

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 23 June 2023 2:56 PM  
**To:** admin@mycar.sg  
**Cc:** Admin A; CS A Team; Celine Fong (LKKAuto)  
**Subject:** RE: LOD - SMN9551P - YOUR REF : 2022 22006735KC-SLC4897U \*\*\* LKK REF: CC4/AIS22009062/Rea3

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sirs

Solely for purposes of amicable settlement, we are agreeable to resolve the matter at **S\$4,365.00(all in)** in full and final settlement of all claims your client has or may have against Allianz Insurance Singapore and/or their insured arising out of this incident.

If the above offer is accepted, kindly confirm settlement by providing a copy of your **Bank details** for us to process payment.

Please note that your client's receipt of the settlement sum or settlement sums shall constitute a full discharge of liability and waiver of any past, present or future claims your client may have against Allianz Insurance Singapore and/or our insured as a result of the accident on **13 SEPT 2022**.

Please note that the clearance of this cheque / settlement sum or receipt of the successful electronic payment or payments constitutes your client's acceptance of payment and full discharge of liability.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

S(408933)

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**From:** MY CAR CONSULTANT <admin@mycar.sg>  
**Sent:** Monday, March 20, 2023 12:47 PM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>  
**Subject:** LOD - SMN9551P - YOUR REF : 2022 22006735KC-SLC4897U \*\*\* LKK REF: CC4/AIS22009062/Rea3

**WITHOUT PREJUDICE**

Dear Sirs,

We accept your offer.

Best Regards,  
Jackson Ho  
Claim Handler | Motor Claims Department

**My Car Consultant Pte Ltd**

M: 8344 7681 | F: 6925 5219  
W: Mycar.sg | E: [admin@mycar.sg](mailto:admin@mycar.sg)  
60 Jalan Lam Huat, Carros Centre #05-21 S(737869)  
UEN No.: 201605878Z

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**From:** "Hsiao Tong (LKKAuto)" <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** 3/20/23 12:30 PM  
**To:** "[admin@mycar.sg](mailto:admin@mycar.sg)" <[admin@mycar.sg](mailto:admin@mycar.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>, CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>, "Celine Fong (LKKAuto)" <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Subject:** SPAM-LOW: RE: LOD - SMN9551P - YOUR REF : 2022 22006735KC-SLC4897U \*\*\* LKK REF: CC4/AIS22009062/Rea3

WITHOUT PREJUDICE

Dear Sirs,

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 3,852.00
2. Loss of Use (6days x \$80.00)	\$ 480.00
3. LTA/GIA Search Fee	\$ 33.00
<b>Total</b>	<b>\$ 4,365.00</b>

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](mailto:chewht@lkkauto.com) |

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

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**From:** MY CAR CONSULTANT <[admin@mycar.sg](mailto:admin@mycar.sg)>  
**Sent:** Tuesday, March 14, 2023 3:34 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Subject:** LOD - SMN9551P - YOUR REF : 2022 22006735KC-SLC4897U \*\*\* LKK REF: CC4/AIS22009062/Rea3  
**Importance:** High

Dear Sirs,

**Refer to email dated 6 March 2023**

Pending revised offer from your end.

Please expedite Asap.

Best Regards,

Jackson Ho

Claim Handler | Motor Claims Department

**My Car Consultant Pte Ltd**

M: 8344 7681 | F: 6925 5219

W: Mycar.sg | E: [admin@mycar.sg](mailto:admin@mycar.sg)

60 Jalan Lam Huat, Carros Centre #05-21 S(737869)  
UEN No.: 201605878Z

**From:** "MY CAR CONSULTANT" <[admin@mycar.sg](mailto:admin@mycar.sg)>  
**Sent:** 3/6/23 2:04 PM  
**To:** "Hsiao Tong (LKKAuto)" <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** "Admin A" <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>, "CS A Team" <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>, "Celine Fong (LKKAuto)" <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Subject:** LOD - SMN9551P - YOUR REF : 2022 22006735KC-SLC4897U \*\*\* LKK REF: CC4/AIS22009062/Rea3

## **WITHOUT PREJUDICE**

Dear Sirs,

Please counter propose your offer

COR - \$3,852.00 (with 8% GST)

LOU - \$600 (6 Days)

Gia/LTA Search - \$31.00

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**Total - \$4,483.00**  
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Best Regards,  
Jackson

+65 8344 7681

My Car Consultant Pte Ltd  
W: Mycar.sg | E: [Admin@mycar.sg](mailto:Admin@mycar.sg)

60 Jalan Lam Huat, Carros Centre #05-21 S(737869)  
UEN No.: 201605878Z  
GST Registration No.: 201605878Z

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**From:** "Hsiao Tong (LKKAuto)" <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** 3/6/23 11:16 AM  
**To:** "admin@mycar.sg" <[admin@mycar.sg](mailto:admin@mycar.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>, CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>, "Celine Fong (LKKAuto)" <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Subject:** SPAM-LOW: RE: LOD - SMN9551P - YOUR REF : 2022 22006735KC-SLC4897U \*\*\* LKK REF: CC4/AIS22009062/Rea3

Without Prejudice

Dear Sirs,

We wish to inform you that no breakdown for global sum offer.

