

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 5 August 2022 8:12 AM  
**To:** 'claims@crownasia.com.sg'  
**Cc:** Admin A; Rasul (LKKAuto)  
**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3  
**Attachments:** DIRECT CREDIT FORM.pdf; DS FORM\_PZ955T.pdf

### Without Prejudice

Dear Sirs/Mdm,

Thank you for acceptance.

Please duly sign the [document](#) enclosed and return together with the following document to **us(LKK)** for our necessary action: -

- **Authorisation to Act signed by your client's RUI FENG CHARTERED PTE. LTD.**
- **Repair Tax Invoice**

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) |

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

S(408933)

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**From:** claims@crownasia.com.sg <claims@crownasia.com.sg>  
**Sent:** Thursday, 4 August 2022 3:14 PM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>  
**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3

Dear Chew,

We will accept this offer.

Kindly let us know how you want to make payment, cheque or bank transfer?

Thank you!

Regards,  
Shagila Charles



**Crown Asia Bus Builder Pte Ltd**

Tel: 8858 9995/ 8688 9995

44 Sungei Kadut Ave, Singapore 729667

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

**Sent:** Thursday, August 4, 2022 12:42 PM

**To:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg)

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

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK  
REF: CC4/ASM19001898/R1pa3

Without Prejudice  
(save as to costs)

Dear Sirs/Mdm,

We attached here with a copy of our survey marking for your easy reference.

Please consider our revise our as follows: -

1. Cost of Repair (w/GST)	\$ 708.88
2. Loss of Use (2days x \$100.00)	\$ 200.00
	\$ 908.88
<b>@ 50%</b>	<b>\$ 454.44</b>
3. LTA/GIA Search Fee	\$ 7.45
<b>Total</b>	<b>\$ 461.89</b>

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) |

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

S(408933)

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**From:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg) <[claims@crownasia.com.sg](mailto:claims@crownasia.com.sg)>

**Sent:** Monday, 1 August 2022 11:17 AM

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

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

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3

Dear sir/mdm,

May I know what's the update for this case?

Kindly acknowledge the below email asap.

Thank you!

Regards,  
Shagila Charles



**Crown Asia Bus Builder Pte Ltd**

Tel: 6966 0666/ 8688 9995

44 Sungei Kadut Ave, Singapore 729667

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**From:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg) [<mailto:claims@crownasia.com.sg>]

**Sent:** Thursday, July 21, 2022 11:18 AM

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

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

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3

Dear sir/mdm,

Can I know what's the update for this case?

Kindly acknowledge the below email.

Thank you!

Regards,  
Shagila Charles



**Crown Asia Bus Builder Pte Ltd**

Tel: 6966 0666/ 8688 9995

44 Sungei Kadut Ave, Singapore 729667

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**From:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg) [<mailto:claims@crownasia.com.sg>]

**Sent:** Thursday, July 14, 2022 10:48 AM

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

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

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3

Dear sir/mdm,

As I mentioned earlier, this offer is very low for us.

We would like to offer at global sum of \$900, Kindly accept our offer asap.

Thank you!

Regards,  
Shagila Charles



**Crown Asia Bus Builder Pte Ltd**

Tel: 6966 0666/ 8688 9995

44 Sungei Kadut Ave, Singapore 729667

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

**Sent:** Wednesday, July 13, 2022 3:36 PM

**To:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg)

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

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3

Without Prejudice

Dear Sirs/Mdm,

We are of the view that our offer of \$450.00(all-in) is fair and reasonable.

Please re-consider our offer.

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) |

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

S(408933)

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**From:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg) <[claims@crownasia.com.sg](mailto:claims@crownasia.com.sg)>

**Sent:** Wednesday, 13 July 2022 2:15 PM

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

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

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3

Hi,

Can I know what's the update for this case?

Kindly acknowledge the below email.

Thank you!

