

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 5 July 2021 1:18 PM
To: Catherine Chong Kai Ling
Cc: Admin A; Ramesh
Subject: RE: TP claim against AIG - Accident case between YQ519K & SMN6149M (your insured) on 19/04/2021 @ 1347 hrs at D'almeida Street *** LKK REF: CC6/AIG21004999/pa3
Attachments: DV_YQ519K.pdf

Without Prejudice

Dear Sirs/Mdm,

We confirm settlement at **\$5,435.00(all-in)** as per your LOD.

Please duly sign the **documents** enclosed and **return together with your client's authorisation 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 | Fax: 6741 4108

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

S(408933)

From: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>
Sent: Monday, 21 June 2021 9:08 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>
Subject: RE: TP claim against AIG - Accident case between YQ519K & SMN6149M (your insured) on 19/04/2021 @ 1347 hrs at D'almeida Street *** LKK REF: CC6/AIG21004999/pa3

Reminder

Dear Ms. Hsiao Tong,

We have attached above our Letter of Demand and rest necessary documents.

Kindly refer to Letter of Authority, our customer had empowered GOLDBELL to sign the DV.

Therefore please send to us workshop discharge voucher (release voucher).

Thank you.

NOTICE:

Due to the current COVID-19 situation, please refrain from sending hardcopy documents to us as delays are to be expected.

All correspondence should be done via email instead. Thank you for staying safe with us!



Catherine Chong Kai Ling | Customer Service Advisor, Motor Claims
Goldbell Engineering Pte Ltd

t: | m: | f: | w: www.goldbell.com.sg

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

Sent: Friday, June 11, 2021 12:01 PM

To: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>

Subject: Re: TP claim against AIG - Accident case between YQ519K & SMN6149M (your insured) on 19/04/2021 @ 1347 hrs at D'almeida Street *** LKK REF: CC6/AIG21004999/pa3

Without Prejudice

Dear Sirs/Mdm,

We acknowledge receipt of your email dated 11/06/2021.

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.

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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

From: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

Sent: Friday, 11 June 2021 11:49 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>

Subject: RE: TP claim against AIG - Accident case between YQ519K & SMN6149M (your insured) on 19/04/2021 @ 1347 hrs at D'almeida Street *** LKK REF: CC6/AIG21004999/pa3

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Therefore please send to us workshop discharge voucher (release voucher).

Thank you.

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Catherine Chong Kai Ling | Customer Service Advisor, Motor Claims
Goldbell Engineering Pte Ltd

t: | m:9736 1300 | f: | w: www.goldbell.com.sg

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From: Taufikh (LKK Auto) <taufikh@lkkauto.com>

Sent: Thursday, June 10, 2021 1:24 PM

To: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

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

Subject: RE: TP claim against AIG - Accident case between YQ519K & SMN6149M (your insured) on 19/04/2021 @ 1347 hrs at D'almeida Street *** LKK REF: CC6/AIG21004999/pa3

Hi Lim,

COR p/p \$3900 , 7 days.

Subject to insurance approval

Regards

Taufikh

Lkk Auto

From: Catherine Chong Kai Ling [<mailto:CatherineChongKL@goldbell.com.sg>]

Sent: Tuesday, 1 June 2021 10:40 AM

To: Taufikh (LKK Auto); Hsiao Tong (LKKAuto)

Cc: Ramesh; Admin A

Subject: RE: TP claim against AIG - Accident case between YQ519K & SMN6149M (your insured) on 19/04/2021 @ 1347 hrs at D'almeida Street *** LKK REF: CC6/AIG21004999/pa3

Dear Taufikh,

Please refer to the attachment.

Kindly assist confirm Finalize COR @ P/P: \$4,600.00 (before GST) with 7 working days.

Thank you.

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Catherine Chong Kai Ling | Customer Service Advisor, Motor Claims
Goldbell Engineering Pte Ltd

t: | m:9736 1300 | f: | w: www.goldbell.com.sg

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From: Ramesh <Ramesh@goldbell.com.sg>

Sent: Monday, May 24, 2021 4:57 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>

Subject: RE: TP claim against AIG - Accident case between YQ519K & SMN6149M (your insured) on 19/04/2021 @ 1347 hrs at D'almeida Street *** LKK REF: CC6/AIG21004999/pa3

Dear Ms. Hsiao Tong,

We sincerely appreciate on your efforts in getting our appeal approved.

Thank you.



