

Shiau Chan (LKKAuto)

**From:** Karen Chan Shiau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>  
**Sent:** Wednesday, 19 April 2023 9:50 AM  
**To:** Meng Yan (LKK Auto); Shiau Chan (LKKAuto); SUR  
**Cc:** Tan Wei Teck (Strides Automotive Services Pte Ltd); assignments  
**Subject:** RE: SURVEY REPORT: PRI for SMJ9637Y – Our Insured: SMB1596B on 03/02/2023 Our Ref: D23000455MFBP/SMRT/EW/TPD-1 (BUS/02/23/5010/KC)

Dear Shiau Chan,

Kindly revert the report urgently as we have received another reminder from workshop for claim. Thanks.

Best Regards,  
Karen Chan  
Claims Department  
Tel: 6556 3523

**From:** Karen Chan Shiau Chin (Strides Automotive Services Pte Ltd)  
**Sent:** Thursday, April 13, 2023 2:42 PM  
**To:** Meng Yan (LKK Auto) <mengyan@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>; assignments <assignments@lkkauto.com>  
**Subject:** RE: SURVEY REPORT: PRI for SMJ9637Y – Our Insured: SMB1596B on 03/02/2023 Our Ref: D23000455MFBP/SMRT/EW/TPD-1 (BUS/02/23/5010/KC)

Dear Shiau Chan,

Any update on the survey report?  
Kindly revert urgently. Thanks.

Best Regards,  
Karen Chan  
Claims Department  
Tel: 6556 3523

**From:** Meng Yan (LKK Auto) <mengyan@lkkauto.com>  
**Sent:** Wednesday, April 5, 2023 5:01 PM  
**To:** Karen Chan Shiau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>; assignments <assignments@lkkauto.com>  
**Subject:** RE: SURVEY REPORT: PRI for SMJ9637Y – Our Insured: SMB1596B on 03/02/2023 Our Ref: D23000455MFBP/SMRT/EW/TPD-1 (BUS/02/23/5010/KC)

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Dear Karen,

Thank you for the email.

Dear Shiau Chan,

Please assist. CS/SMR23001349/Tqy3

Best Regards,  
**Yan** | Admin  
**LKK Auto Consultants Pte Ltd**  
Phone: 6741-8434 / Whatsapp call: 87813698 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Karen Chan Shiau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>  
**Sent:** Wednesday, April 5, 2023 4:41 PM  
**To:** assignments <assignments@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>  
**Cc:** Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>  
**Subject:** RE: SURVEY REPORT: PRI for SMJ9637Y – Our Insured: SMB1596B on 03/02/2023 Our Ref: D23000455MFBP/SMRT/EW/TPD-1 (BUS/02/23/5010/KC)

Dear Sir / Madam,

We have received reminder from 3P solicitor asking for settlement.  
Kindly look into the matter urgently & let us have your report soon. Thanks.

Best Regards,  
Karen Chan  
Claims Department  
Tel: 6556 3523

**From:** Karen Chan Siau Chin (Strides Automotive Services Pte Ltd)  
**Sent:** Monday, April 3, 2023 3:48 PM  
**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)  
**Cc:** Tan Wei Teck (Strides Automotive Services Pte Ltd) <[WeiTeck.Tan@strides.com.sg](mailto:WeiTeck.Tan@strides.com.sg)>  
**Subject:** RE: SURVEY REPORT: PRI for SMJ9637Y – Our Insured: SMB1596B on 03/02/2023 Our Ref: D23000455MFBP/SMRT/EW/TPD-1 (BUS/02/23/5010/KC)

Dear Sir / Madam,

Kindly provide the mentioned report urgently, thanks.

Best Regards,  
Karen Chan  
Claims Department  
Tel: 6556 3523

**From:** Karen Chan Siau Chin (Strides Automotive Services Pte Ltd)  
**Sent:** Friday, March 31, 2023 11:26 AM  
**To:** 'assignments@lkkauto.com' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; 'mengyan@lkkauto.com' <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>  
**Cc:** Tan Wei Teck (Strides Automotive Services Pte Ltd) <[WeiTeck.Tan@strides.com.sg](mailto:WeiTeck.Tan@strides.com.sg)>  
**Subject:** RE: SURVEY REPORT: PRI for SMJ9637Y – Our Insured: SMB1596B on 03/02/2023 Our Ref: D23000455MFBP/SMRT/EW/TPD-1 (BUS/02/23/5010/KC)

Dear Sir / Madam,

Any update?  
Kindly assist urgently. Thanks.