Regards,

Shagila Charles



**Crown Asia Bus Builder Pte Ltd**

Tel: 6966 0666/ 8688 9995

44 Sungei Kadut Ave, Singapore 729667

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**From:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg) [<mailto:claims@crownasia.com.sg>]

**Sent:** Thursday, July 7, 2022 4:38 PM

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

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

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3

Dear Chew,

We cannot accept the offer which is very low for us. We would like to offer at global sum of \$900.

This is the best offer we can give. Kindly hope you will accept this offer and help us to close this case asap.

Thank you!

Regards,

Shagila Charles



**Crown Asia Bus Builder Pte Ltd**

Tel: 6966 0666/ 8688 9995

44 Sungei Kadut Ave, Singapore 729667

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

**Sent:** Friday, July 1, 2022 8:53 AM

**To:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg)

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

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We are of the opinion that this is a case of conflicting versions. There is no concrete evidence(ie: Video footage) yet to support either party's version. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

Strictly without admission of liability whatever, but with a view towards a resolutions of your client's claim in the above matter without resort to litigation, we are prepared to offer at a global sum of **\$450.00(all-in)** towards your client's claim.

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) |

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

S(408933)

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**From:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg) <[claims@crownasia.com.sg](mailto:claims@crownasia.com.sg)>

**Sent:** Monday, 27 June 2022 11:31 AM

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

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

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3

Hi,

Kindly update me the status for this case.

Thank you!

Regards,  
Shagila



**Crown Asia Bus Builder Pte Ltd**  
Tel: 8751 1688 Fax: 6469 4319  
44 Sungei Kadut Ave, Singapore 729667

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**From:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg) [<mailto:claims@crownasia.com.sg>]

**Sent:** Tuesday, June 21, 2022 2:06 PM

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

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

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3

Hi ,

Please update me the status.

This case has been delayed for too long.

Thank you!

Regards,  
Shagila



**Crown Asia Bus Builder Pte Ltd**  
Tel: 8751 1688 Fax: 6469 4319  
44 Sungei Kadut Ave, Singapore 729667

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

**Sent:** Monday, May 30, 2022 11:37 AM

**To:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg)

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

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3

Without Prejudice

Hi,

We are still pending documents from our insured for this matter.

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.”

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

S(408933)

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**From:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg) <[claims@crownasia.com.sg](mailto:claims@crownasia.com.sg)>

**Sent:** Monday, 30 May 2022 11:35 AM

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

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

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3

Dear Mei Kwan,

This case has been delayed for long.

Please advise on payment asap.

Thank you!

Regards,  
Shagila



**Crown Asia Bus Builder Pte Ltd**

Tel: 8751 1688 Fax: 6469 4319

44 Sungei Kadut Ave, Singapore 729667

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**From:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg) [<mailto:claims@crownasia.com.sg>]

**Sent:** Monday, May 23, 2022 4:13 PM

**To:** 'Mei Kwan (LKKAuto)' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; 'Hsiao Tong (LKKAuto)' <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

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

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3

Dear Mei Kwan,



This case has been delayed for long.

Please advise if any earliest update we can have.

Thank you!

Regards,  
Shagila



Crown Asia Bus Builder Pte Ltd  
Tel: 8751 1688 Fax: 6469 4319  
44 Sungei Kadut Ave, Singapore 729667

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**From:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg) [<mailto:claims@crownasia.com.sg>]  
**Sent:** Wednesday, April 27, 2022 12:30 PM  
**To:** 'Mei Kwan (LKKAuto)' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; 'Hsiao Tong (LKKAuto)' <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Rasul (LKKAuto)' <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>  
**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3

Hi,

Is there any update on this case?  
Already wait for many months.

Thanks and Best Regards,  
Jayden



Crown Asia Bus Builder Pte Ltd  
Tel: 8751 1688 Fax: 6469 4319  
Email: [jayden@crownasia.com.sg](mailto:jayden@crownasia.com.sg)  
44 Sungei Kadut Ave, Singapore 729667

---

**From:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg) <[claims@crownasia.com.sg](mailto:claims@crownasia.com.sg)>  
**Sent:** Thursday, 17 March 2022 9:55 am  
**To:** 'Mei Kwan (LKKAuto)' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; 'Hsiao Tong (LKKAuto)' <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Rasul (LKKAuto)' <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>  
**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3

Hi Mei Kwan,

Still no update from insured? Already 2 more months..

