

Hsiao Tong (LKKAUTO)

From: Klein Phua <klein@modernsg.com.sg>
Sent: Wednesday, 15 December 2021 11:47 AM
To: Hsiao Tong (LKKAUTO)
Cc: Bryan Ang (LKKAUTO); Admin A; Celine Fong (LKKAUTO)
Subject: Re: LOD -OUR VEH: YQ2593G - OUR REF: JLC.2021.2619.PD - YR VEH: LP - 226036E (BOOM LIFT) - YR REF: TO BE ADVISED

Hi Hsiao Tong,

Sorry for the late reply. After checking with my management and briefly Abit on the legal side, we decided to stand firm at the offer we are offering now which is S\$ 20K all in.

Let see what is their next move and we will move on from there.

Thanks and please update me the moment you all send the reply please.

Regards,
Klein

On 8 Dec 2021, at 2:38 PM, Hsiao Tong (LKKAUTO) <chewht@lkkauto.com> wrote:

Dear Klein,

We refer to our tele-conversation earlier.

We have offered third party lawyer up to \$20K(all-in). However third party lawyer counter proposed to settle this matter at \$26K(all-in), which in our opinion is not a reasonable amount.

If we are going to maintain our offer at \$20K(all-in), third party lawyer may proceed with the following: -

1. Counter proposed with another lower amount to settle the matter;
OR
2. Issue Writ of Summons (WOS) & escalate to court proceeding where you may incurred additional legal cost if court judgement on settlement is more than \$20K.

Please advise your decision if we shall maintain our offer at \$20K(all-in).

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: Klein Phua <klein@modernsg.com.sg>

Sent: Monday, 6 December 2021 4:05 PM

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

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Subject: Re: LOD -OUR VEH: YQ2593G - OUR REF: JLC.2021.2619.PD - YR VEH: LP - 226036E (BOOM LIFT) - YR REF: TO BE ADVISED

Hi All,

any updates on this?

Regards,
Klein

On Tue, Nov 16, 2021 at 9:42 AM Klein Phua <klein@modernsg.com.sg> wrote:

Hi Bryan,

As spoken the other day, we agreed to try to close the whole case at max S\$20k as a package which will include the legal fees and other miscellaneous charges.

Regards,
Klein

On Sat, Nov 6, 2021 at 10:25 PM Klein Phua <klein@modernsg.com.sg> wrote:

Can we work on a date? This is really dragging for quite a while.

Regards,
Klein

On 5 Nov 2021, at 11:35 AM, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Dear Klein,

We apologised for late response.

Our surveyor had conducted inspection and he is reviewing the matter as the quantum is on high side.

We will expedite and update you again.

Thank you.

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: Klein Phua <klein@modernsg.com.sg>

Sent: Thursday, 4 November 2021 1:31 PM

To: Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: LOD -OUR VEH: YQ2593G - OUR REF: JLC.2021.2619.PD - YR VEH: LP - 226036E (BOOM LIFT) - YR REF: TO BE ADVISED

Hi Celine,

I have been chasing for an update for a while already and had got no reply at all.

I believe as a professional assessor, you all should at least know what is the reasonable amount of the claims and if the claim is even justified?

This case is dragging on very very long already and would like to know what is the update and status please.

Regards,

Klein

On Wed, Oct 20, 2021 at 3:41 PM Klein Phua <klein@modernsg.com.sg> wrote:

Hi Celine,

any update on this?

Regards,

Klein

On Wed, Sep 22, 2021 at 11:27 AM Klein Phua <klein@modernsg.com.sg> wrote:

Hi Celine,

Please kindly see attached.

Regards,

Klein

On 21 Sep 2021, at 6:36 PM, Celine Fong (LKKAuto)
<celinefong@lkkauto.com> wrote:

Dear Klein,

We have inspected the vehicle today. In order to move to the next stage, kindly chop and sign the Service Request Form and forward back to us.

Dear Hsiao Tong,

Please follow up on the negotiation.

Thank you.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

From: Klein Phua <klein@modernsg.com.sg>

Sent: Saturday, 18 September 2021 11:33 AM

To: Celine Fong (LKKAuto) <celinefong@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: Re: LOD -OUR VEH: YQ2593G - OUR REF: JLC.2021.2619.PD - YR VEH: LP - 226036E (BOOM LIFT) - YR REF: TO BE ADVISED

Hi Celine and Bryan,

Is there any updates so far on this?

seems like totally no info so far.

