

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 14 October 2022 9:04 AM
To: Tan Lee Gek (Strides Automotive Services Pte Ltd)
Cc: Md Noor, Norsiah
Subject: RE: Our Ref: 2362991731SG(003) Accident on 6/4/2022 involving SHB 779G & SMR 692D (AIG's insured) Our Ref: TAX/04/22/2033/Ig *** LKK REF: CC3/AIG22003494/Epa3
Attachments: ATA_SHB779G.pdf; DV_SHB 779G.pdf

Without Prejudice

Dear Sirs/Mdm,

Please duly sign the [documents](#) enclosed and return to us (LKK) for our necessary action.

Thank you.

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: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Sent: Thursday, 13 October 2022 2:18 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: FW: Our Ref: 2362991731SG(003) Accident on 6/4/2022 involving SHB 779G & SMR 692D (AIG's insured)
Our Ref: TAX/04/22/2033/Ig *** LKK REF: CC3/AIG22003494/Epa3

Dear Hsiao Tong,

Strides accepted offer at \$4,500.00

Please assist to send DV.

Thank you

Norsiah MdNoor

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 1606

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.

From: Tan Lee Gek (Strides Automotive Services Pte Ltd) <LeeGek.Tan@strides.com.sg>

Sent: Thursday, October 13, 2022 10:45 AM

To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>

Subject: [EXTERNAL] Our Ref: 2362991731SG(003) Accident on 6/4/2022 involving SHB 779G & SMR 692D (AIG's insured) Our Ref: TAX/04/22/2033/lg *** LKK REF: CC3/AIG22003494/Epa3

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

Dear Norsiah,

Purely for the sake of an amicable settlement, we accept your global offer of \$4,500.00 for our own losses. Please let us have your DV. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

STRIDES Automotive Services Pte Ltd



From: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>

Sent: Tuesday, 11 October 2022 1:59 pm

To: Tan Lee Gek (Strides Automotive Services Pte Ltd) <LeeGek.Tan@strides.com.sg>

Subject: REVISE OFFER Our Ref: 2362991731SG(003) Accident on 6/4/2022 involving SHB 779G & SMR 692D (AIG's insured) Our Ref: TAX/04/22/2033/lg *** LKK REF: CC3/AIG22003494/Epa3

WITHOUT PREJUDICE

Dear Lee Gek,

We refer to the above.

For the sake of amicable settlement, we revise our offer at a global **\$4,500.00**

Please confirm acceptance.

Thank you

Norsiah MdNoor

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 1606

Norsiah.MdNoor@aig.com | www.AIG.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.

From: Tan Lee Gek (Strides Automotive Services Pte Ltd) <LeeGek.Tan@strides.com.sg>
Sent: Tuesday, October 11, 2022 11:16 AM
To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Subject: [EXTERNAL] REMINDER Re: Accident on 6/4/2022 involving SHB 779G & SMR 692D (AIG's insured) Our Ref: TAX/04/22/2033/lg *** LKK REF: CC3/AIG22003494/Epa3

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

Dear Norsiah,

As spoken.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

STRIDES Automotive Services Pte Ltd



From: Tan Lee Gek (Strides Automotive Services Pte Ltd)
Sent: Friday, 7 October 2022 10:43 am
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: REMINDER Re: Accident on 6/4/2022 involving SHB 779G & SMR 692D (AIG's insured) Our Ref: TAX/04/22/2033/lg *** LKK REF: CC3/AIG22003494/Epa3

Dear Hsiao Tong,

Your global offer of \$4,300.00 is unacceptable. We are prepared to accept our own losses as follows:-

Cost of Repair	\$3,700.00
Loss of Rental	\$1,023.00 (**15.5 days x \$66.00)
LTA Search Fee	\$7.00
Total	\$4,730.00

Kindly reconsider your offer and let us hear from you soon. Thanks.

** please refer to the attached breakdown and page 10 & 11 of the supporting documents.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

STRIDES Automotive Services Pte Ltd



From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, 6 October 2022 3:47 pm
To: Tan Lee Gek (Strides Automotive Services Pte Ltd) <LeeGek.Tan@strides.com.sg>

Subject: RE: REMINDER Re: Accident on 6/4/2022 involving SHB 779G & SMR 692D (AIG's insured) Our Ref: TAX/04/22/2033/lg *** LKK REF: CC3/AIG22003494/Epa3

Without Prejudice

Dear Lee Gek,

We refer to the above matter.

We propose settlement at a global sum of **\$4,300.00(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: Tan Lee Gek (Strides Automotive Services Pte Ltd) <LeeGek.Tan@strides.com.sg>

Sent: Monday, 8 August 2022 9:16 AM

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

Subject: REMINDER Re: Accident on 6/4/2022 involving SHB 779G & SMR 692D (AIG's insured) Our Ref: TAX/04/22/2033/lg *** LKK REF: CC3/AIG22003494/Epa3

REMINDER

Dear Hsiao Tong,

Please let us have your offer soon as PIR may take a long time to conclude. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

STRIDES Automotive Services Pte Ltd



From: Tan Lee Gek (Strides Automotive Services Pte Ltd) <>
Sent: Wednesday, 29 June 2022 4:46 pm
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: Accident on 6/4/2022 involving SHB 779G & SMR 692D (AIG's insured) Our Ref: TAX/04/22/2033/lg ***
LKK REF: CC3/AIG22003494/Epa3

Dear Hsiao Tong,

Our hirer informed us that he has not received any letter from the Traffic Police yet. He is claiming for his injury through his own lawyer so perhaps you may check with AIG's BI team to see if they have received the PIR from his solicitors. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

STRIDES Automotive Services Pte Ltd



From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 29 June 2022 3:45 pm
To: Tan Lee Gek (Strides Automotive Services Pte Ltd) <LeeGek.Tan@strides.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: LOD Re: Accident on 6/4/2022 involving SHB 779G & SMR 692D (AIG's insured) Our Ref: TAX/04/22/2033/lg *** LKK REF: CC3/AIG22003494/Epa3

Without Prejudice

Hi Lee Gek,

We refer to the above matter.

We would like to request for a copy of police investigation result(if any) for our necessary action.

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 21 June 2022 5:34 PM
To: Tan Lee Gek (Strides Automotive Services Pte Ltd) <LeeGek.Tan@strides.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: LOD Re: Accident on 6/4/2022 involving SHB 779G & SMR 692D (AIG's insured) Our Ref: TAX/04/22/2033/lg *** LKK REF: CC3/AIG22003494/Epa3

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: Tan Lee Gek (Strides Automotive Services Pte Ltd) [<mailto:LeeGek.Tan@strides.com.sg>]
Sent: Tuesday, June 21, 2022 2:26 PM
To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: LOD Re: Accident on 6/4/2022 involving SHB 779G & SMR 692D (AIG's insured) Our Ref: TAX/04/22/2033/lg

Dear All,

We quantify our own losses as follows:-

Cost of Repair	\$3,700.00
Loss of Rental	\$1,551.00 (**23.5 days x \$66.00)
LTA Search Fee	\$7.00
Total	\$5,258.00

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) Police/GIA reports
- 4) Accident vehicle laid-up report
- 5) LTA search
- 6) letter of 8/4/22 from Singapore Police Force
- 7) towing receipt

Our hirer is claiming his injury and loss of income through his own lawyer.

Please acknowledge receipt within 14 days from the date hereof and let us have your offer soon. Thanks.

** our taxi was towed to the traffic police compound after the accident and was released to us on 14/4/22 (please refer to item no.6 & 7).

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

STRIDES Automotive Services Pte Ltd



IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.