Thanks and Best Regards,

Jayden



Crown Asia Bus Builder Pte Ltd

Tel: 8751 1688 Fax: 6469 4319

Email: [jayden@crownasia.com.sg](mailto:jayden@crownasia.com.sg)

44 Sungei Kadut Ave, Singapore 729667

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Tuesday, 25 January 2022 1:56 pm

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

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

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3

Dear Jayden,

We are currently pending for our insured's docs to proceed.

We will chase our insured again.

**Hi HT,**

**Kindly assist.**

*To check availability of the case handler, you may contact the undersigned.*

*"Wishing You Happiness & Prosperity Chinese New Year 2022"*

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)

*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.*

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**From:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg) <[claims@crownasia.com.sg](mailto:claims@crownasia.com.sg)>

**Sent:** Tuesday, 25 January, 2022 12:10 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@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: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3

Hi Mei Kwan,

Any update on this case?

Thanks and Best Regards,  
Jayden



Crown Asia Bus Builder Pte Ltd  
Tel: 8751 1688 Fax: 6469 4319  
Email: [jayden@crownasia.com.sg](mailto:jayden@crownasia.com.sg)  
44 Sungei Kadut Ave, Singapore 729667

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Wednesday, 22 December 2021 7:24 pm  
**To:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg); Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@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: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/R1pa3

Dear Sir / Madam,

Thank you for your email.

Our respective surveyor will look into the matter and get back to you in due course.

**Hi Rasul,**

**Kindly assist.**

*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)

*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.*

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**From:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg) [<mailto:claims@crownasia.com.sg>]  
**Sent:** Wednesday, December 22, 2021 1:21 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/

Hi Mei Kwan,

Able to finalise the case?

I not sure Andy done until which part now.

Thanks and Best Regards,

Jayden



Crown Asia Bus Builder Pte Ltd

Tel: 8751 1688 Fax: 6469 4319

Email: [jayden@crownasia.com.sg](mailto:jayden@crownasia.com.sg)

44 Sungei Kadut Ave, Singapore 729667

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**From:** Claims at crownasia <[claims@crownasia.com.sg](mailto:claims@crownasia.com.sg)>

**Sent:** Monday, 23 August 2021 5:45 pm

**To:** 'Mei Kwan (LKKAuto)' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** 'Claims at crownasia' <[claims@crownasia.com.sg](mailto:claims@crownasia.com.sg)>

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/

Dear Mei Kwan,

Is there any update for this case?

Thanks and Best Regards,

**Andy Ooi (Mr)**

Operation Dept.



Crown Asia Bus Builder Pte Ltd

Tel: 6966 0666/ 8688 9995

44 Sungei Kadut Ave, Singapore 729667

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**From:** Claims at crownasia [<mailto:claims@crownasia.com.sg>]

**Sent:** Wednesday, 18 August 2021 3:55 PM

**To:** 'Mei Kwan (LKKAuto)' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** 'Claims at crownasia' <[claims@crownasia.com.sg](mailto:claims@crownasia.com.sg)>

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/

Dear Mei Kwan,

Please arrange inspection for us on 21/08/2021 at 10AM.

Please find below address : 44 Sungei Kadut Ave Singapore 729667.

Contact to : Andy 83315664

Thanks and Best Regards,

**Andy Ooi (Mr)**

Operation Dept.



**Crown Asia Bus Builder Pte Ltd**

Tel: 6966 0666/ 8688 9995

44 Sungei Kadut Ave, Singapore 729667

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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

**Sent:** Wednesday, 18 August 2021 2:58 PM

**To:** Claims at crownasia <[claims@crownasia.com.sg](mailto:claims@crownasia.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: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/

Dear Andy,

As spoken, please arrange re-inspection by this month.

