

**RE: 3481669543SG003 Accident Involving SMS597R & SJF5815H on 01/4/2021**

Jesvin Ong &lt;jesvin.ong@eurokars.com.sg&gt;

Tue 28/9/2021 10:03 AM

To: Hsiao Tong (LKKAuto) &lt;chewht@lkkauto.com&gt;

Dear Ms Hsiao Tong,

Noted. I will keep a look on it and update you once I receive all the original documents.

Thank you and have a nice day 😊

Best regards,

Jesvin Ong

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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>**Sent:** 28 September 2021 10:00 AM**To:** Jesvin Ong <jesvin.ong@eurokars.com.sg>**Subject:** Re: 3481669543SG003 Accident Involving SMS597R & SJF5815H on 01/4/2021

Hi Jesvin,

Third party will post out the attached documents to your good office.

Thank 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)

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>**Sent:** Tuesday, 28 September 2021 9:45 am**To:** Jesvin Ong <[jesvin.ong@eurokars.com.sg](mailto:jesvin.ong@eurokars.com.sg)>**Subject:** Re: 3481669543SG003 Accident Involving SMS597R & SJF5815H on 01/4/2021

Hi Jesvin,

Attached is a copy of LTA search receipt.

For Loss of use, we regret to inform you that we are unable to provide invoice. You may refer to the claim letter as supporting documents.

Thank 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)

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**From:** Jesvin Ong <[jesvin.ong@eurokars.com.sg](mailto:jesvin.ong@eurokars.com.sg)>  
**Sent:** Tuesday, 28 September 2021 8:41 am  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: 3481669543SG003 Accident Involving SMS597R & SJF5815H on 01/4/2021

Dear Ms Hsia Tong,

May I know is there any original tax invoice for the payment of loss of use and LTA Search fee?

Thank you.

Best regards,  
Jesvin Ong

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** 27 September 2021 12:08 PM  
**To:** Jesvin Ong <[jesvin.ong@eurokars.com.sg](mailto:jesvin.ong@eurokars.com.sg)>  
**Cc:** Jude Ow <[jude.ow@eurokars.com.sg](mailto:jude.ow@eurokars.com.sg)>; Florian Weber <[florian.weber@eurokars.com.sg](mailto:florian.weber@eurokars.com.sg)>; Daniel Ding Zhi Wei <[daniel.ding@eurokars.com.sg](mailto:daniel.ding@eurokars.com.sg)>; Soo Fee Yen <[feeyen.soo@eurokars.com.sg](mailto:feeyen.soo@eurokars.com.sg)>; Nicole Lim <[nicole.lim@eurokars.com.sg](mailto:nicole.lim@eurokars.com.sg)>; Jessica Harry Shastri <[jessica.h.shastri@eurokars.com.sg](mailto:jessica.h.shastri@eurokars.com.sg)>  
**Subject:** Re: 3481669543SG003 Accident Involving SMS597R & SJF5815H on 01/4/2021

Hi Ms Jesvin,

Noted with thanks.

We will get third party repairer to send out original docs to you good office.

**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:** Jesvin Ong <[jesvin.ong@eurokars.com.sg](mailto:jesvin.ong@eurokars.com.sg)>  
**Sent:** Thursday, 23 September 2021 9:32 am  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Jude Ow <[jude.ow@eurokars.com.sg](mailto:jude.ow@eurokars.com.sg)>; Florian Weber <[florian.weber@eurokars.com.sg](mailto:florian.weber@eurokars.com.sg)>; Daniel Ding Zhi Wei <[daniel.ding@eurokars.com.sg](mailto:daniel.ding@eurokars.com.sg)>; Soo Fee Yen <[feeyen.soo@eurokars.com.sg](mailto:feeyen.soo@eurokars.com.sg)>; Nicole Lim <[nicole.lim@eurokars.com.sg](mailto:nicole.lim@eurokars.com.sg)>; Jessica Harry Shastri <[jessica.h.shastri@eurokars.com.sg](mailto:jessica.h.shastri@eurokars.com.sg)>  
**Subject:** RE: 3481669543SG003 Accident Involving SMS597R & SJF5815H on 01/4/2021

Dear Ms Hsiao Tong,

Please find the attached payment advice for your reference.