Best Regards,  
Karen Chan  
Claims Department  
Tel: 6556 3523

**From:** Karen Chan Siau Chin (Strides Automotive Services Pte Ltd)  
**Sent:** Wednesday, March 29, 2023 10:14 AM  
**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)  
**Cc:** Tan Wei Teck (Strides Automotive Services Pte Ltd) <[WeiTeck.Tan@strides.com.sg](mailto:WeiTeck.Tan@strides.com.sg)>  
**Subject:** SURVEY REPORT: PRI for SMJ9637Y – Our Insured: SMB1596B on 03/02/2023 Our Ref: D23000455MFBP/SMRT/EW/TPD-1 (BUS/02/23/5010/KC)

Dear Sir / Madam,

Attached herewith a copy of 3P survey report for your information & necessary action.  
Please do the necessary adjustment & let us have your report soon. Thanks.

Best Regards,  
Karen Chan  
Claims Department  
Tel: 6556 3523

**From:** Ong Hua Yen (Strides Automotive Services Pte Ltd) <[HuaYen.Ong@strides.com.sg](mailto:HuaYen.Ong@strides.com.sg)>  
**Sent:** Wednesday, February 8, 2023 9:01 AM  
**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)  
**Cc:** MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>; Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <[SiauChin.Chan@strides.com.sg](mailto:SiauChin.Chan@strides.com.sg)>; Tan Wei Teck (Strides Automotive Services Pte Ltd) <[WeiTeck.Tan@strides.com.sg](mailto:WeiTeck.Tan@strides.com.sg)>; Foo Chit Yan (Strides Automotive Services Pte Ltd) <[ChitYan.Foo@strides.com.sg](mailto:ChitYan.Foo@strides.com.sg)>  
**Subject:** FW: PRI for SMJ9637Y – Our Insured: SMB1596B on 03/02/2023 Our Ref: D23000455MFBP/SMRT/EW/TPD-1

Ref: TBA

Dear Yan,

Kindly survey on “ Without Prejudice ” basis.

TP: SMJ9637Y  
Insured: SMB1596B  
Workshop: Lim Motor Pte Ltd

Thank you.

Regards,

Hua Yen  
Claim Department

Strides Automotive Services Pte Ltd | 60 Woodlands Industrial Park E4 Singapore 757705  
DID: 6866 2650 | Fax: 6368 7421 | Email: [HuaYen.Ong@strides.com.sg](mailto:HuaYen.Ong@strides.com.sg)

**From:** [lara@avalonlaw.sg](mailto:lara@avalonlaw.sg) <[lara@avalonlaw.sg](mailto:lara@avalonlaw.sg)>  
**Sent:** Tuesday, 7 February 2023 5:26 pm  
**To:** Ong Hua Yen (Strides Automotive Services Pte Ltd) <[HuaYen.Ong@strides.com.sg](mailto:HuaYen.Ong@strides.com.sg)>  
**Cc:** [john@avalonlaw.sg](mailto:john@avalonlaw.sg); [claims@avalonlaw.sg](mailto:claims@avalonlaw.sg); MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>; Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <[SiauChin.Chan@strides.com.sg](mailto:SiauChin.Chan@strides.com.sg)>; Tan Wei

Teck (Strides Automotive Services Pte Ltd) <[WeiTeck.Tan@strides.com.sg](mailto:WeiTeck.Tan@strides.com.sg)>; Foo Chit Yan (Strides Automotive Services Pte Ltd) <[ChitYan.Foo@strides.com.sg](mailto:ChitYan.Foo@strides.com.sg)>  
**Subject:** RE: PRI for SMJ9637Y – Our Insured: SMB1596B on 03/02/2023 Our Ref: D23000455MFBP/SMRT/EW/TPD-1

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Dear Hua Yen,

Thank you for your email of even date.

Our client’s workshop details are as follows:

Name : **M/s Lim Motor Pte Ltd**  
Address : 160 Sin Ming Drive,  
05-20 Sin Ming Autocity,  
Singapore 575722.  
Contact Person : **Mr. Peter Lim**  
Telephone : **9766 7543(HP)/ 6552 7761 (Office)**

**You may send any of the surveyors (from LKK)** from your list. Please confirm if the survey can be conducted tomorrow?

Thank you.

