

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 7 October 2021 11:26 AM  
**To:** ycwpete@gmail.com  
**Subject:** Claim Notification - ACCIDENT INVOLVING SLN 3770A(AIG) AND SMP 7146D AT/ALONG LORONG 37 GEYLANG ON 26/09/2021

07 Oct 2021

**Mr Yeong Chee Weng Peter**  
Driver: Ms Natalie Yeong

*[By Email Only]*

Dear Sir/Madam,

**You Ref: SLN3770A**

**Our Ref: CC3/AIG21010115/Kps3**

**ACCIDENT INVOLVING SLN 3770A(AIG) AND SMP 7146D AT/ALONG LORONG 37 GEYLANG ON 26/09/2021**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte. Ltd. to deal with the third-party claim against your policy.

We have received a claim from SMP7146D against your insurance policy.

Based on all the available information on hand, we are of the view that we do not have a good defense towards the claim submitted by SMP7146D as your vehicle was moving out from a stationary position and collided with third party who was driving straight. Under Motor Accident Guide, any vehicle moving out from stationary/parked position by the side of the road should keep a proper lookout and give way to approaching traffic. Therefore, we shall proceed to negotiate for an amicable settlement of the third-party claim at best to avoid further litigation, which would escalate to even more cost. Please be assured that we will do our due diligence to mitigate the cost.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 07 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected upon next renewal due to this Third-Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Thank you.

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)

## Hsiao Tong (LKKAUTO)

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**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Friday, 18 March 2022 8:24 AM  
**To:** Ng Wai Yin  
**Cc:** Admin A; claims@transcab.com.sg  
**Subject:** RE: Your Ref: LAD2109-015 //LKK Ref: CC3/AIG21010115/Kps3 [ACCIDENT INVOLVING SLN 3770A(AIG) AND SMP 7146D ON 26/09/2021]

**4<sup>th</sup> REMINDER**

Without Prejudice

Hi,

Kindly submit LOD & docs.

Please respond and let us know within 10 days from the date of this e-mail. Otherwise, we will proceed to close file at our end.

Thank 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](mailto:chewht@lkkauto.com) |

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

S(408933)

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**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Tuesday, 22 February 2022 10:54 AM  
**To:** Ng Wai Yin <waiyin.ng@transcab.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; claims@transcab.com.sg  
**Subject:** RE: Your Ref: LAD2109-015 //LKK Ref: CC3/AIG21010115/Kps3 [ACCIDENT INVOLVING SLN 3770A(AIG) AND SMP 7146D ON 26/09/2021]

**REMINDER**

Without Prejudice

Hi,

Kindly submit LOD & docs.

Thank you.

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Best Regards,

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

**LKK Auto Consultants Pte Ltd**

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

S(408933)

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**From:** Hsiao Tong (LKKAuto)

**Sent:** Wednesday, 9 February 2022 4:54 PM

**To:** 'Ng Wai Yin' <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>

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

**Subject:** RE: Your Ref: LAD2109-015 //LKK Ref: CC3/AIG21010115/Kps3 [ACCIDENT INVOLVING SLN 3770A(AIG) AND SMP 7146D ON 26/09/2021]

Without Prejudice

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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.**

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***"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](mailto:chewht@lkkauto.com) |

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

S(408933)

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**From:** Hsiao Tong (LKKAuto)

**Sent:** Monday, 3 January 2022 4:06 PM

**To:** Ng Wai Yin <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>

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

**Subject:** RE: Your Ref: LAD2109-015 //LKK Ref: CC3/AIG21010115/Kps3 [ACCIDENT INVOLVING SLN 3770A(AIG) AND SMP 7146D ON 26/09/2021]

Without Prejudice

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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)

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**From:** Hsiao Tong (LKKAuto)

**Sent:** Tuesday, 7 December 2021 1:43 PM

**To:** Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>

**Subject:** RE: Your Ref: LAD2109-015 //LKK Ref: CC3/AIG21010115/Kps3 [ACCIDENT INVOLVING SLN 3770A(AIG) AND SMP 7146D ON 26/09/2021]

Without Prejudice

Hi,

Kindly submit LOD & docs.

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**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)

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**From:** Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>

**Sent:** Tuesday, 12 October 2021 2:32 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>

**Subject:** RE: Your Ref: LAD2109-015 //LKK Ref: CC3/AIG21010115/Kps3 [ACCIDENT INVOLVING SLN 3770A(AIG) AND SMP 7146D ON 26/09/2021]

Without prejudice

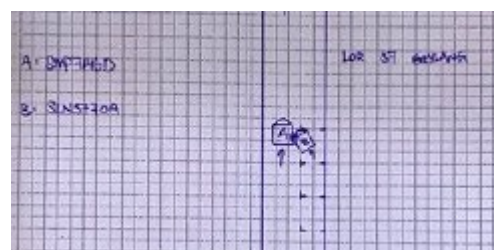
Dear HT

We regret to inform that we do not have video footage for this case.