Please mail out the original tax invoice & claim letter to us.

Thank you.

Best regards,  
Jesvin Ong

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** 15 September 2021 9:28 AM  
**To:** Jessica Harry Shastri <[jessica-h.shastri@eurokars.com.sg](mailto:jessica-h.shastri@eurokars.com.sg)>; Jesvin Ong <[jesvin.ong@eurokars.com.sg](mailto:jesvin.ong@eurokars.com.sg)>  
**Cc:** Jude Ow <[jude.ow@eurokars.com.sg](mailto:jude.ow@eurokars.com.sg)>; Florian Weber <[florian.weber@eurokars.com.sg](mailto:florian.weber@eurokars.com.sg)>; Daniel Ding Zhi Wei <[daniel.ding@eurokars.com.sg](mailto:daniel.ding@eurokars.com.sg)>; Soo Fee Yen <[feeyen.soo@eurokars.com.sg](mailto:feeyen.soo@eurokars.com.sg)>  
**Subject:** RE: 3481669543SG003 Accident Involving SMS597R & SJF5815H on 01/4/2021

Hi Jessica,

Attached is a copy of LTA Search Receipt for your necessary action.

Please let me know once payment is done.

Thank you for your kind assistance.

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:** Jessica Harry Shastri <[jessica-h.shastri@eurokars.com.sg](mailto:jessica-h.shastri@eurokars.com.sg)>  
**Sent:** Wednesday, 15 September 2021 9:25 AM  
**To:** Jesvin Ong <[jesvin.ong@eurokars.com.sg](mailto:jesvin.ong@eurokars.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Jude Ow <[jude.ow@eurokars.com.sg](mailto:jude.ow@eurokars.com.sg)>; Florian Weber <[florian.weber@eurokars.com.sg](mailto:florian.weber@eurokars.com.sg)>; Daniel Ding Zhi Wei <[daniel.ding@eurokars.com.sg](mailto:daniel.ding@eurokars.com.sg)>; Soo Fee Yen <[feeyen.soo@eurokars.com.sg](mailto:feeyen.soo@eurokars.com.sg)>  
**Subject:** RE: 3481669543SG003 Accident Involving SMS597R & SJF5815H on 01/4/2021

Dear Ms. Chew,

Thank you for your call. We miss out the Loss of use and LTA search fees.

We will do the payment soon and update you.

Dear Jesvin,

We have miss out two payment which is loss of use & GIA Search fees.

<b>A) Third Party Claim Amount</b>	
1) Repair cost (w/GST)	\$ 315.65 - paid
2) Loss of Use (1days x \$80.00)	\$ 80.00
3) LTA Search Fee	\$ 7.45
<b>Total</b>	<b>\$ 403.10</b>

The amount payable to Ah Lim Motor company should be \$403.10 . Please note that there will not be invoice for Loss of Use.

Please do the payment of the balance \$87.45 to Ah Lim Motor company.

Thank you.

Best Regards,  
Jessica Shastri  
Eurokars Leasing Pte Ltd  
27A Penjuru, Singapore 609042  
T: (65) 6331 0600 D: (65) 6331 0654  
E: [jessica-h.shastri@eurokars.com.sg](mailto:jessica-h.shastri@eurokars.com.sg) W: [www.eurokars.com.sg](http://www.eurokars.com.sg)