Regards,

Klein

On Fri, Sep 10, 2021 at 4:40 PM Klein Phua
<klein@modernsg.com.sg> wrote:

Hi Celine,

Is there any kind update on this issue?

Seems like the lawyer is sending everyone letters.

Regards,

Klein

Begin forwarded message:

From: Klein Phua <klein@modernsg.com.sg>
Date: 1 September 2021 at 11:16:24 PM SGT
To: executive@johnlawchambers.com,
admin@johnlawchambers.com
Cc: Olive Zhang <olive@modernsg.com.sg>, "Bryan Ang (LKKAuto)" <bryanang@lkkauto.com>, "Celine Fong (LKKAuto)" <celinefong@lkkauto.com>, "Hsiao Tong (LKKAuto)" <chewht@lkkauto.com>
Subject: Re: LOD -OUR VEH: YQ2593G - OUR REF: JLC.2021.2619.PD - YR VEH: LP - 226036E (BOOM LIFT) - YR REF: TO BE ADVISED

Hi Ganesh,

We had already appointed LKK Auto Consultants Pte Ltd to help us take charge of this whole process.

As of now, we know that they are still trying to arrange a survey for the stated vehicle with Eddy.

Please kindly contact them if you require more information.

Their contact number is : +65 62563561

Regards,

Klein

On Wed, Sep 1, 2021 at 11:44 AM Olive Zhang
<olive@modernsg.com.sg> wrote:

----- Forwarded message -----

From: **Ganesh**

<executive@johnlawchambers.com>

Date: Wed, Sep 1, 2021 at 11:14 AM

Subject: LOD -OUR VEH: YQ2593G - OUR REF:

JLC.2021.2619.PD - YR VEH: LP - 226036E

(BOOM LIFT) - YR REF: TO BE ADVISED

To: <johnyee@kenyon.com.sg>

Cc: <olive@modernsg.com.sg>, ADMIN

<admin@johnlawchambers.com>

WITHOUT PREJUDICE

Dear Sir/Madam,

Herewith attached the LOD for your perusal.
Kindly revert with your offer to conclude this
matter at the soonest.

Thank you.

With Regards,

GANESH.V

JOHN LAW CHAMBERS LLC
133 NEW BRIDGE ROAD,
#17-09, CHINATOWN POINT
SINGAPORE 059413.

TEL: 65926983

DID: 88201591

FAX: 65926985

**- We have relocated,
kindly update our latest
address in your system.**

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From: Ganesh

<executive@johnlawchambers.com>

Sent: Monday, 23 August 2021 4:28 pm

To: 'olive@modernsg.com.sg'

<olive@modernsg.com.sg>

Cc: 'lkt.mabel@gmail.com'

<lkt.mabel@gmail.com>;

'admin@johnlawchambers.com'

<admin@johnlawchambers.com>; ADMIN

<admin@johnlawchambers.com>

Subject: RE: PRI -OUR VEH: YQ2593G - OUR
REF: JLC.2021.2619.PD - YR VEH: LP - 226036E
(BOOM LIFT) - YR REF: TO BE ADVISED

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to our PRI request dated 11.08.2021 and reminder on 13.08.2021. We have yet to receive any response.

Kindly let us have your reply by noon tomorrow, 23.08.2021, failing which we will commence repairs without further reference to you.

All of our client's rights are expressly reserved.

Thank you.

With Regards,

GANESH.V

JOHN LAW CHAMBERS LLC

133 NEW BRIDGE ROAD,

#17-09, CHINATOWN POINT

SINGAPORE 059413.

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From: Clarence Lee
<clarence.lee@eqinsurance.com.sg>
Sent: Monday, 23 August 2021 4:23 pm
To: executive@johnlawchambers.com
Cc: ikt.mabel@gmail.com;
admin@johnlawchambers.com
Subject: PRI -OUR VEH: YQ2593G - OUR REF: JLC.2021.2619.PD - YR VEH: LP - 226036E (BOOM LIFT) - YR REF: TO BE ADVISED
Importance: High

WITHOUT PREJUDICE

Dear Ganesh

We write in connection with your various PRI invites below.

We write to inform you that the incident was not caused by our Insured but their client, who at the material time of the accident, was the actual party in full possession and control of the equipment.

Please therefore reach out to Ms Olive Zhang at olive@modernsg.com.sg or 6265 6558 on the subject of Pre-Repair Inspection, to assist with your Pre-Repair Inspection invitation.

