

Re: COUNTER OFFER - OUR REF: SMX 9175 P ; YOUR REF: SHC 1511 A DOA: 10/05/2021

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

Wed 29/9/2021 9:25 AM

To: Claims Dept <claims\_rar@bifrostauto.com>

Cc: claims <claims@bifrostauto.com>

 1 attachments (514 KB)

DS FORM\_SMX9175P.pdf;

**Without Prejudice**

Dear Sirs/Mdm,

Thank you for your email.

We confirmed settlement at a global sum of **\$7,050.00(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)

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**From:** Claims Dept <claims\_rar@bifrostauto.com>

**Sent:** Wednesday, 22 September 2021 10:50 pm

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

**Cc:** claims <claims@bifrostauto.com>

**Subject:** Re: COUNTER OFFER - OUR REF: SMX 9175 P ; YOUR REF: SHC 1511 A DOA: 10/05/2021

WITHOUT PREJUDICE

Dear Hsiao Tong,

We are unable to accept your offer.

We would like to propose global sum \$7,050.00.

Please consider.

Thank you.

*The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.*

Regards,

Suanne Tan

Motor Claims Department

On 21 Sep 2021, at 1:49 PM, Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

Without Prejudice

Dear Sirs/Mdm,

We refer to our below email.

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**

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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, 7 September 2021 4:44 pm  
**To:** Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>  
**Cc:** claims <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>  
**Subject:** Re: LOD SUBMISSION - OUR REF: SMX 9175 P ; YOUR REF: SHC 1511 A DOA: 10/05/2021

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of **\$6,900.00(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."

**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:** Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>  
**Sent:** Wednesday, 25 August 2021 4:40 pm  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** claims <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>  
**Subject:** Re: LOD SUBMISSION - OUR REF: SMX 9175 P ; YOUR REF: SHC 1511 A DOA: 10/05/2021

WITHOUT PREJUDICE

Dear Hsiao Tong,

Attached PIR for your review.

We look forward to your offer.

Thank you.

*The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.*

Regards,  
Suanne Tan  
Motor Claims Department

On 18 Aug 2021, at 4:28 PM, Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

Without Prejudice

Dear Sirs/Mdm,

We refer to our below email.

Please advise. 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."

**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:** Friday, 25 June 2021 12:48 PM

**To:** Claims Dept <[claims\\_rar@bifrotauto.com](mailto:claims_rar@bifrotauto.com)>

**Cc:** claims <[claims@bifrotauto.com](mailto:claims@bifrotauto.com)>

**Subject:** Re: LOD SUBMISSION - OUR REF: SMX 9175 P ; YOUR REF: SHC 1511 A DOA: 10/05/2021

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that liability is unclear. Attached is a copy of our insured accident report for your easy reference.

As per AXA instruction, we would like to request for evidence (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

"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**

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

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**From:** Claims Dept <[claims\\_rar@bifrotauto.com](mailto:claims_rar@bifrotauto.com)>

**Sent:** Thursday, 17 June 2021 12:51 PM

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

**Cc:** claims <[claims@bifrotauto.com](mailto:claims@bifrotauto.com)>

**Subject:** LOD SUBMISSION - OUR REF: SMX 9175 P ; YOUR REF: SHC 1511 A DOA: 10/05/2021

WITHOUT PREJUDICE

Our Ref : **SMX9175P**

Your Ref : **SHC1511A**

17/06/2021

AXA INSURANCE SINGAPORE PTE LTD

8 Shenton Way,

#24-01 AXA Tower,

Singapore 068811

Attention: Motor Claims Department

Dear Sir/Mdm.

Accident on 10/05/2021 along CTE (SLE) involving vehicles SMX 9175 P and SHC 1511 A

We refer to the above-mentioned accident.

We are claiming as per below:-

1.	Repair Cost	\$ 6,206.00
2.	Loss of Rental for 19 Days x \$180/- per day	\$ 3,420.00
3.	LTA/GIA Search fee	\$ 7.45
	<b>TOTAL</b>	<b>\$ 9,633.45</b>

Enclosed herewith a copy each of relevant GIA report, LTA, Proforma Tax invoice, Rental Agreement/Tax invoice, and Letter of Authorization for your attention. Kindly let us have your reply with the next 14 days upon receipt of this letter.

If you have any enquiries, please contact us @ 9648-8228 or you may email to us at [claims@bifrostauto.com](mailto:claims@bifrostauto.com)

Yours faithfully,  
SUANNE TAN  
MOTOR CLAIMS DEPARTMENT  
BIFROST AUTO PTE. LTD.

**NOTE:** # Please note that the Loss of Use will be paid based on negotiation and on the NIMA Protocol (Court Guideline).

This is a computer generated letter and does not need a signature.

*The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.*

*GST at 7% is chargeable if applicable*