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**From:** Jesvin Ong  
**Sent:** 14 September 2021 3:35 PM  
**To:** Jessica Harry Shastri <[jessica-h.shastri@eurokars.com.sg](mailto:jessica-h.shastri@eurokars.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Jude Ow <[jude.ow@eurokars.com.sg](mailto:jude.ow@eurokars.com.sg)>; Florian Weber <[florian.weber@eurokars.com.sg](mailto:florian.weber@eurokars.com.sg)>; Daniel Ding Zhi Wei <[daniel.ding@eurokars.com.sg](mailto:daniel.ding@eurokars.com.sg)>; Soo Fee Yen <[feeyen.soo@eurokars.com.sg](mailto:feeyen.soo@eurokars.com.sg)>  
**Subject:** RE: 3481669543SG003 Accident Involving SMS597R & SJF5815H on 01/4/2021

Dear Ms Chew,

Please find the attached payment advices for your reference.

Kindly send us the original invoice of Ah Lim Motor Company. You may dispatch to our office address, 12 Sungei Kadut Avenue, Singapore 729648, attention to me, Jesvin Ong (Finance).

Thank you.

Best regards,  
Jesvin Ong

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**From:** Jessica Harry Shastri <[jessica-h.shastri@eurokars.com.sg](mailto:jessica-h.shastri@eurokars.com.sg)>  
**Sent:** 10 September 2021 11:43 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Jude Ow <[jude.ow@eurokars.com.sg](mailto:jude.ow@eurokars.com.sg)>; Florian Weber <[florian.weber@eurokars.com.sg](mailto:florian.weber@eurokars.com.sg)>; Daniel Ding Zhi Wei <[daniel.ding@eurokars.com.sg](mailto:daniel.ding@eurokars.com.sg)>; Jesvin Ong <[jesvin.ong@eurokars.com.sg](mailto:jesvin.ong@eurokars.com.sg)>; Soo Fee Yen <[feeyen.soo@eurokars.com.sg](mailto:feeyen.soo@eurokars.com.sg)>  
**Subject:** RE: 3481669543SG003 Accident Involving SMS597R & SJF5815H on 01/4/2021

Dear Ms.Chew,

Thank you for the details.

Once the payment ready we will let you know. But after the job done, please sent to me the original invoice.

Thank you.

Best Regards,  
Jessica Shastri  
Eurokars Leasing Pte Ltd

27A Penjuru, Singapore 609042

T: (65) 6331 0600 D: (65) 6331 0654

E: [jessica-h.shastri@eurokars.com.sg](mailto:jessica-h.shastri@eurokars.com.sg) W: [www.eurokars.com.sg](http://www.eurokars.com.sg)

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

**Sent:** 10 September 2021 10:45 AM

**To:** Jessica Harry Shastri <[jessica-h.shastri@eurokars.com.sg](mailto:jessica-h.shastri@eurokars.com.sg)>

**Cc:** Jude Ow <[jude.ow@eurokars.com.sg](mailto:jude.ow@eurokars.com.sg)>; Florian Weber <[florian.weber@eurokars.com.sg](mailto:florian.weber@eurokars.com.sg)>; Daniel Ding Zhi Wei <[daniel.ding@eurokars.com.sg](mailto:daniel.ding@eurokars.com.sg)>

**Subject:** Re: 3481669543SG003 Accident Involving SMS597R & SJF5815H on 01/4/2021

Hi Jessica,

Thank you for your email.

As per our tele-conversation yesterday, attached is a copy of third-party repairer invoice & LKK invoice for your necessary action.

Kindly refer to the below for bank details: -

<b>Account name:</b>	<b>AH LIM MOTOR COMPANY</b>
<b>Bank:</b>	Maybank Singapore Limited
<b>Account No:</b>	04210102503

Name of Bank Account	LKK AUTO CONSULTANTS PTE LTD
Name of Bank	UOB
Bank – Branch No.	7375 - 016
Account No.	116-311-126-3
Email address for remittance advice	<a href="mailto:account@lkkauto.com">account@lkkauto.com</a>
PAYNOW ID	199607198R002

Pls do let us know once transferred so that we can check at our end.

