

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 15 July 2022 4:32 PM
To: csongauto csongauto
Cc: Admin A
Subject: RE: LETTER OF DEMAND SGT7277J | FWD VEH NO: FBJ3580X | DOA: 21.01.2022 ***
LKK REF: CC4/FWD22000885/Dps3
Attachments: DV_SGT7277J.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 (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: csongauto csongauto <csongauto.claims@yahoo.com>
Sent: Friday, 15 July 2022 9:40 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: LETTER OF DEMAND SGT7277J | FWD VEH NO: FBJ3580X | DOA: 21.01.2022 *** LKK REF: CC4/FWD22000885/Dps3

Without Prejudice,

Dear Sir / Madam,

We are accepting your offer of \$3,325.45, our acceptance is solely for our client's property damaged claim only and is not prejudicial to any other claims arising out of the same accident.

Kindly assist to forward us the DV, thank you

Warmest Regards,

Ms Ong

C.S.ONG AUTO PTE LTD

7030, Ang Mo Kio Ave 5

#B1-01 Northstar @ AMK Singapore 569880

Tel: 6484 1933 | Fax: 6481 1916

E-Mail: csongauto.claims@yahoo.com

On Thursday, 14 July 2022 at 03:46:15 pm SGT, Hsiao Tong (LKKAUTO) <chewht@lkkauto.com> wrote:

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	
\$ 2,889.00	
2. Loss of Rental (4days x \$100.00)	
\$ 400.00	
3. LTA/GIA Search Fee	
\$ 36.45	
	Total
\$ 3,325.45	

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Wednesday, 22 June 2022 12:03 AM

To: csongauto csongauto <csongauto.claims@yahoo.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: LETTER OF DEMAND SGT7277J | FWD VEH NO: FBJ3580X | DOA: 21.01.2022 *** LKK
REF: CC4/FWD22000885/Dps3

Dear Sir / Madam,

Thank you for your email.

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

Hi HT,

|

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: csongauto csongauto [<mailto:csongauto.claims@yahoo.com>]

Sent: Tuesday, June 21, 2022 5:59 PM

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

Subject: LETTER OF DEMAND SGT7277J | FWD VEH NO: FBJ3580X | DOA: 21.01.2022

Dear Sir / Madam,

Refer to attached LOD & LOA.

Kindly assist to revert upon receipt.

Thank you

Warmest Regards,

Ms Ong

C.S.ONG AUTO PTE LTD

7030, Ang Mo Kio Ave 5
#B1-01 Northstar @ AMK Singapore 569880
Tel: 6484 1933 | Fax: 6481 1916
E-Mail: csongauto.claims@yahoo.com

On Monday, 24 January 2022, 12:35:48 pm SGT, csongauto csongauto <csongauto.claims@yahoo.com> wrote:

Sorry there was some miscommunication on our side. We would like to engage **LKK AUTO CONSULTANTS PTE LTD** to conduct the PRI. Sorry for any inconvenience caused.

Warmest Regards,

C.S.ONG AUTO PTE LTD

Blk 10, Ang Mo Kio Ind Park 2A,
#02-16 AMK Autopoint, Singapore 568047
Tel: 6484 1933 | Fax: 6484 1922
E-Mail: csongauto.claims@yahoo.com

On Friday, 21 January 2022, 04:09:40 pm SGT, Venessa Chan - SGUser <venessa.chan@fwd.com> wrote:

Dear Sir/Madam,

Thank you for your selection of Ajax Inspection Services Pte Ltd.

We will proceed to assign survey.

Thank you.

