

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 8 December 2021 3:08 PM  
**To:** 'SmartOne Auto'  
**Cc:** Admin A  
**Subject:** RE: Fw: Accident involving SLV2236R and GBK23C on 27.04.21 (Your Ref: GBK23C )  
LKK REF : CC4/AIG21005315/Aps3  
**Attachments:** DV\_SLV 2236R.pdf

### Without Prejudice

Dear Sirs/Mdm,

Thank you for your acceptance.

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."**

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:** SmartOne Auto <smartoneauto@gmail.com>  
**Sent:** Wednesday, 8 December 2021 9:37 AM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** Re: Fw: Accident involving SLV2236R and GBK23C on 27.04.21 (Your Ref: GBK23C ) LKK REF : CC4/AIG21005315/Aps3

Dear Hsiao Tong,

Any Direct Settlement form need to sign?

If yes, hope can receive the Direct Settlement Form soonest.

Thank You

Yours faithfully,  
Michelle  
Hp: 9856 4815

SmartOne Auto Pte. Ltd.  
8 Kaki Bukit Avenue 4  
#08-09 Premier @ Kaki Bukit  
Singapore 415875  
Fax: 6341 6778

On Tue, Dec 7, 2021 at 10:13 AM SmartOne Auto <[smartoneauto@gmail.com](mailto:smartoneauto@gmail.com)> wrote:

Dear Hsiao Tong,

Thanks for reply.  
Global sum of **\$27,900.00(all-in for property claim)**.  
Please proceed payment / DV.

Thank You

Yours faithfully,  
Michelle  
Hp: 9856 4815

SmartOne Auto Pte. Ltd.  
8 Kaki Bukit Avenue 4  
#08-09 Premier @ Kaki Bukit  
Singapore 415875  
Fax: 6341 6778

On Tue, Dec 7, 2021 at 9:59 AM Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of **\$27,900.00(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."

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:** SmartOne Auto <[smartoneauto@gmail.com](mailto:smartoneauto@gmail.com)>

**Sent:** Monday, 6 December 2021 10:14 AM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: Fw: Accident involving SLV2236R and GBK23C on 27.04.21 (Your Ref: GBK23C ) LKK REF : CC4/AIG21005315/Aps3

Dear Hsiao Tong,

Thanks for reply.

Please reconsider my counter proposed as below :-

Cost Of Repair	:	\$ 25,900.00	
Loss Of Rental	:	\$ 2,054.40	(\$171.20 X12days) Include GST
LTA Search	:	\$ 7.45	

Towing Fee	:	\$ 70.00	
TOTAL		<b>\$ 28,031.85</b>	

Hope can receive your offer soonest.

Thank You

Yours faithfully,

Michelle

Hp: 9856 4815

SmartOne Auto Pte. Ltd.

8 Kaki Bukit Avenue 4

#08-09 Premier @ Kaki Bukit

Singapore 415875

Fax: 6341 6778

On Sat, Dec 4, 2021 at 12:53 PM Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of **\$27,700.00(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: 6256 3561 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: -

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:** Monday, 29 November 2021 3:57 pm

**To:** SmartOne Auto <[smartoneauto@gmail.com](mailto:smartoneauto@gmail.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: Fw: Accident involving SLV2236R and GBK23C on 27.04.21 (Your Ref: GBK23C ) LKK REF : CC4/AIG21005315/Aps3

Without Prejudice

Dear Sirs/Mdm,

We are still pending for mandate approval from our principal.

We will follow up and get back to you.

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)

---

**From:** SmartOne Auto <[smartoneauto@gmail.com](mailto:smartoneauto@gmail.com)>

**Sent:** Monday, 29 November 2021 10:49 am

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: Fw: Accident involving SLV2236R and GBK23C on 27.04.21 (Your Ref: GBK23C ) LKK REF : CC4/AIG21005315/Aps3

Dear Hsiao Tong,

Any update from your principal ?  
Hope can receive your offer soonest.

Thank You

Yours faithfully,

Michelle

Hp: 9856 4815

SmartOne Auto Pte. Ltd.

8 Kaki Bukit Avenue 4

#08-09 Premier @ Kaki Bukit

Singapore 415875

Fax: 6341 6778

On Mon, Nov 22, 2021 at 11:38 AM SmartOne Auto <[smartoneauto@gmail.com](mailto:smartoneauto@gmail.com)> wrote:

Dear Hsiao Tong,

Any update from your principal ?  
Hope can receive your offer soonest.

Thank You

Yours faithfully,

Michelle

Hp: 9856 4815

SmartOne Auto Pte. Ltd.