Thank 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)

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**From:** Jessica Harry Shastri <[jessica-h.shastri@eurokars.com.sg](mailto:jessica-h.shastri@eurokars.com.sg)>

**Sent:** Thursday, 9 September 2021 4:31 pm

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

**Cc:** Jude Ow <[jude.ow@eurokars.com.sg](mailto:jude.ow@eurokars.com.sg)>; Florian Weber <[florian.weber@eurokars.com.sg](mailto:florian.weber@eurokars.com.sg)>; Daniel Ding Zhi Wei <[daniel.ding@eurokars.com.sg](mailto:daniel.ding@eurokars.com.sg)>

**Subject:** RE: 3481669543SG003 Accident Involving SMS597R & SJF5815H on 01/4/2021

Dear Hsiao Tong,

Thank you very much for helping us with the settlement.

Attached is the Mutual settlement form for your kind attention.

We will prepare the payment soon and update you accordingly.

Thank you.

Best Regards,  
 Jessica Shastri  
 Eurokars Leasing Pte Ltd  
 27A Penjuru, Singapore 609042  
 T: (65) 6331 0600 D: (65) 6331 0654  
 E: [jessica-h.shastri@eurokars.com.sg](mailto:jessica-h.shastri@eurokars.com.sg) W: [www.eurokars.com.sg](http://www.eurokars.com.sg)

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

**Sent:** 09 September 2021 3:48 PM

**To:** Jessica Harry Shastri <[jessica-h.shastri@eurokars.com.sg](mailto:jessica-h.shastri@eurokars.com.sg)>

**Cc:** Jude Ow <[jude.ow@eurokars.com.sg](mailto:jude.ow@eurokars.com.sg)>; Florian Weber <[florian.weber@eurokars.com.sg](mailto:florian.weber@eurokars.com.sg)>; Daniel Ding Zhi Wei <[daniel.ding@eurokars.com.sg](mailto:daniel.ding@eurokars.com.sg)>

**Subject:** RE: 3481669543SG003 Accident Involving SMS597R & SJF5815H on 01/4/2021

Some people who received this message don't often get email from [chewht@lkkauto.com](mailto:chewht@lkkauto.com). [Learn why this is important](#)

Dear Jessica,

We refer to the above matter.

Enclosed below is the breakdown of Third-Party's claim if you would like to settle the matter privately: -

<b>A) Third Party Claim Amount</b>	
1) Repair cost (w/GST)	\$ 315.65
2) Loss of Use (1days x \$80.00)	\$ 80.00
3) LTA Search Fee	\$ 7.45
<b>Total</b>	<b>\$ 403.10</b>

<b>B) LKK Professional Fee (with GST)</b>	<b>\$ 354.17</b>
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Please issue the following 2 cheques: -

1. **\$ 403.10** payable to **Ah Lim Motor Company**
2. **\$ 354.17** payable to **LKK AUTO CONSULTANTS PTE LTD**

You may send your payment by post to:

**LKK AUTO CONSULTANTS PTE LTD**  
 51 Ubi Avenue 1  
 #01-25 Paya Ubi Industrial Park

Singapore 408933

With the following attachments:

1. your cheque payment;
2. the signed private settlement letter (scan copy will do) to protect your No Claim Discount (NCD).

Kindly call the undersigned should your need further assistance.

Please let us have your decision within the next 10 days.

Thank you.

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:** Jessica Harry Shastri <[jessica-h.shastri@eurokars.com.sg](mailto:jessica-h.shastri@eurokars.com.sg)>

**Sent:** Monday, 14 June 2021 4:24 PM

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

**Cc:** Jude Ow <[jude.ow@eurokars.com.sg](mailto:jude.ow@eurokars.com.sg)>; Florian Weber <[florian.weber@eurokars.com.sg](mailto:florian.weber@eurokars.com.sg)>; Daniel Ding Zhi Wei <[daniel.ding@eurokars.com.sg](mailto:daniel.ding@eurokars.com.sg)>

**Subject:** RE: 3481669543SG003 Accident Involving SMS597R & SJF5815H on 01/4/2021

Dear Ms. Hsiao Tong,

The below matter refers.