Regards,

Clarence Lee

[<image002.png>](#)

EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9125 | tel 65 6223 9433 ext 125 | fax 65 6223 4190

www.eqinsurance.com.sg

[<image004.png>](#)

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Announcement

In line with the Safe Re-opening measures, our operation remains "Business As Usual" – except most of us are on a Work-From-Home arrangement -reachable by phone or email or an arranged video call meeting.

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be conducted on a prior agreed appointment basis.

From: Ganesh

[<executive@johnlawchambers.com>](mailto:executive@johnlawchambers.com)

Sent: Wednesday, August 18, 2021 10:56 AM

To: Desmond Goh

[<desmond.goh@eqinsurance.com.sg>](mailto:desmond.goh@eqinsurance.com.sg)

Cc: 'MABEL - LKT GROUP'

[<lkt.mabel@gmail.com>](mailto:lkt.mabel@gmail.com); ADMIN

[<admin@johnlawchambers.com>](mailto:admin@johnlawchambers.com)

Subject: FW: PRI -OUR VEH: YQ2593G OUR
REF: JLC.2021.2619.PD YR VEH: LP - 226036E
(BOOM LIFT) YR REF: TO BE ADVISED

WITHOUT PREJUDICE

Dear Sir/Madam,

Kindly assist to forward to whom it may concern.

Thank you.

With Regards,

GANESH.V

JOHN LAW CHAMBERS LLC

133 NEW BRIDGE ROAD,

#17-09, CHINATOWN POINT

SINGAPORE 059413.

TEL: 65926983

DID: 88201591

FAX: 65926985

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From: Ganesh
<executive@johnlawchambers.com>
Sent: Tuesday, 17 August 2021 1:08 pm
To: 'eqiprs@eqinsurance.com.sg'
<eqiprs@eqinsurance.com.sg>;
'distribution@eqinsurance.com.sg'
<distribution@eqinsurance.com.sg>
Cc: MABEL - LKT GROUP
<lkt.mabel@gmail.com>; Jaime Tay
<jaime.tay@eqinsurance.com.sg>; ADMIN
<admin@johnlawchambers.com>;
'steve.lim@eqinsurance.com.sg'
<steve.lim@eqinsurance.com.sg>; ADMIN
<admin@johnlawchambers.com>; ADMIN
<admin@johnlawchambers.com>
Subject: RE: PRI -OUR VEH: YQ2593G OUR
REF: JLC.2021.2619.PD YR VEH: LP – 226036E
(BOOM LIFT) YR REF: TO BE ADVISED

From: Ganesh
<executive@johnlawchambers.com>
Sent: Tuesday, 17 August 2021 11:43 am
To: 'eqiprs@eqinsurance.com.sg'
<eqiprs@eqinsurance.com.sg>
Cc: MABEL - LKT GROUP
<lkt.mabel@gmail.com>; Jaime Tay
<jaime.tay@eqinsurance.com.sg>; ADMIN
<admin@johnlawchambers.com>;
'steve.lim@eqinsurance.com.sg'
<steve.lim@eqinsurance.com.sg>; ADMIN
<admin@johnlawchambers.com>
Subject: RE: PRI -OUR VEH: YQ2593G OUR
REF: JLC.2021.2619.PD YR VEH: LP – 226036E
(BOOM LIFT) YR REF: TO BE ADVISED

From: Ganesh
<executive@johnlawchambers.com>
Sent: Monday, 16 August 2021 1:14 pm
To: 'eqiprs@eqinsurance.com.sg'
<eqiprs@eqinsurance.com.sg>
Cc: MABEL - LKT GROUP
<lkt.mabel@gmail.com>; Jaime Tay
<jaime.tay@eqinsurance.com.sg>; ADMIN
<admin@johnlawchambers.com>
Subject: RE: PRI -OUR VEH: YQ2593G OUR
REF: JLC.2021.2619.PD YR VEH: LP – 226036E
(BOOM LIFT) YR REF: TO BE ADVISED

From: Ganesh
<executive@johnlawchambers.com>
Sent: Monday, 16 August 2021 12:53 pm
To: 'eqiprs@eqinsurance.com.sg'
<eqiprs@eqinsurance.com.sg>
Cc: MABEL - LKT GROUP
<lkt.mabel@gmail.com>; ADMIN
<admin@johnlawchambers.com>
Subject: RE: PRI -OUR VEH: YQ2593G OUR
REF: JLC.2021.2619.PD YR VEH: LP – 226036E
(BOOM LIFT) YR REF: TO BE ADVISED

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to our PRI request dated
11.08.2021 and reminder on 13.08.2021.
We have yet to receive any response.