Best Regards,

**Lara Ng**  
**for & on behalf of Mr John Koh**



Avalon Law Corporation  
Havelock II, 2 Havelock Road, #05-21  
Singapore 059763  
**Mobile:** +65 9008 3740

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**From:** Ong Hua Yen (Strides Automotive Services Pte Ltd) <[HuaYen.Ong@strides.com.sg](mailto:HuaYen.Ong@strides.com.sg)>  
**Sent:** Tuesday, 7 February 2023 4:06 pm  
**To:** [lara@avalonlaw.sg](mailto:lara@avalonlaw.sg)  
**Cc:** [john@avalonlaw.sg](mailto:john@avalonlaw.sg); [claims@avalonlaw.sg](mailto:claims@avalonlaw.sg); MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>; Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <[SiauChin.Chan@strides.com.sg](mailto:SiauChin.Chan@strides.com.sg)>; Tan Wei Teck (Strides Automotive Services Pte Ltd) <[WeiTeck.Tan@strides.com.sg](mailto:WeiTeck.Tan@strides.com.sg)>; Foo Chit Yan (Strides Automotive Services Pte Ltd) <[ChitYan.Foo@strides.com.sg](mailto:ChitYan.Foo@strides.com.sg)>  
**Subject:** RE: PRI for SMJ9637Y – Our Insured: SMB1596B on 03/02/2023 Our Ref: D23000455MFBP/SMRT/EW/TPD-1

Ref: TBA

WITHOUT PREJUDICE

Dear Sirs

We are the owner of SMB1596B as such we do not follow the new protocol.  
Attached is a copy of our insurers, MS First Capital Insurance Limited's letter for your perusal.  
Please let us have workshop contacts so our surveyor may call them to arrange for PRI without further delay.  
Thank you.

However, we have 6 surveyors for you to choose from :-

1. M/s LKK Bryan Ang Tani
2. M/s LKK Adrian Ling Wai Ping
3. M/s LKK Kenneth Kong Seng Cheong
4. M/s LKK Marcus Chua Kang Seng
5. M/s LKK Mohammed Rasul Bin Mohd Yunus
6. M/s LKK Mohamad Taufikh Bin Hamid

Regards,

Hua Yen  
Claim Department

Strides Automotive Services Pte Ltd | 60 Woodlands Industrial Park E4 Singapore 757705  
DID: 6866 2650 | Fax: 6368 7421 | Email: [Huayen.Ong@strides.com.sg](mailto:Huayen.Ong@strides.com.sg)

**From:** [lara@avalonlaw.sg](mailto:lara@avalonlaw.sg) <[lara@avalonlaw.sg](mailto:lara@avalonlaw.sg)>  
**Sent:** Tuesday, 7 February 2023 2:51 pm  
**To:** 'Joanne Tan Jo Ann' <[joannetan@msfirstcapital.com.sg](mailto:joannetan@msfirstcapital.com.sg)>; MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>  
**Cc:** Ong Hua Yen (Strides Automotive Services Pte Ltd) <[HuaYen.Ong@strides.com.sg](mailto:HuaYen.Ong@strides.com.sg)>; [john@avalonlaw.sg](mailto:john@avalonlaw.sg); [claims@avalonlaw.sg](mailto:claims@avalonlaw.sg); 'Eric Woo' <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>  
**Subject:** RE: PRI for SMJ9637Y – Our Insured: SMB1596B on 03/02/2023 Our Ref: D23000455MFBP/SMRT/EW/TPD-1

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Dear Sirs (FCI & SMRT),

Kindly disregard our earlier email (on withdrawing our request for the PRI).

Our client’s latest instruction is to proceed on the matter. The pre-repair inspection is to be carried out. As such, we would appreciate if you can arrange for the inspection tomorrow **i.e. 8/2/2023?**

Details of the location/ workshop contact have been given in our email dated 6 February 2023.

Thank you.

