

Re: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P *** LKK REF: CC4/III21012678/pa3

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

Fri 15/4/2022 3:27 PM

To: Claims <claims@procarcare.com.sg>

 1 attachments (588 KB)

DV_SGX3775T.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 | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: -

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

From: Lily <bhlim@procarcare.com.sg> on behalf of Claims <claims@procarcare.com.sg>

Sent: Wednesday, 13 April 2022 10:24 am

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

Cc: Claims <claims@procarcare.com.sg>

Subject: RE: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P *** LKK REF: CC4/III21012678/pa3

Dear Hsiao Tong

We accept your offer amount of \$4450 for COR/LOU only.

Kindly also take note that this amount settled are WITHOUT PREJUDICE to our owner/driver's injuries

Claim submitted own.

Thank you and please send DV

Regards,

Lily LIM

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: claims@proccare.com.sg

W: www.proccare.com.sg



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

Sent: Friday, March 18, 2022 11:34 AM

To: Claims <claims@proccare.com.sg>

Subject: RE: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P *** LKK REF: CC4/III21012678/pa3

Without Prejudice
(save as to costs)

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of **\$4,450.00(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: Lily <bhlim@proccare.com.sg> **On Behalf Of** Claims

Sent: Thursday, 17 March 2022 10:26 AM

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

Cc: Claims <claims@proccare.com.sg>

Subject: RE: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P *** LKK REF: CC4/III21012678/pa3

Dear Hsiao Tong

We propose at \$4700 for amicable settlement.
Please review
Thank you

Regards,

Lily LIM

Claims Advisory
Progressive Car Care Pte Ltd
Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716
T: +65 6741 5336 | F: +65 6741 7208
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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, March 17, 2022 9:23 AM
To: Claims <claims@procarcare.com.sg>
Subject: RE: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P *** LKK REF: CC4/III21012678/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of **\$4,350.00(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) <chewht@lkkauto.com>

Sent: Friday, 18 February 2022 12:45 PM

To: Claims <claims@procarcare.com.sg>

Subject: Re: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P *** LKK REF: CC4/III21012678/pa3

Without Prejudice

Hi Lily,

Received with thanks.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: -

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

From: Lily <bhlim@procarcare.com.sg> on behalf of Claims <claims@procarcare.com.sg>

Sent: Friday, 18 February 2022 12:11 pm

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

Subject: FW: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P *** LKK REF: CC4/III21012678/pa3

Dear Hsiao Tong

Please refer to this email for our LOD (amended to India) as earlier was sent wrongly

Look forward to your early settlement.

Thank you

Regards,

Lily LIM

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: claims@procarcare.com.sg

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From: Lily On Behalf Of Claims

Sent: Friday, January 21, 2022 2:36 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Claims <claims@procarcare.com.sg>

Subject: RE: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P *** LKK REF: CC4/III21012678/pa3

Dear Hsiao Tong

Please find attached our LOD/Final Bill for your early settlement
Thank you

Regards,

Lily LIM

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

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

Sent: Tuesday, December 21, 2021 11:14 AM

To: Claims <claims@procarcare.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P *** LKK REF: CC4/III21012678/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of

LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

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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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: Wayne <wayne@proccare.com.sg> **On Behalf Of** Claims

Sent: Monday, 20 December 2021 10:03 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Claims <claims@proccare.com.sg>

Subject: RE: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P *** LKK REF: CC4/III21012678/pa3

Dear Hsiao Tong

Any updates from India on the accident liability?

Thanks and regards

Wayne Lim

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

M: +65 9125 0606 | T: +65 6741 5336 | F: +65 6741 4906

E: claims@proccare.com.sg

W: www.proccare.com.sg



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From: Wayne On Behalf Of Claims
Sent: Friday, December 17, 2021 11:58 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Claims <claims@procarcare.com.sg>
Subject: RE: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P *** LKK REF: CC4/III21012678/pa3

Dear Hsiao Tong

Any updates from India on the accident liability?

Thanks and regards

Wayne Lim

Progressive Car Care Pte Ltd
Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716
M: +65 9125 0606 | T: +65 6741 5336 | F: +65 6741 4906
E: claims@procarcare.com.sg
W: www.procarcare.com.sg



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From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Wednesday, December 15, 2021 2:34 PM
To: Claims <claims@procarcare.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: RE: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P *** LKK REF: CC4/III21012678/pa3

Without Prejudice

Dear Sirs/Mdm,

Attached is a copy of our insured report for your easy reference.