You may re-consider our offer / counter propose. Thanks.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

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**From:** MY CAR CONSULTANT <[admin@mycar.sg](mailto:admin@mycar.sg)>

**Sent:** Friday, March 3, 2023 12:11 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>

**Subject:** LOD - SMN9551P - YOUR REF : 2022 22006735KC-SLC4897U \*\*\* LKK REF: CC4/AIS22009062/Rea3

**Importance:** High

## **WITHOUT PREJUDICE**

Dear Sirs,

Refer our email dated **01/03/2023**

Kindly reply our email in urgent basis

Best Regards,  
Jackson

+65 8344 7681

My Car Consultant Pte Ltd

W: Mycar.sg | E: [Admin@mycar.sg](mailto:Admin@mycar.sg)

60 Jalan Lam Huat, Carros Centre #05-21 S(737869)

UEN No.: 201605878Z

GST Registration No.: 201605878Z

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**From:** "MY CAR CONSULTANT" <[admin@mycar.sg](mailto:admin@mycar.sg)>

**Sent:** 3/1/23 3:24 PM

**To:** "Hsiao Tong (LKKAuto)" <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** "Admin A" <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>, "CS A Team" <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** LOD - SMN9551P - YOUR REF : 2022 22006735KC-SLC4897U \*\*\* LKK REF: CC4/AIS22009062/Rea3

## **WITHOUT PREJUDICE**

Dear Sirs,

Please provide breakdown on your offer

Best Regards,

Jackson

+65 8344 7681

My Car Consultant Pte Ltd

W: Mycar.sg | E: [Admin@mycar.sg](mailto:Admin@mycar.sg)

60 Jalan Lam Huat, Carros Centre #05-21 S(737869)

UEN No.: 201605878Z

GST Registration No.: 201605878Z

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**From:** "Hsiao Tong (LKKAuto)" <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** 3/1/23 8:29 AM

**To:** My Car Consultant <[admin@mycar.sg](mailto:admin@mycar.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>, CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** SPAM-MED: RE: LOD - SMN9551P - YOUR REF : 2022 22006735KC-SLC4897U \*\*\* LKK REF: CC4/AIS22009062/Rea3

WITHOUT PREJUDICE

Dear Sirs,

We refer to the above matter.

We propose settlement at a global sum of **\$4,350.00(all-in)**.

Please confirm acceptance.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Tuesday, December 27, 2022 1:28 AM

**To:** Claims Banca (Allianz Insurance Singapore) <[claims@allianz.com.sg](mailto:claims@allianz.com.sg)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; MY CAR CONSULTANT <[admin@mycar.sg](mailto:admin@mycar.sg)>

**Subject:** RE: LOD - SMN9551P - YOUR REF : 2022 22006735KC-SLC4897U \*\*\* LKK REF: CC4/AIS22009062/Rea3

Dear Sir / Madam,

Thank you for your email.

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

**Hi CS team,**

|

**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](mailto:MeiKwan@lkkauto.com)

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

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**From:** Claims Banca (Allianz Insurance Singapore) <[claims@allianz.com.sg](mailto:claims@allianz.com.sg)>  
**Sent:** Monday, December 26, 2022 10:13 AM  
**To:** MY CAR CONSULTANT <[admin@mycar.sg](mailto:admin@mycar.sg)>; admin-d <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** FW: LOD - SMN9551P - YOUR REF : 2022 22006735KC-SLC4897U

Internal

*“Without Prejudice”*

Dear Sir/Madam

**Your Claim Ref: SMN9551P**

**Our Claim Ref: 2022 22006735KC-SLC4897U**

We acknowledge receipt of your Letter of Demand dated 22 December 2022 received via email.

Our Direct settlement Partner **LKK Auto Consultants Pte Ltd**, is in the midst of reviewing your claim matter and will keep you informed once there is any update.

Should you require any clarification or assistance, please do not hesitate to contact our Claims Department at [claims@allianz.com.sg](mailto:claims@allianz.com.sg)

Thank you.

Claims & Performance Management Department

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C





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P Please consider the environment before printing this e-mail.

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**From:** MY CAR CONSULTANT <[admin@mycar.sg](mailto:admin@mycar.sg)>  
**Sent:** Thursday, December 22, 2022 12:26 PM  
**To:** Claims Banca (Allianz Insurance Singapore) <[claims@allianz.com.sg](mailto:claims@allianz.com.sg)>  
**Subject:** [EXT] LOD - SMN9551P - YOUR REF : 2022 22006735KC-SLC4897U

## WITHOUT PREJUDICE

Dear Sirs,

Please refer to LOD and all supporting documents to assist in the closure of the case swiftly.

Best Regards,  
Jackson

+65 8344 7681

My Car Consultant Pte Ltd  
W: Mycar.sg | E: [Admin@mycar.sg](mailto:Admin@mycar.sg)

60 Jalan Lam Huat, Carros Centre #05-21 S(737869)  
UEN No.: 201605878Z  
GST Registration No.: 201605878Z