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)

***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.***

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**From:** Claims at crownasia [<mailto:claims@crownasia.com.sg>]

**Sent:** Wednesday, August 18, 2021 11:47 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** 'Claims at crownasia' <[claims@crownasia.com.sg](mailto:claims@crownasia.com.sg)>

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/

Dear Mei Kwan,

Please find attached the relevant documents.

Thanks and Best Regards,

**Andy Ooi (Mr)**

Operation Dept.



**Crown Asia Bus Builder Pte Ltd**

Tel: 6966 0666/ 8688 9995

44 Sungei Kadut Ave, Singapore 729667

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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

**Sent:** Tuesday, 17 August 2021 4:34 PM

**To:** Claims at crownasia <[claims@crownasia.com.sg](mailto:claims@crownasia.com.sg)>

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

<[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street \*\*\* LKK REF: CC4/ASM19001898/

Dear Andy,

We refer to our tele-conversation a while ago.

As spoken, please provide us estimate.

FYI, AXA just updated us that to arrange WP re-survey and AXA reserve rights as your vehicle is repaired without survey.

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)

***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.***

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**From:** Claims at crownasia [<mailto:claims@crownasia.com.sg>]

**Sent:** Tuesday, August 17, 2021 1:07 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

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

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street

Dear Mei Kwan,

Regret to inform you that our previous colleague who handled this case resigned and currently this case was passed to me for re-checking.

Please be informed that this vehicle already been repaired.

Can you please help us to arrange for the inspection again.

Thanks and Best Regards,

**Andy Ooi (Mr)**

Operation Dept.



**Crown Asia Bus Builder Pte Ltd**

Tel: 6966 0666/ 8688 9995

44 Sungei Kadut Ave, Singapore 729667

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**From:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg) [<mailto:claims@crownasia.com.sg>]  
**Sent:** Friday, 18 September 2020 9:07 AM  
**To:** 'Mei Kwan (LKKAuto)' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Hsiao Tong (LKKAuto)' <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street

Dear Mei Kwan,

Well noted with thanks.

The vehicle PZ955T currently involve in another accident. Please advise the procedure to handle this situation. Thanks

Thanks and Best Regards,  
**Michael Low (Mr)**



**Crown Asia Bus Builder Pte Ltd**  
44 Sungei Kadut Ave, Singapore 729667

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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Wednesday, 16 September 2020 9:23 PM  
**To:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg)  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street

Dear Mr. Michael,

Our record show that no survey done for this vehicle.

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)

*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.*

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**From:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg) <[claims@crownasia.com.sg](mailto:claims@crownasia.com.sg)>  
**Sent:** Wednesday, 16 September, 2020 1:44 PM  
**To:** 'Admin-D (LKKAuto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street

Dear Catherine,

I am Michael, newly join this company.

Would like to follow the status of this insurance case with you. Kindly advise. Thanks.

Thanks and Best Regards,

**Michael Low (Mr)**



**Crown Asia Bus Builder Pte Ltd**

44 Sungei Kadut Ave, Singapore 729667

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**From:** Claims [<mailto:claims@crownasia.com.sg>]

**Sent:** Tuesday, 29 January 2019 9:16 AM

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

**Subject:** RE: Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street

Dear Catherine,

Need to arrange with driver to come back, will get back to you the timing

Thanks and Best Regards,

Jayden



**Crown Asia Bus Builder Pte Ltd**

Tel: 6966 9995 / 6996 9995 Fax: 6469 4319

Email: [jayden@crownasia.com.sg](mailto:jayden@crownasia.com.sg)

44 Sungei Kadut Ave, Singapore 729667

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Tuesday, 29 January, 2019 9:06 AM

**To:** [claims@crownasia.com.sg](mailto:claims@crownasia.com.sg)

**Subject:** Traffic Accident involving PZ955T and SLA1874R on 14/01/2019 at 1405 along Victoria Street

Dear Jayden,

Kindly assist check the vehicle PZ 955T currently got in the workshop?

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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