Can you negotiate with the third party, we are willing to do settlement is the claims is within \$2,500.00

Thank you.

Best Regards,

Jessica Shastri

Eurokars Leasing Pte Ltd

27A Penjuru, Singapore 609042

T: (65) 6331 0600 D: (65) 6331 0653

E: [jessica-h.shastri@eurokars.com.sg](mailto:jessica-h.shastri@eurokars.com.sg) W: [www.eurokars.com.sg](http://www.eurokars.com.sg)

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

**Sent:** 14 June 2021 3:59 PM

**To:** Jessica Harry Shastri <[jessica-h.shastri@eurokars.com.sg](mailto:jessica-h.shastri@eurokars.com.sg)>

**Subject:** RE: 3481669543SG003 Accident Involving SMS597R & SJF5815H on 01/4/2021

Dear Jessica,

Thank you for your email.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's favour as he had collided onto third party parked vehicle . We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 07 days from the date of this letter. We will update you on the final claim amount as per request.

Please note that your No-Claim Discount (NCD) (if any) will be affected upon next renewal due to this Third-Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Thank you.

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:** Jessica Harry Shastri <[jessica-h.shastri@eurokars.com.sg](mailto:jessica-h.shastri@eurokars.com.sg)>

**Sent:** Monday, 14 June 2021 10:44 AM

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

**Subject:** FW: 3481669543SG003 Accident Involving SMS597R & SJF5815H on 01/4/2021

**Importance:** High

Dear Ms. Hsiao Tong,

Good day to you.

Refer to our tele-conversation just now in future any claims to Eurokars Leasing you can forward to me.

Thank you.

Best Regards,

Jessica Shastri

Eurokars Leasing Pte Ltd

27A Penjuru, Singapore 609042

T: (65) 6331 0600 D: (65) 6331 0653

E: [jessica-h.shastri@eurokars.com.sg](mailto:jessica-h.shastri@eurokars.com.sg) W: [www.eurokars.com.sg](http://www.eurokars.com.sg)

**Re: Claim Documents for our client SJF5815H DOA: 01/04/2021 WITH AIG INSURED SMS597R \*\*\* LKK REF: CC4/AIG21004484/pa3**

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

Tue 28/9/2021 9:44 AM

To: Mui Hong @ Ah Lim Motor <muihong@ahlimmotor.com.sg>; Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>

Without Prejudice

Hi Mui Hong,

Noted with thanks.

We will proceed to close case.

**“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:** Mui Hong @ Ah Lim Motor <muihong@ahlimmotor.com.sg>

**Sent:** Monday, 27 September 2021 1:17 pm

**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>

**Subject:** RE: Claim Documents for our client SJF5815H DOA: 01/04/2021 WITH AIG INSURED SMS597R \*\*\* LKK REF: CC4/AIG21004484/pa3

Dear Hsiao Tong,

Thanks for the documents.

I will be posting the original docs as attached to AIG Insured.

Thank You !

Best Regards,

Kee Mui Hong

Ah Lim Motor @ AMK

10, Ang Mo Kio Industrial Park 2A

#01-09 AMK Autopoint S568047

Tel : 6483 1244 Fax : 6483 6170

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

**Sent:** Monday, 27 September 2021 12:03 PM

**To:** Mui Hong @ Ah Lim Motor <muihong@ahlimmotor.com.sg>; Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>  
**Subject:** RE: Claim Documents for our client SJF5815H DOA: 01/04/2021 WITH AIG INSURED SMS597R \*\*\*  
LKK REF: CC4/AIG21004484/pa3

Without Prejudice

Dear Mui Hong,

Please find the attached payment advices(Repair Cost: \$315.65 + LOU & Search fee:\$87.45) for your reference.