Enclosed is statement report for your investigation.

Your client suddenly moving out from the parking lot without checking for the oncoming vehicle and collided onto our vehicle.

I WAS TRAVELLING ALONG GEYLANG ROAD TOWARDS LOR 37 GEYLANG . AFTER I TURNED RIGHT INTO LOR 37 GEYLANG , SUDDENLY VEHICLE B DRIVING OUT FROM HER PARKING LOT AND COLLIDED ONTO RIGHT SIDE OF MY VEHICLE . WHEN THE ACCIDENT HAPPENED , LEFT FRONT SIDE OF MY VEHICLE HIT ONTO THE CURBS OF THE ROAD .





Thank You  
Best Regards,  
**Ng Wai Yin**  
Finance Department  
TEL: 6603 1265 Ext.308

*\* Please be reminded that all claims correspondence to be send to [claims@transcab.com.sg](mailto:claims@transcab.com.sg)  
\* Kindly let us have the discharge voucher within the next 30 days, failing which we shall proceed to hand over the conduct of this matter to our solicitors without further reference to you.*

TRANS-CAB SERVICES PTE LTD  
No. 2 Ang Mo Kio Street 63  
Singapore 569111  
Tel: 6287 6666 Fax: 6287 7764

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**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Friday, 8 October, 2021 3:05 PM  
**To:** Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>; Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>  
**Subject:** Your Ref: SMP7146D //LKK Ref: CC3/AIG21010115/Kps3 [ACCIDENT INVOLVING SLN 3770A(AIG) AND SMP 7146D ON 26/09/2021]

Your Ref: **SMP7146D**  
LKK Ref: CC3/AIG21010115/Kps3

Without Prejudice

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SLN 3770A(AIG) AND SMP 7146D ON 26/09/2021**

We refer to the above matter.

Kindly advise if there is any video footage from your client.

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)

## Hsiao Tong (LKKAUTO)

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**From:** Goh, Jeremy <Jeremy.Goh@aig.com>  
**Sent:** Monday, 21 November 2022 4:33 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** RE: <File Review> AIG ref: #5365789698SG003#027# || Accident between SLN 3770 A and SMP 7146 D on 26 Sep 2021

Hi Hsiao Tong,

Please mark off the claim and upload latest correspondence to TP.

We will not send chasers to TPWS.

Will close file and await for TPWS LOD if it is sent later.

Regards

**Jeremy Goh**

Complex Claims Examiner – Auto Property Damage Claims  
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building  
78 Shenton Way, Level 10  
Singapore 079120  
Tel +(65) 6419 1767  
[Jeremy.goh@aig.com](mailto:Jeremy.goh@aig.com) | [www.AIG.com.sg](http://www.AIG.com.sg)

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

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**From:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Saturday, October 15, 2022 1:03 PM  
**To:** Goh, Jeremy <Jeremy.Goh@aig.com>  
**Subject:** [EXTERNAL] Re: <File Review> AIG ref: #5365789698SG003#027# || Accident between SLN 3770 A and SMP 7146 D on 26 Sep 2021

**This message is from an external sender; be cautious with links and attachments.**

Dear Sirs,

We are pending LOD from third party since 07 Dec 2021.

Thanks.

**Best Regards,**

**Hsiao Tong, Chew** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: -  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



**From:** Goh, Jeremy <[Jeremy.Goh@aig.com](mailto:Jeremy.Goh@aig.com)>  
**Sent:** Wednesday, 12 October 2022 10:11 am  
**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** <File Review> AIG ref: #5365789698SG003#027# | | Accident between SLN 3770 A and SMP 7146 D on 26 Sep 2021

Dear Hsiao Tong,

I make reference to the case above.

Can I check if there is an update to the case above as the case is more than 13 months.

Thanks and regards

**Jeremy Goh**

Complex Claims Examiner – Auto Property Damage Claims  
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building  
78 Shenton Way, Level 10  
Singapore 079120  
Tel +(65) 6419 1767  
[Jeremy.goh@aig.com](mailto:Jeremy.goh@aig.com) | [www.AIG.com.sg](http://www.AIG.com.sg)

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

**IMPORTANT NOTICE:**

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