We are seeking instruction from III and will get back to you asap.

You may advise your client to claim OD first if urgent.

“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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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: Wayne <wayne@procarcare.com.sg> **On Behalf Of** Claims
Sent: Wednesday, 15 December 2021 12:18 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Claims <claims@procarcare.com.sg>
Subject: RE: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P *** LKK REF: CC4/III21012678/pa3

Dear Hsiao Tong

Appreciate if you can advise on the accident liability.

Thanks and regards

Wayne Lim

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

M: +65 9125 0606 | T: +65 6741 5336 | F: +65 6741 4906

E: claims@procarcare.com.sg

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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Wednesday, December 15, 2021 10:22 AM
To: Claims <claims@procarcare.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P *** LKK REF: CC4/III21012678/pa3

Dear Sir / Madam,

Thank you for your email.

Please note that for liability, claim negotiation and settlement, please contact Hsiao Tong.

Hi Hsiao Tong.

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 | 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.

From: Wayne [<mailto:wayne@procarcare.com.sg>] **On Behalf Of** Claims

Sent: Tuesday, December 14, 2021 2:12 PM

To: Sherini Pillai <sherini@iii.com.sg>

Cc: Motor Claim - III <motorclaim@iii.com.sg>; Claims <claims@procarcare.com.sg>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P

Hi Sherini

Appreciate if you can advise on the accident liability.

Thanks and regards

Wayne Lim

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

M: +65 9125 0606 | T: +65 6741 5336 | F: +65 6741 4906

E: claims@procarcare.com.sg

W: www.procarcare.com.sg



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From: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]

Sent: Tuesday, December 14, 2021 2:05 PM

To: Claims <claims@procarcare.com.sg>; sur@lkkauto.com; admin-a@lkkauto.com; Summer (LKK Auto) <admin-d@lkkauto.com>

Cc: Sherini Pillai <sherini@iii.com.sg>

Subject: RE: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P

Dear Sir / Mdm,

Please conduct a survey on TP vehicle [SGX3775T](#) and let us have your report urgently.

This claim will be handled by [Ms Sherini](#).

*Kindly upload this survey request email to merimen. Please check with workshop if they have negotiated any COR settlement with our insured.

Thank You.

Bhuvaneswari
Motor & Work Injury Claims Department
India International Insurance Pte Ltd

64 Cecil Street #04/#05 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 231



From: Wayne <wayne@procarcare.com.sg> **On Behalf Of** Claims
Sent: Tuesday, 14 December 2021 1:53 pm
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: Claims <claims@procarcare.com.sg>
Subject: RE: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P

Hi

Please go with LKK.

Vehicle is currently in workshop.

Thanks and regards

Wayne Lim

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

M: +65 9125 0606 | T: +65 6741 5336 | F: +65 6741 4906

E: claims@procarcare.com.sg

W: www.procarcare.com.sg



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From: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]
Sent: Tuesday, December 14, 2021 12:38 PM

To: Claims <claims@procarcare.com.sg>

Subject: RE: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- Appraisals Associates Pte Ltd
- Automobile Inspection Services Pte Ltd
- Autoprobe Consultants
- VP Appraisal
- Form Team Adjusters Pte Ltd
- LBS Auto Consultants Pte Ltd
- Priority Services
- LKK Auto Consultants Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

**Bhuaneswari
Motor & Work Injury Claims Department
India International Insurance Pte Ltd**

64 Cecil Street #04/#05 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 231



From: Lily <bhlim@procarcare.com.sg> **On Behalf Of** Claims

Sent: Tuesday, 14 December 2021 12:11 pm

To: Motor Claim - III <motorclaim@iii.com.sg>

Cc: Claims <claims@procarcare.com.sg>

Subject: [EXTERNAL] - Arrange for survey - Acc on 10.12.2021 invlg SGX 3775 T & GBG 8479 P

Dear sirs

Please refer to attached and arrange survey

VEHICLE IS IN WORKSHOP

Regards,

Lily LIM

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

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