

Hsiao Tong (LKKAUTO)

From: Vale OH <vale.oh@hsbc.com.sg>
Sent: Thursday, 18 May 2023 11:02 AM
To: Hsiao Tong (LKKAUTO)
Subject: S2M04A0J_VO_[TP REF:MID21522]_Accident Involving SGJ8954J & MID21522 _along_UPPER CHANGI ROAD EAST on 29/08/2022 15.45_PersonalAutoLine
Attachments: DV.pdf

WITHOUT PREJUDICE

Dear Hsiao Tong

Thank you for highlighting the below.

In this instance, we are prepared to revise our offer to S\$4437.75 (all in) being full and final settlement of your client's claim.

Please complete and return the attached soonest, thank you.

Regards

Vale Oh

A. Manager | Motor

Claims | HSBC Life (Singapore) Pte. Ltd.

Mailing address: Robinson Road P.O. Box 1094, Singapore 902144

Customer Centre: 38 Beach Road, #03-11, South Beach Tower, Singapore 189767

Email: vale.oh@hsbc.com.sg

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Thursday, May 18, 2023 10:38 AM
To: Vale OH <vale.oh@hsbc.com.sg>
Subject: EXTERNAL: RE: S2M04A0J_VO_[TP REF:MID21522]_Accident Involving SGJ8954J & MID21522 _along_UPPER CHANGI ROAD EAST on 29/08/2022 15.45_PersonalAutoLine

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WITHOUT PREJUDICE

Dear Sirs,

Under TCA 3(b), In the event of a collision occurring between a Government Vehicle and an Insured Vehicle under a Comprehensive Policy –

- If the amount of the damage to either the Government Vehicle or the Insured Vehicle exceeds \$500/- but the amount of the damage to neither vehicle exceeds \$10,000/- each party shall bear one-half of the damage to the vehicles.

Please advise the reason by not offering the amount of \$3,650.00 (Cost of Repair to SGJ8954J - \$7,300.00) in order for us to seek further instruction from our principal.

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)

RESTRICTED

From: Vale OH <vale.oh@hsbc.com.sg>

Sent: Thursday, May 18, 2023 9:17 AM

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

Subject: S2M04A0J_VO_[TP REF:MID21522]_Accident Involving SGJ8954J & MID21522_along_UPPER CHANGI ROAD EAST on 29/08/2022 15.45_PersonalAutoLine

WITHOUT PREJUDICE

Dear Hsiao Tong

Refer to the above.

We are prepared to offer S\$787.75 (50% of \$1575.50) being full and final settlement of your client's claim.

Pls confirm acceptance, thank you.

Regards

Vale Oh

A.Manager | Motor

Claims | HSBC Life (Singapore) Pte. Ltd.

Mailing address: Robinson Road P.O. Box 1094, Singapore 902144

Customer Centre: 38 Beach Road, #03-11, South Beach Tower, Singapore 189767

Email: vale.oh@hsbc.com.sg

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

Sent: Thursday, May 18, 2023 8:30 AM

To: Vale OH <vale.oh@hsbc.com.sg>

Subject: EXTERNAL: RE: S2M04A0J_VO_[TP REF:MID21522]_Accident Involving SGJ8954J & MID21522_along_UPPER CHANGI ROAD EAST on 29/08/2022 15.45_PersonalAutoLine

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Without Prejudice

Dear Sirs,

Please let us have your offer.

Thanks.

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)

RESTRICTED

From: HSBC Life Do Not Reply <donotreply@mail.life.hsbc.com.sg>

Sent: Friday, April 28, 2023 9:29 AM

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

Cc: Vale OH <vale.oh@hsbc.com.sg>

Subject: S2M04A0J_VO_[TP REF:MID21522]_Accident Involving SGJ8954J & MID21522_along_UPPER CHANGI ROAD EAST on 29/08/2022 15.45_PersonalAutoLine

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

ACCIDENT INVOLVING SGJ8954J & MID21522 ON 29.08.2022

Dear Sirs,

Thank you for your email, we acknowledge receipt of your letter dated 11.01.2023 and the enclosures on 28.04.2023

We are reviewing on your client's claim and will reply to you substantively soon.

For us to deal with your claim, kindly furnish us the scene photos, independent witnesses statement/ video footages. (if available)

Meanwhile, kindly hold your hands on the matter.

For future correspondence, please reply to Vale OH vale.oh@hsbc.com.sg.

Thank you.

Yours faithfully

HSBC Life (Singapore) Pte Ltd

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

Sent: Friday, 28 April 2023 8:45 AM

To: mt.doc@mail.life.hsbc.com.sg; HSBC Life Claims Service Team <cst@mail.life.hsbc.com.sg>

Subject: [EXTERNAL] TCA Recovery -ACCIDENT INVOLVING MID21522 & SGJ8954J ON 29/08/2022 // LKK REF: CC2/MIDA22008453/Apq2

Your Ref: To be advised

Without Prejudice

LKK Ref: CC2/MIDA22008453/Apq2

M/s HSBC Life (Singapore) Pte. Ltd.

Dear Sirs,

ACCIDENT INVOLVING MID21522 & SGJ8954J ON 29/08/2022

We refer to the above matter.

We have been appointed by MINDEF as claims adjuster to handle all traffic accident claims involving military vehicles with effect from December 2021.

As HSBC is under the participating insurer of the Treasury Collision Agreement, we are seeking recovery as follows: -

	Amount
Cost of Repair to SGJ8954J	\$ 7,300.00
Cost of Repair to MID21522	\$ 1,575.50
Total	\$ 8,875.50
TCA reimbursement to MINDEF @ 50%	\$ 4,437.75

Please refer to the enclosed supporting documents: -

1. REPORT – MID21522
2. FINAL BILL – MID21522
3. LOD – SGJ8954J
4. Settlement Breakdown – SGJ8954J
5. Signed DV – SGJ8954J

Please confirm on the above stated computation and forward the TCA reimbursement amount of **S\$4,437.75** made payable to PS DEFENCE within the next 14 days.

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)

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