

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 29 March 2022 9:36 AM
To: 'Claims Dept'
Cc: Claims Dept; Claims Dept; claims@bifrostauto.com; Claims Dept; Admin A
Subject: RE: [Offer] - Your Ref: SHD 4028 D // LKK Ref: CC6/CTI21008674/pa3 [ACCIDENT INVOLVING XE7368H(CHINA TAIPING) AND SHD 4028D ON 17/08/2021] / LOD / Settlement Pending #2 / Settlement Acceptance
Attachments: DV_SHD4028D.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 |

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

S(408933)

From: Claims Dept <claims_ltr@bifrostauto.com>
Sent: Monday, 28 March 2022 4:10 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Claims Dept <claims_ltm@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; claims@bifrostauto.com; Claims Dept <claims_lts@bifrostauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Re: [Offer] - Your Ref: SHD 4028 D // LKK Ref: CC6/CTI21008674/pa3 [ACCIDENT INVOLVING XE7368H(CHINA TAIPING) AND SHD 4028D ON 17/08/2021] / LOD / Settlement Pending #2 / Settlement Acceptance

Without Prejudice

Dear Hsiao Tong

We accept the settlement offer.

Please send us the DV and advise if additional documents are required for payment clearance.

Thank you & Best Regards
Mr Yee
Bifrost Auto Pte Ltd
Accident Claims Dept
Tel : 6243 6687

If you have received this message outside of your usual work hours, we do not expect that you will act on it until it is appropriate for you.

On Mon, 28 Mar 2022 at 14:07, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of **\$8,680.00(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 |

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

From: Hsiao Tong (LKKAuto)
Sent: Monday, 21 March 2022 9:50 AM
To: Claims Dept <claims_ltr@bifrostauto.com>
Cc: Claims Dept <claims_ltm@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; claims@bifrostauto.com; Claims Dept <claims_lts@bifrostauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [Request for Video Footage] - Your Ref: SHD 4028 D // LKK Ref: CC6/CTI21008674/pa3 [ACCIDENT INVOLVING XE7368H(CHINA TAIPING) AND SHD 4028D ON 17/08/2021] / LOD / Settlement Pending #2

Without Prejudice

Dear Sirs/Mdm,

We are pending 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."

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

From: Claims Dept <claims_ltr@bifrostable.com>

Sent: Saturday, 19 March 2022 2:33 PM

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

Cc: Claims Dept <claims_ltm@bifrostable.com>; Claims Dept <claims_ltv@bifrostable.com>; claims@bifrostable.com; Claims Dept <claims_lts@bifrostable.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: [Request for Video Footage] - Your Ref: SHD 4028 D // LKK Ref: CC6/CTI21008674/pa3 [ACCIDENT INVOLVING XE7368H(CHINA TAIPING) AND SHD 4028D ON 17/08/2021] / LOD / Settlement Pending #2

Without Prejudice

Dear Hsiao Tong

Please let us have the settlement offer to bring closure to this case.

Thank you & Best Regards

Mr Yee

Bifrost Auto Pte Ltd

Accident Claims Dept

Tel : 6243 6687

If you have received this message outside of your usual work hours, we do not expect that you will act on it until it is appropriate for you.

On Mon, 28 Feb 2022 at 09:00, Claims Dept <claims_ltr@bifrostauto.com> wrote:

Without Prejudice

Dear Hsiao Tong

Please let us have the settlement offer to bring closure to this case.

Thank you & Best Regards

Mr Yee

Bifrost Auto Pte Ltd

Accident Claims Dept

Tel : 6243 6687

If you have received this message outside of your usual work hours, I do not expect that you will read, respond to, or action on it until appropriate for you.

On Fri, 28 Jan 2022 at 12:13, Hsiao Tong (LKKAUTO) <chewht@lkkauto.com> wrote:

Without Prejudice

Dear Sirs/Mdm,

We acknowledge receipt of your email dated 28/01/2022.

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."

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

From: Claims Dept <claims_ltr@bifrostauto.com>
Sent: Friday, 28 January 2022 9:00 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Claims Dept <claims_ltm@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; claims@bifrostauto.com;
Claims Dept <claims_lts@bifrostauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Re: [Request for Video Footage] - Your Ref: SHD 4028 D // LKK Ref: CC6/CTI21008674/pa3 [ACCIDENT INVOLVING XE7368H(CHINA TAIPING) AND SHD 4028D ON 17/08/2021] / LOD

WITHOUT PREJUDICE

Dear Sir/Mdm,

Enclosed herewith is our client's letter of demand with supporting documents. Video sent on 15.12.2021.

Kindly let us have your reply within the next 14 days upon receipt of this letter.

Please let us have the liability status/clearance while pending the settlement offer and the claims officer's email if M/s Chew is not the intended recipient.

To add on, based on NIMA protocol, since the work/repair process for the above-said vehicle falls into 01 weekends, therefore, there will be a **total of 09 days including repair days** as stated in our LOD.

If you have any inquiries, please contact us @ 6243-6687 or 9648-8228 or you may email us at claims_ltr@bifrostauto.com and claims@bifrostauto.com

Thank you & Best Regards

Mr Yee

Bifrost Auto Pte Ltd

Accident Claims Dept

Tel : 6243 6687

On Wed, 15 Dec 2021 at 15:36, Claims Dept <claims_ltr@bifrotauto.com> wrote:

Without Prejudice

Dear Hsian Tong

Please find attached video for your perusal.

Please note the rear video footage in the footage.

Thank you & Best Regards

Mr Yee

Bifrost Auto Pte Ltd

Accident Claims Dept

Tel : 6243 6687

On Wed, 15 Dec 2021 at 11:27, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Your Ref: **SHD4028D**

Without Prejudice

LKK Ref: CC6/CTI21008674/pa3

Dear Sirs/Mdm,

ACCIDENT INVOLVING XE7368H(CHINA TAIPING) AND SHD 4028D ON 17/08/2021

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.

We would like to request for evidences (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.”

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)