8 Kaki Bukit Avenue 4

#08-09 Premier @ Kaki Bukit

Singapore 415875

Fax: 6341 6778

On Sat, Nov 13, 2021 at 9:12 PM Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

Without Prejudice

Hi,

We are still pending for mandate from AIG.

We will follow up 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."**

***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:** SmartOne Auto <[smartoneauto@gmail.com](mailto:smartoneauto@gmail.com)>

**Sent:** Monday, 8 November 2021 12:25 pm

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: Fw: Accident involving SLV2236R and GBK23C on 27.04.21 (Your Ref: GBK23C ) LKK REF : CC4/AIG21005315/Aps3

Dear Hsiao Tong,

Any update from your principal ?

Hope can receive your offer soonest.



Thank You

Yours faithfully,

Michelle

Hp: 9856 4815

SmartOne Auto Pte. Ltd.

8 Kaki Bukit Avenue 4

#08-09 Premier @ Kaki Bukit

Singapore 415875

Fax: 6341 6778

On Wed, Oct 27, 2021 at 10:39 AM Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

Without Prejudice

Hi,

Kindly allow more time in view of high quantum.

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)

---

**From:** SmartOne Auto <[smartoneauto@gmail.com](mailto:smartoneauto@gmail.com)>

**Sent:** Monday, 25 October 2021 11:30 AM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: Fw: Accident involving SLV2236R and GBK23C on 27.04.21 (Your Ref: GBK23C ) LKK REF : CC4/AIG21005315/Aps3

Dear Hsiao Tong,

Any update from your principal ?  
Hope can receive your offer soonest.

Thank You

Yours faithfully,  
Michelle  
Hp: 9856 4815

SmartOne Auto Pte. Ltd.  
8 Kaki Bukit Avenue 4  
#08-09 Premier @ Kaki Bukit  
Singapore 415875  
Fax: 6341 6778

On Mon, Oct 18, 2021 at 11:36 AM Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

Without Prejudice

Dear Sirs/Mdm,

We are preparing report to seek mandate from our principal.

We will expedite 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:** SmartOne Auto <[smartoneauto@gmail.com](mailto:smartoneauto@gmail.com)>

**Sent:** Monday, 18 October 2021 11:07 AM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: Fw: Accident involving SLV2236R and GBK23C on 27.04.21 (Your Ref: GBK23C ) LKK REF : CC4/AIG21005315/Aps3

Dear Person In charge,

LOD mail on 20.09.21

Till to date still haven't receive any reply from your side.

Please update the status of my claim

Thank You

Yours faithfully,

Michelle

Hp: 9856 4815

SmartOne Auto Pte. Ltd.

8 Kaki Bukit Avenue 4

#08-09 Premier @ Kaki Bukit

Singapore 415875

Fax: 6341 6778

On Mon, Oct 11, 2021 at 11:05 AM SmartOne Auto <[smartoneauto@gmail.com](mailto:smartoneauto@gmail.com)> wrote:

Dear Person In charge,

LOD mail on 20.09.21

Till to date still haven't receive any reply from your side.

Please update the status of my claim

Thank You

Yours faithfully,  
Michelle  
Hp: 9856 4815

SmartOne Auto Pte. Ltd.  
8 Kaki Bukit Avenue 4  
#08-09 Premier @ Kaki Bukit  
Singapore 415875  
Fax: 6341 6778

On Mon, Oct 4, 2021 at 11:58 AM SmartOne Auto <[smartoneauto@gmail.com](mailto:smartoneauto@gmail.com)> wrote:

Dear Person In charge,

LOD mail on 20.09.21

Till to date still haven't receive any reply from your side.

Please update the status of my claim

Thank You

Yours faithfully,  
Michelle  
Hp: 9856 4815

SmartOne Auto Pte. Ltd.  
8 Kaki Bukit Avenue 4  
#08-09 Premier @ Kaki Bukit  
Singapore 415875  
Fax: 6341 6778

On Mon, Sep 20, 2021 at 12:52 PM Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)> wrote:

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, CC4/AIG21005315/Aps3

***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:** SmartOne Auto <[smartoneauto@gmail.com](mailto:smartoneauto@gmail.com)>

**Sent:** Monday, September 20, 2021 12:43 PM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** Accident involving SLV2236R and GBK23C on 27.04.21 (Your Ref: GBK23C )

Dear Person In charge,

Please refer to attach LOD.

Please let me know if your need original copy.

Thank You

Yours faithfully,

Michelle

Hp: 9856 4815

SmartOne Auto Pte. Ltd.

8 Kaki Bukit Avenue 4

#08-09 Premier @ Kaki Bukit

Singapore 415875

Fax: 6341 6778