Kindly assist to send the original claim letter & repair invoice to our insured. You may dispatch to thier office address, 12 Sungei Kadut Avenue, Singapore 729648, attention to me, Jesvin Ong (Finance).

**Meantime, kindly assist to sign on private settlement form and return to us for your necessary action.**

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.”**

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

**Sent:** Tuesday, 14 September 2021 9:02 pm

**To:** Mui Hong @ Ah Lim Motor <[muihong@ahlimmotor.com.sg](mailto:muihong@ahlimmotor.com.sg)>; Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>

**Subject:** Re: Claim Documents for our client SJF5815H DOA: 01/04/2021 WITH AIG INSURED SMS597R \*\*\*  
LKK REF: CC4/AIG21004484/pa3

Without Prejudice

Dear Mui Hong,

Please find the attached payment advices for your reference.

Kindly assist to send the original repair invoice to our insured. You may dispatch to thier office address, 12 Sungei Kadut Avenue, Singapore 729648, attention to me, Jesvin Ong (Finance).

**Meantime, kindly assist to sign on private settlement form and return to us for your necessary action.**

Thank 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)

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**From:** Mui Hong @ Ah Lim Motor <[muihong@ahlimmotor.com.sg](mailto:muihong@ahlimmotor.com.sg)>

**Sent:** Thursday, 9 September 2021 5:06 pm

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>

**Subject:** RE: Claim Documents for our client SJF5815H DOA: 01/04/2021 WITH AIG INSURED SMS597R \*\*\*  
LKK REF: CC4/AIG21004484/pa3

Dear Hsiao Tong,

Thanks for your email offering private settlement.

Our bank accounts is as follows

Account name – AH LIM MOTOR COMPANY

Bank – Maybank Singapore Limited

Account No - 04210102503

Pls do let us know once transferred so that we can check at our end.

Thanks !

Best Regards,

Kee Mui Hong

Ah Lim Motor @ AMK

10, Ang Mo Kio Industrial Park 2A

#01-09 AMK Autopoint S568047

Tel : 6483 1244 Fax : 6483 6170

---

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

Sent: Thursday, 9 September 2021 4:47 PM

To: Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>

Cc: Mui Hong @ Ah Lim Motor <[muihong@ahlimmotor.com.sg](mailto:muihong@ahlimmotor.com.sg)>

Subject: RE: Claim Documents for our client SJF5815H DOA: 01/04/2021 WITH AIG  
INSURED SMS597R \*\*\* LKK REF: CC4/AIG21004484/pa3

Without Prejudice

Dear Sirs/Mdm,

Our insured is willing to settle the claim privately.

Kindly let us have your company bank details for our necessary action.

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: Hsiao Tong (LKKAuto)  
Sent: Thursday, 9 September 2021 3:51 PM  
To: Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>  
Cc: Mui Hong @ Ah Lim Motor <[muihong@ahlimmotor.com.sg](mailto:muihong@ahlimmotor.com.sg)>  
Subject: RE: Claim Documents for our client SJF5815H DOA: 01/04/2021 WITH AIG INSURED SMS597R \*\*\* LKK REF: CC4/AIG21004484/pa3

Without Prejudice

Dear Sirs/Mdm,

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

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)

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From: Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>  
Sent: Thursday, 9 September 2021 3:13 PM  
To: Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
Cc: Mui Hong @ Ah Lim Motor <[muihong@ahlimmotor.com.sg](mailto:muihong@ahlimmotor.com.sg)>  
Subject: Claim Documents for our client SJF5815H DOA: 01/04/2021 WITH AIG INSURED SMS597R \*\*\* LKK REF: CC4/AIG21004484/pa3

Dear claims,

Pls see attached - Claim Documents for our client SJF5815H DOA: 01/04/2021 WITH AIG INSURED SMS597R \*\*\* LKK REF: CC4/AIG21004484/pa3

Pls assist to offer on the claim.  
Thanks!

