

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 4 January 2022 9:47 AM  
**To:** 'Suraidah B Saidi PTCBC'  
**Cc:** Admin A; Ashlyn Chng  
**Subject:** RE: RE: Direct Settlement (SM) - Accident involving SKN355Y & YP4451A DOA: 23/12/2021 (VEH GROUNDED) LKK REF : CC4/LPC21013109/Upa3

### 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."**

**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)

---

**From:** Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>  
**Sent:** Thursday, 30 December 2021 9:38 AM  
**To:** Su Li (LKK Auto) <suli@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>  
**Subject:** RE: RE: Direct Settlement (SM) - Accident involving SKN355Y & YP4451A DOA: 23/12/2021 (VEH GROUNDED) LKK REF : CC4/LPC21013109/Upa3

Dear Both,

Unfortunately the SD card faulty thus unable to furnish VF. However, we attached herewith accident scene photos for your consideration.

Thank you & Regards,

Suraidah

TPR Team, Claims Dept

E: [suraidahb.saidi@inchcape.com.sg](mailto:suraidahb.saidi@inchcape.com.sg)

---

**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Wednesday, 29 December 2021 10:29 pm

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

**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>; Admin A [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)

**Subject:** Re: RE: Direct Settlement (SM) - Accident involving SKN355Y & YP4451A DOA: 23/12/2021 (VEH GROUNDED) LKK REF : CC4/LPC21013109/Upa3

CAUTION: This email originated from outside of the organization (Inchcape). Do not click links or open attachments unless you recognise the sender and know the content is safe.

Without Prejudice

Dear Sirs / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident till date..

***Please provide us the following.***

- ***evidence i.e. video and scene photo.***
- ***PIR result (if any)***

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

Our respective case handler will look into the matter and revert to you in due course.

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

*\*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.*

Thank you.

Best Regards,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

---

**From:** Ashlyn Chng <[Ashlyn.Chng@inchcape.com.sg](mailto:Ashlyn.Chng@inchcape.com.sg)>  
**Sent:** Wednesday, December 29, 2021 10:18 PM  
**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>  
**Subject:** FW: RE: Direct Settlement (SM) - Accident involving SKN355Y & YP4451A DOA: 23/12/2021 (VEH GROUNDED)

Hi All,

Refer to the above mentioned, appreciate if you could revert on the liability soonest.

Hope to hear from you soon.

Thank you.

Regards,

Ashlyn

---

**From:** Ashlyn Chng  
**Sent:** Friday, 24 December 2021 11:50 am  
**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>  
**Subject:** RE: Direct Settlement (SM) - Accident involving SKN355Y & YP4451A DOA: 23/12/2021 (VEH GROUNDED)

Hi,  
Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **YP4451A** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with **Car Rental of @ \$150 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Sam Joi @ 9847 6209 / 6631 1687** is located at **17 Ubi Road 4** for an appointment to inspect our client's vehicle (currently vehicle IN workshop).  
**As for liability clearance, kindly revert to this email.**

Your kind attention into the above is greatly appreciated.

Thank you.

Regards,

Ashlyn Chng

**D:** 6631 1874 | **F:** 6872 7260 | **E:** [Ashlyn.chng@inchcape.com.sg](mailto:Ashlyn.chng@inchcape.com.sg)

Inchcape Centre  
Level 4, Bodycare Centre  
2 Pandan Crescent  
Singapore 128462

[www.borneomotors.com.sg](http://www.borneomotors.com.sg) | [www.lexus.com.sg](http://www.lexus.com.sg) | [www.toyotasingapore.com.sg](http://www.toyotasingapore.com.sg) | [www.hino.com.sg](http://www.hino.com.sg) | [www.suzukicar.com.sg](http://www.suzukicar.com.sg)