Best Regards,

Venessa Chan
Executive, Claims

FWD Singapore Pte. Ltd.
6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986
E venessa.chan@fwd.com
W www.fwd.com.sg



Awarded by
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Based on Forrester CX Index, Singapore

From: csongauto csongauto <csongauto.claims@yahoo.com>
Sent: Friday, 21 January 2022 4:01 pm
To: Venessa Chan - SGUser <venessa.chan@fwd.com>
Cc: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>; Josey Loh Kah Wai - SGUser <josey.loh@fwd.com>; Fong Sock Lan - SGUser <socklan.fong@fwd.com>
Subject: [EXTERNAL] Re: PRI ARRANGEMENT FOR VEHICLE: SGT7277J FWD VEH NO: FBJ3580X DOA: 21.01.2022

We would like to engage **AJAX INSPECTION SERVICES PTE LTD** to conduct the PRI.

Warmest Regards,

C.S.ONG AUTO PTE LTD

Blk 10, Ang Mo Kio Ind Park 2A,
#02-16 AMK Autopoint, Singapore 568047
Tel: 6484 1933 | Fax: 6484 1922
E-Mail: csongauto.claims@yahoo.com

On Friday, 21 January 2022, 02:59:35 pm SGT, Venessa Chan - SGUser <venessa.chan@fwd.com> wrote:

WITHOUT PREJUDICE

Dear Sir/Madam,

Refer to your email dated on 21.01.2021 of the PRI Notice of your client's vehicle SGT7277J;

Please find our panel surveyors as follows: -

1. INFINITI APPRAISAL SERVICE
2. AJAX INSPECTION SERVICES PTE LTD
3. RT APPRAISAL PTE LTD

If you are not agreeable to any of the above, we reserve our rights to request for pre-repair inspection of your client's vehicle.

We look forward to receiving your reply.

Thank you.

*Please note that contents of this email should not be construed as any admission of liability on the part of our insured and/ or insurers. We hereby maintain full reservation of rights and all defences available to us.

*Please note that we do not accept fax. Hence, please send in any correspondences related to Motor Claims via e-mail to [.motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)

Best Regards,

Venessa Chan
Executive, Claims

FWD Singapore Pte. Ltd.
6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986
E venessa.chan@fwd.com
W www.fwd.com.sg



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From: csongauto csongauto <csongauto.claims@yahoo.com>
Sent: Friday, 21 January 2022 2:47 pm
To: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>
Subject: [EXTERNAL] PRI ARRANGEMENT FOR VEHICLE: SGT7277J

NOTICE OF ACCIDENT
To: FWD SINGAPORE PTE. LTD.

6 Temasek Boulevard

#18-01 Suntec Tower 4

Singapore 038986

Email: motorclaims.sg@fwd.com

Dear Sir/ Madam,

We are instructed by our client to notify you of a road traffic accident on **21/012022**
at about **11:35hrs** along **NORTH BRIDGE ROAD INFRONT OF GOLDEN LANDMARK**
involving our client's vehicle registration number **SGT7277J** and vehicle registration
number **FBJ3580X** driven by you or your authorised driver at the material
time.

As a result of the accident, our client's vehicle has been damaged. Before our client / we
proceed to repair the damaged vehicle, please let us know within 2 working days of your
receipt of this notice whether you or your insurer would like to conduct a pre-repair
survey of the vehicle. If we do not receive any reply from you within the stipulated
timeline, our client / we shall proceed to repair the vehicle without further reference to
you.

Please be informed that the said vehicle can be inspected at:

Name of Workshop: C. S. Ong Auto Pte Ltd

Address: 10, Ang Mo Kio Industrial Park 2A

AMK Autopoint #02-16

Singapore (568047)

Warmest Regards,

C.S.ONG AUTO PTE LTD

Blk 10, Ang Mo Kio Ind Park 2A,
#02-16 AMK Autopoint, Singapore 568047
Tel: 6484 1933 | Fax: 6484 1922
E-Mail: csongauto.claims@yahoo.com

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Messages and attachments are scanned for all viruses known. However, you are advised that you open any attachments at your own risk. If this message contains password-protected attachments, the files have NOT been scanned for viruses by our mail domain. Please always scan for viruses before opening any attachments.