Kindly let us have your reply by **3.00 p.m
today**, failing which we will commence
repairs without further reference to you.

All of our client's rights are expressly
reserved.

Thank you.

With Regards,

GANESH.V

JOHN LAW CHAMBERS LLC

133 NEW BRIDGE ROAD,

#17-09, CHINATOWN POINT

SINGAPORE 059413.

TEL: 65926983

DID: 88201591

FAX: 65926985

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From: Ganesh
<executive@johnlawchambers.com>
Sent: Friday, 13 August 2021 12:11 pm
To: 'eqiprs@eqinsurance.com.sg'
<eqiprs@eqinsurance.com.sg>
Cc: MABEL - LKT GROUP
<lkt.mabel@gmail.com>; ADMIN
<admin@johnlawchambers.com>; ADMIN
<admin@johnlawchambers.com>
Subject: RE: PRI -OUR VEH: YQ2593G OUR
REF: JLC.2021.2619.PD YR VEH: LP – 226036E
(BOOM LIFT) YR REF: TO BE ADVISED

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to our PRI request dated 11.08.2021. We have yet to receive any response.

Kindly let us have your reply by **6.00 p.m today**, failing which we will commence repairs without further reference to you.

All of our client's rights are expressly reserved.

Thank you.

With Regards,

GANESH.V

JOHN LAW CHAMBERS LLC

133 NEW BRIDGE ROAD,

#17-09, CHINATOWN POINT

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From: Ganesh
<executive@johnlawchambers.com>
Sent: Wednesday, 11 August 2021 1:47 pm
To: 'eqiprs@eqinsurance.com.sg'
<eqiprs@eqinsurance.com.sg>
Cc: MABEL - LKT GROUP
<lkt.mabel@gmail.com>; ADMIN
<admin@johnlawchambers.com>
Subject: PRI -OUR VEH: YQ2593G OUR REF: JLC.2021.2619.PD YR VEH: LP – 226036E (BOOM LIFT) YR REF: TO BE ADVISED

OUR REF: JLC.2021.2619.PD

YR REF: TO BE ADVISED

OUR VEH: YQ2593G

YR VEH: LP – 226036E (BOOM LIFT)

DOA: 07.08.2021

LOC: 750 ESR BIZPARK @CHAI CHEE

.....
.....
.....

11.08.2021

EQ INSURANCE COMPANY
LTD

5 MAXWELL ROAD,

#17-00 TOWER BLOCK,

MND COMPLEX,

SINGAPORE 069110

**ACCIDENT INVOLVING MOTOR
VEHICLES YQ2593G AND LP-
226036E(BOOM LIFT) ON 07.08.2021
ALONG 750 ESR BIZPARK @ CHAI
CHEE.**

Dear Sir/Madam,

We act for the owner of vehicle no.
YQ2593G.

We are instructed to claim damages
against you in connection with the above
accident.

Pursuant to NIMA protocol, we hereby
give you notice to conduct a pre-repair
inspection of our client's motor vehicle at
the under-stated workshop:-

LKT GROUP PTE LTD

BLK 3006 UBI ROAD 1

#01-384 SINGAPORE 408700.

TEL: 6846 6260 / 6846 1836

**PERSON IN CHARGE: MABEL
TENG**

TEL: 9830 0271

EMAIL: lkt.mabel@gmail.com

TAKE NOTICE that you are required to respond to us within **2 working days** (excluding Saturday, Sunday and Public Holiday) of receipt of this notice as to whether you wish to carry out or waive a pre-repair inspection. If we do not hear from you in this regard by the stipulated time, we shall construe your silence as a waiver of the requirement for a pre-repair inspection and our client's repairers shall proceed to repair our client's vehicle.

Please contact us at **6592 6983** or email us at executive@johnlawchambers.com / admin@johnlawchambers.com for future correspondences.

Thank you.

With Regards,

GANESH.V

JOHN LAW CHAMBERS LLC

133 NEW BRIDGE ROAD,

#17-09, CHINATOWN POINT

SINGAPORE 059413.

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any attachment to it) from your computer
system and do not disclose or distribute it
to any other person or continue to read
this e-mail. Thank you.

--

Thank you.

Regards,
Olive