Ramesh | Senior Executive, Motor Claims
Goldbell Engineering Pte Ltd

t: +65 6864 0695 | m: +65 8157 8014 | f: +65 6863 0425 | w: www.goldbell.com.sg

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

Sent: Monday, 24 May 2021 4:39 pm

To: Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>

Subject: RE: TP claim against AIG - Accident case between YQ519K & SMN6149M (your insured) on 19/04/2021 @ 1347 hrs at D'almeida Street *** LKK REF: CC6/AIG21004999/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

Please be informed that AIG approved for \$180/day x 7days.

Please proceed with your necessary action. 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 | Fax: 6741 4108

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

S(408933)

From: Ramesh <Ramesh@goldbell.com.sg>

Sent: Friday, 21 May 2021 11:23 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>

Subject: RE: TP claim against AIG - Accident case between YQ519K & SMN6149M (your insured) on 19/04/2021 @ 1347 hrs at D'almeida Street *** LKK REF: CC6/AIG21004999/pa3

Dear Ms. Hsiao Tong,

I'm referring your email *dated 22 Apr 2021, Liability is clear and shall proceed with direct settlement.*

It's been a one month we been sourcing for a replacement truck but due our clients truck upper structure uniqueness unable to secure a truck from rental companies.

Our clients business nature of operations requirement, a tall rear cargo box with rear lifter.



Fortunately our client manage to get his friend to rent such truck.

But his friend is not a rental company which means he cannot provide Rental Agreement (RA) or a Rental company Tax Invoice.

They can provide a company Tax Invoice with rental details.

We had attached the quotation for your reading.

Please seek waiver from Third Party vehicle insurer and keep us updated at soonest.

Thank you.



Ramesh | Senior Executive, Motor Claims
Goldbell Engineering Pte Ltd

t: +65 6864 0695 | m: +65 8157 8014 | f: +65 6863 0425 | w: www.goldbell.com.sg

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

Sent: Thursday, 22 April 2021 5:36 pm

To: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

Cc: Ramesh <Ramesh@goldbell.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: TP claim against AIG - Accident case between YQ519K & SMN6149M (your insured) on 19/04/2021 @ 1347 hrs at D'almeida Street *** LKK REF: CC6/AIG21004999/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.

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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: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

Sent: Wednesday, 21 April 2021 11:19 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Ramesh <Ramesh@goldbell.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: TP claim against AIG - Accident case between YQ519K & SMN6149M (your insured) on 19/04/2021 @ 1347 hrs at D'almeida Street *** LKK REF: CC6/AIG21004999/pa3

Dear Mei Kwan,

Thank you for your email.

Dear Hsiao Tong,

Kindly advise liability for this claim.

Thank you.

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41,000 Served. And Counting.

Catherine Chong Kai Ling | Customer Service Advisor, Motor Claims
Goldbell Engineering Pte Ltd

t: | m:9736 1300 | f: | w: www.goldbell.com.sg

From: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

Sent: Wednesday, April 21, 2021 2:43 PM

To: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Cc: Ramesh <Ramesh@goldbell.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

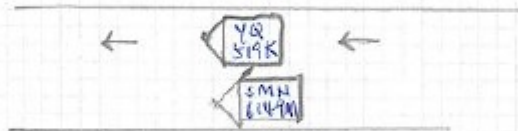
Subject: RE: TP claim against AIG - Accident case between YQ519K & SMN6149M (your insured) on 19/04/2021 @ 1347 hrs at D'almeida Street *** LKK REF: CC6/AIG21004999/pa3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.

Sketch Plan



Describe Circumstances of the Accident

D'almeida street 19/4/2021

when I reach Malacca Street, I parked my car ^{NEW} in front of Indragiri Bank. I slowly open my car door. The Lorry driver, drive his lorry ahead from my right lane. Suddenly, drive towards to left lane, want to overtake my car which I already parked the left side lane. his lorry head already drive through half way, but the lorry box few inches broader than the lorry head, then the lorry box just hit my car door, and just like want to pull away my car door. but the side door glass never break. (middle of car door) only the door deated and cannot closed at all. Lucky NO Injury at all. Thank God. Please pay very much.

Please provide us the following and arrange for survey.

- evidence i.e. video and scene photo (if any)
- **PIR result (if any)**
- **TP estimated cost of repair**

Please note that for liability, claim negotiation and settlement, please contact **Hsiao Tong**.

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 | fax: 67414108

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

From: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

Sent: Wednesday, 21 April, 2021 10:19 AM

To: Admin A <admin-a@lkkauto.com>

Cc: Ramesh <Ramesh@goldbell.com.sg>

Subject: TP claim against AIG - Accident case between YQ519K & SMN6149M (your insured) on 19/04/2021 @ 1347 hrs at D'almeida Street

Dear Mei Kwan,

As spoken, kindly assist for this TP claim.

Please advise liability for this claim.

Thank you.

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