.49

Total	\$2,186.32
-------	------------

Please proceed to send us the DV if you are agreeable.

Thank You

Best Regards,

**Ng Wai Yin**

Finance Department

TEL: 6603 1265 Ext.308

*\* Please be reminded that all claims correspondence to be send to [claims@transcab.com.sg](mailto:claims@transcab.com.sg)*

*\* Kindly let us have the discharge voucher within the next 30 days, failing which we shall proceed to hand over the conduct of this matter to our solicitors without further reference to you.*

TRANS-CAB SERVICES PTE LTD

No. 2 Ang Mo Kio Street 63

Singapore 569111

Tel: 6287 6666 Fax: 6287 7764

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

**Sent:** Monday, 27 September, 2021 1:23 PM

**To:** Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Zhe Wei Kek <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>; Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>

**Subject:** Re: AAD2104-007 FINALISE--SHB7686U LKK REF : CC3/AIG21004453/Kps3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of **\$1,790.00(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)

---

**From:** Hsiao Tong (LKKAuto)

**Sent:** Wednesday, 15 September 2021 10:02 am

**To:** Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Zhe Wei Kek <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>; Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>

**Subject:** RE: AAD2104-007 FINALISE--SHB7686U LKK REF : CC3/AIG21004453/Kps3

Without Prejudice

Dear Sirs/Mdm,

We acknowledge receipt of your email dated 14/09/2021.

We will look into the matter 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 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)

---

**From:** Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>  
**Sent:** Tuesday, 14 September 2021 2:06 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Zhe Wei Kek <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>; Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>  
**Subject:** RE: AAD2104-007 FINALISE--SHB7686U LKK REF : CC3/AIG21004453/Kps3

Dear HT

Attached is LOD for your action.

Please advise your offering soon so that we can expedite and process the claims.

*\*Due to COVID-19 virus, all correspondence will be by way of email only. Please let me know if you need the original signature copy of the documents.*

Thank You  
Best Regards,  
**Ng Wai Yin**  
Finance Department  
TEL: 6603 1265 Ext.308

*\* Please be reminded that all claims correspondence to be send to [claims@transcab.com.sg](mailto:claims@transcab.com.sg)  
\* Kindly let us have the discharge voucher within the next 30 days, failing which we shall proceed to hand over the conduct of this matter to our solicitors without further reference to you.*

TRANS-CAB SERVICES PTE LTD  
No. 2 Ang Mo Kio Street 63  
Singapore 569111  
Tel: 6287 6666 Fax: 6287 7764

---

**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Friday, 3 September, 2021 3:47 PM  
**To:** Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Zhe Wei Kek <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>; Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>  
**Subject:** Re: AAD2104-007 FINALISE--SHB7686U LKK REF : CC3/AIG21004453/Kps3

#### REMINDER

Without Prejudice

Dear Sirs/Mdm,

Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Please note that all the finalisation subject to insurer approval.

**"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)

---

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

**Sent:** Thursday, 12 August 2021 3:36 pm

**To:** Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Zhe Wei Kek <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>; Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>

**Subject:** Re: AAD2104-007 FINALISE--SHB7686U LKK REF : CC3/AIG21004453/Kps3

Without Prejudice

Dear Sirs/Mdm,

Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Please note that all the finalisation subject to insurer approval.

"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)

---

**From:** Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>

**Sent:** Monday, 5 July 2021 4:42 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Zhe Wei Kek <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>; Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>

**Subject:** RE: AAD2104-007 FINALISE--SHB7686U LKK REF : CC3/AIG21004453/Kps3

Without prejudice

Dear Hsiao Tong

COR amount confirmed \$1,295.73(before GST).

Will send you the LOD when it was ready.

Thank You

Best Regards,

**Ng Wai Yin**

Finance Department

TEL: 6603 1265 Ext.308

TRANS-CAB SERVICES PTE LTD

No. 2 Ang Mo Kio Street 63

Singapore 569111

Tel: 6287 6666 Fax: 6287 7764

---

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

**Sent:** Monday, 5 July, 2021 4:23 PM

**To:** Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Zhe Wei Kek <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>; Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>

**Subject:** RE: AAD2104-007 FINALISE--SHB7686U LKK REF : CC3/AIG21004453/Kps3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

For COR, recommended amount at **P/P \$ \$1,295.73**(before GST) with **02** repair days.

Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Please note that all the finalisation subject to insurer approval.

**“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)

---

**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Thursday, 15 April 2021 2:43 PM  
**To:** Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Zhe Wei Kek' <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>; Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>  
**Subject:** Fw: AAD2104-007 FINALISE--SHB7686U LKK REF : CC3/AIG21004453/Kps3

Without Prejudice

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,

FYNA, CC3/AIG21004453/Kps3

*To check availability of the case handler, you may contact the undersigned.*

*\*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.*

Thank you.

Best Regards,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

---

**From:** Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>  
**Sent:** Thursday, April 15, 2021 2:38 PM  
**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Kenneth Kong (LKKAuto) <[KennethKong@lkkauto.com](mailto:KennethKong@lkkauto.com)>  
**Cc:** 'Zhe Wei Kek' <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>; 'Wai Yin Ng' <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>  
**Subject:** AAD2104-007 FINALISE--SHB7686U

Dear Sir/ Officer-in charge

Kindly please refer to the above subject matter.

We would like to finalise with you for this case.

Enclosed is the marked estimate and here's the working for your perusal.

Kindly please check to confirm the amounts and revert to our e-mail within **3 working days, (19/04/2021)**.

Thank you.

<b>AAD2104-007</b>		
<b>SHB7686U -AIG- 02.04.21</b>		
	<b>PARTS</b>	
	\$ 442.60	
	\$ 15.40	
	\$ 576.30	
	\$ 1,034.30	
25%	\$ 258.58	
	<b>\$ 775.73</b>	
	<b>S/NETT</b>	
	\$ 50.00	
	<b>\$ 50.00</b>	
	<b>LABOUR</b>	
	\$ 200.00	
	\$ 220.00	
	\$ 50.00	
	<b>\$ 470.00</b>	
	\$ 1,295.73	
0%	\$ -	
	\$ 1,295.73	
L/SUM	\$ 1,295.73	
AFTER GST	\$ 1,386.43	

Best Regards

Amanda  
 Claims Department