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170

---

From: Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
Sent: Monday, 14 June 2021 4:02 PM  
To: Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>  
Cc: Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mui Hong @ Ah Lim Motor <[muihong@ahlimmotor.com.sg](mailto:muihong@ahlimmotor.com.sg)>  
Subject: RE: 2nd REMINDER CHECKLIABILITY - TP / OUR CLIENT SJF5815H DOA: 01/04/2021 POLICY NO. P0066276R02 YOUR INSURED SMS597R \*\*\* LKK REF: CC4/AIG21004484/pa3

Without Prejudice

Dear Sirs/Mdm,

Our insured has reported the accident.

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.

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: Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>  
Sent: Monday, 24 May 2021 3:24 PM  
To: Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
Cc: Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Mui Hong @ Ah Lim Motor <[muihong@ahlimmotor.com.sg](mailto:muihong@ahlimmotor.com.sg)>  
Subject: 2nd REMINDER CHECKLIABILITY – TP / OUR CLIENT SJF5815H DOA: 01/04/2021 POLICY NO. P0066276R02 YOUR INSURED SMS597R \*\*\* LKK REF: CC4/AIG21004484/pa3  
Importance: High

Hi Hsiao Tong,

Pls advise if your insured has file for the report.  
Pls advise liability for this case.

Thanks.

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170

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From: Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
Sent: Friday, 23 April 2021 11:11 AM  
To: Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>  
Cc: Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Mui Hong @ Ah Lim Motor <[muihong@ahlimmotor.com.sg](mailto:muihong@ahlimmotor.com.sg)>  
Subject: RE: TP / OUR CLIENT SJF5815H DOA: 01/04/2021 POLICY NO. P0066276R02 YOUR INSURED SMS597R \*\*\* LKK REF: CC4/AIG21004484/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

Our insured has yet lodge the accident report.

We have send a reminder letter to our insured for this matter.

You may advise your client to claim OD if necessary. 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.”

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: Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>  
Sent: Friday, 23 April 2021 10:31 AM  
To: Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
Cc: Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Mui Hong @ Ah Lim Motor <[muihong@ahlimmotor.com.sg](mailto:muihong@ahlimmotor.com.sg)>  
Subject: RE: TP / OUR CLIENT SJF5815H DOA: 01/04/2021 POLICY NO. P0066276R02 YOUR INSURED SMS597R \*\*\* LKK REF: CC4/AIG21004484/pa3  
Importance: High

Hi Hsiao Tong,

Any update on the liability?  
Kindly advise. Thanks.

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170

From: Zila @ Ah Lim Motor Company  
Sent: Tuesday, 13 April 2021 9:23 AM  
To: Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
Cc: Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Mui Hong @ Ah Lim Motor <[muihong@ahlimmotor.com.sg](mailto:muihong@ahlimmotor.com.sg)>  
Subject: RE: TP / OUR CLIENT SJF5815H DOA: 01/04/2021 POLICY NO. P0066276R02 YOUR INSURED SMS597R \*\*\* LKK REF: CC4/AIG21004484/pa3  
Importance: High

Hi Hsiao Tong,

Any update on the liability?  
Kindly advise. Thanks.

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170

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From: Zila @ Ah Lim Motor Company  
Sent: Thursday, 8 April 2021 5:32 PM  
To: Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
Cc: Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Mui Hong @ Ah Lim Motor <[muihong@ahlimmotor.com.sg](mailto:muihong@ahlimmotor.com.sg)>  
Subject: RE: TP / OUR CLIENT SJF5815H DOA: 01/04/2021 POLICY NO. P0066276R02 YOUR INSURED SMS597R \*\*\* LKK REF: CC4/AIG21004484/pa3

Hi Hsiao Tong,

There is a video from a witness at the accident scene.  
Pls refer to the attached file.  
Thanks.