Best Regards,

**Lara Ng**  
**for & on behalf of Mr John Koh**



Avalon Law Corporation  
Havelock II, 2 Havelock Road, #05-21  
Singapore 059763  
**Mobile:** +65 9008 3740

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**From:** [lara@avalonlaw.sg](mailto:lara@avalonlaw.sg) <[lara@avalonlaw.sg](mailto:lara@avalonlaw.sg)>  
**Sent:** Tuesday, 7 February 2023 1:42 pm  
**To:** 'Joanne Tan Jo Ann' <[joannetan@msfirstcapital.com.sg](mailto:joannetan@msfirstcapital.com.sg)>; 'MTPRI' <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>  
**Cc:** 'Ong Hua Yen (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)' <[OngHuaYen@smrt.com.sg](mailto:OngHuaYen@smrt.com.sg)>; [john@avalonlaw.sg](mailto:john@avalonlaw.sg); [claims@avalonlaw.sg](mailto:claims@avalonlaw.sg); 'Eric Woo' <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>  
**Subject:** RE: PRI for SMJ9637Y – Our Insured: SMB1596B on 03/02/2023 Our Ref: D23000455MFBP/SMRT/EW/TPD-1

Dear Sirs,

We refer to the above matter.

We have our client’s instruction to withdraw our request for the PRI. We will also cease acting for Mr. Goh Keng Han in this matter.

Sorry for the inconvenience caused. Thank you.

Best Regards,

**Lara Ng**  
**for & on behalf of Mr John Koh**



Avalon Law Corporation  
Havelock II, 2 Havelock Road, #05-21  
Singapore 059763  
**Mobile:** +65 9008 3740

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**From:** Joanne Tan Jo Ann <[joannetan@msfirstcapital.com.sg](mailto:joannetan@msfirstcapital.com.sg)>  
**Sent:** Monday, 6 February 2023 5:20 pm  
**To:** MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>  
**Cc:** Ong Hua Yen (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <[OngHuaYen@smrt.com.sg](mailto:OngHuaYen@smrt.com.sg)>; [lara@avalonlaw.sg](mailto:lara@avalonlaw.sg); [john@avalonlaw.sg](mailto:john@avalonlaw.sg); [claims@avalonlaw.sg](mailto:claims@avalonlaw.sg); Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>  
**Subject:** PRI for SMJ9637Y – Our Insured: SMB1596B on 03/02/2023 Our Ref: D23000455MFBP/SMRT/EW/TPD-1

Dear Hua Yen,

For PRI.

Thank you and Regards,  
Joanne Tan  
Motor Claims

**MS First Capital Insurance Ltd**  
16 Raffles Quay #42-01 Hong Leong Building|Singapore 048581  
D: 6507 3848 | F: 6507 3849 | Reg. No. 195000106C  
Website <http://www.msfirstcapital.com.sg>

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and notify the sender immediately by return e-mail.

**From:** [lara@avalonlaw.sg](mailto:lara@avalonlaw.sg) <[lara@avalonlaw.sg](mailto:lara@avalonlaw.sg)>  
**Sent:** Monday, February 6, 2023 3:40 PM  
**To:** Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>  
**Cc:** [john@avalonlaw.sg](mailto:john@avalonlaw.sg); [claims@avalonlaw.sg](mailto:claims@avalonlaw.sg)  
**Subject:** FW: REQUEST PRI: 2022.0506.PDPI.JK - ACCIDENT INVOLVING SMJ9637Y (OUR CLIENT) & SMB1596B ON 3/2/2023 AT 1805 HOURS AT/ ALONG RAFFLES BOULEVARD

Your Ref: SMB1596B  
Our Ref: 2022.0506.PDPI.JK

Dear Sirs,

**NOTICE OF ACCIDENT**  
*Pre-action protocol for non-injury cases occurring on or after 1 April 2016 (“Protocol”)*

1. We are instructed by our client, **GOH KENG HAN** to notify you of the abovesaid accident. A copy of our client's Police Report (**SMJ9637Y**) is attached for your attention.
2. As a result of the accident, our client's vehicle has been damaged. Before our client proceeds to repair his vehicle, please let us know **within 2 working days** of your receipt of this Notice whether you 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 shall proceed to repair the vehicle without further reference to you.
3. Please be informed that the said vehicle can be inspected at:

Name : **M/s Lim Motor Pte Ltd**  
Address : 160 Sin Ming Drive,  
              #05-20 Sin Ming Autocity,  
              Singapore 575722.  
Contact Person : **Mr. Peter Lim**  
Telephone : **9766 7543(HP)/ 6552 7761 (Office)**

4. All of our client's rights are hereby reserved.

Best Regards,

**Ng Zhen Qi, Lara**

Legal Executive

***for & on behalf of Mr John Koh***



**Avalon Law Corporation**

Avalon Law Corporation  
Havelock II, 2 Havelock Road, #05-21  
Singapore 059763  
**Mobile:** +65 9008 3740

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