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170

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From: Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
Sent: Thursday, 8 April 2021 3:58 PM  
To: Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>  
Cc: Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
Subject: RE: TP / OUR CLIENT SJF5815H DOA: 01/04/2021 POLICY NO. P0066276R02 YOUR INSURED SMS597R \*\*\* LKK REF: CC4/AIG21004484/pa3

Dear Sir / Madam,

We refer to the above matter.

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

**Please provide us the following and arrange for survey.**

- **evidence i.e. video and scene photo**
- **PIR result (if any)**

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)

---

From: Zila @ Ah Lim Motor Company <[zila@ahlimmotor.com.sg](mailto:zila@ahlimmotor.com.sg)>  
Sent: Thursday, April 8, 2021 11:34 AM  
To: AIG SGP, Claims-Survey <[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)>  
Cc: Chin, Lee-Ying <[Lee-Ying.Chin@aig.com](mailto:Lee-Ying.Chin@aig.com)>  
Subject: [EXTERNAL] TP / OUR CLIENT SJF5815H DOA: 01/04/2021 POLICY NO. P0066276R02 YOUR INSURED SMS597R

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

Hi Claims Dept,

Kindly arrange for survey.

Note: Vehicle is not in – To be arrange

Pls advise OIC & liability for this case.

Thanks

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170

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.

**AIG Ref: 3481669543SG // LKK Ref: CC4/AIG21004484/Kpa3q2**

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

Tue 28/9/2021 10:01 AM

To: 'Yong, Joanne-LF' <Joanne-LF.yong@aig.com>

 1 attachments (308 KB)

Private Settlement Form(Signed).pdf;

Dear Joanne,

We refer to the above matter.

Please be informed that OI & Third Party had reached private settlement. Attached herewith a copy of relevant documents for your easy reference.

We will proceed to close file at our end.

\*No Bill to AIG as OI has paid our survey fee.

***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)

# MUTUAL SETTLEMENT FORM FOR MOTOR ACCIDENT



1. WE, THE UNDERSIGNED HEREBY AGREE TO MUTUALLY SETTLE AMONG OURSELVES A MOTOR ACCIDENT AS FOLLOWS:

Date / Time:	01/04/2021 19:00 (SGT)	
Along:	935 Yishun Central 1 MULTISTORY CAR PARK	
Involving Vehicle Number(s):	SMS597R	& SJF5815H

2. BOTH PARTIES HAVE AGREED TO SETTLE THIS MATTER AMICABLY AS FOLLOWS:

\*Delete (A) and (B) as applicable.

~~(A) Neither party shall be liable to compensate the party for any loss or damages (direct or indirect) incurred or to be incurred as a result of this accident.~~

(B) Without admission of liability, EUROKARS LEASING PTE LTD (Name) (Party paying compensation) has paid a sum of S\$ 403.10 (Amount) which Ah Lim Motor Company <sup>(SIM CHENG HUAT's repairer)</sup> (Owner of vehicle receiving compensation) herewith acknowledge receipt in full and final settlement of damages and costs incurred as a result of this accident.

Signature:		Signature:	
Name:	<u>Eurokars Leasing Pte Ltd</u>	Name:	<u>AH LIM MOTOR COMPANY</u>
I/C No:	<u>199200636C</u>	I/C No:	<u>No. 10 Ang Mo Kio Industrial Park 2A #01-09 AMK Autopoint Singapore 568047 Tel: 6483 1244 Fax: 6483 6170</u>
Address:	<u>12 Sungei Kadut Avenue Singapore 729648</u>	Address:	
Vehicle No.:	<u>SMS597R</u>	Vehicle No.:	<u>SJF 5815H</u>
Contact No.:	<u>63310654</u>	Contact No.:	<u>64831244</u>
Date:	<u>9/9/2021.</u>	Date:	<u>15/09/2021</u>