

Veron Chen (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 14 November 2024 5:37 PM
To: 'Phoebe Xie (CTPIS)'; Hueh Yin (LKK Auto); assignments; SUR
Cc: claims@premiumauto.com.sg
Subject: RE: ACCIDENT INVOLVING SMU 7690 Y AND YOUR INSURED SML 6146 G DATED 6/11/2024 SNM24D206269

Dear Phoebe,

We accept direct settlement with 100% liability clearance in our client's favor.

For avoidance of dispute during final settlement we appreciate if you can advise your agreement on the LOU / LOR rate. As per NIMA protocol, we will be assisting our client to claim for LOU \$ 120 / LOR \$ 180 per day (before GST) including of weekend. Kindly let us have your approval.

We would also like to clarify that your good office had checked on the policy of your insured and had confirmed that there are no policy breaches or concerns that might result in an investigation of which a repudiation could occur. Kindly notify us if there any impending investigations promptly.

Thank you.

Best Regards,
En Qi Lim
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9924 f. +65 6841 1183

e. claims@premiumauto.com.sg w. www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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From: Phoebe Xie (CTPIS) <phoebe.xie@sg.cntaiping.com>
Sent: Thursday, 14 November 2024 5:26 pm
To: Claims <claims@premiumauto.com.sg>; 'Hueh Yin (LKK Auto)' <huehyin@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SMU 7690 Y AND YOUR INSURED SML 6146 G DATED 6/11/2024 SNM24D206269

[Internal]

1. Based on the available information, we would like to explore a direct settlement for the sake of an amicable settlement and on a without any admission of liability basis.
2. Please let us have your quantification of claim including your client's Letter of Authority once repair cost and days are finalised with our surveyor for our further consideration.
3. The claim for loss of use and/or rental per day, if any, will be strictly based on the Non-Injury Motor Accident (NIMA) benchmark and surveyor's recommendation.
4. This proposal shall not be deemed or construed to be (a) an admission of the truth or falsity of any actual or potential claims or (b) an acknowledgment or admission by China Taiping Insurance Pte Ltd of any fault or liability whatsoever to the insured or to any third party.
5. This proposal of direct settlement in paragraphs 1 to 4 above is CONDITIONAL upon China Taiping's Policy liability being engaged, and China Taiping Insurance Pte Ltd reserve any and all rights under our Policy to investigate further into the claim and to make a determination on our Policy coverage, including our rights to reject the claim should new evidence be available. In the event that we reject our Policy coverage, you will then have to look directly to our insured and /or insured motorist for recovery of any sums you may incur or may have incurred towards repairs for the vehicle.

From: Claims <claims@premiumauto.com.sg>

Sent: Thursday, November 14, 2024 3:06 PM

To: 'Hueh Yin (LKK Auto)' <huehyin@lkkauto.com>; Phoebe Xie (CTPIS) <phoebe.xie@sg.cntaiping.com>; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SMU 7690 Y AND YOUR INSURED SML 6146 G DATED 6/11/2024 SNM24D206269

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Phoebe,

The survey had been carried out today by Surveyor – Steve already.

Kindly advise liability clearance and direct settlement.

We appreciate your swift attention to this matter and look forward to your reply.

Thank you.

Best Regards,
En Qi Lim
Claims Administrator

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From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 13 November 2024 11:50 am
To: 'Hueh Yin (LKK Auto)' <huehyin@lkkauto.com>; 'Phoebe Xie (CTPIS)' <phoebe.xie@sg.cntaiping.com>;
'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: ACCIDENT INVOLVING SMU 7690 Y AND YOUR INSURED SML 6146 G DATED 6/11/2024 SNM24D206269

Dear Phoebe,

Kindly advise liability clearance and direct settlement.

We appreciate your swift attention to this matter and look forward to your reply.

Thank you.

Best Regards,
En Qi Lim
Claims Administrator

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From: Hueh Yin (LKK Auto) <huehyin@lkkauto.com>
Sent: Wednesday, 13 November 2024 11:00 am

To: claims <claims@premiumauto.com.sg>; 'Phoebe Xie (CTPIS)' <phoebe.xie@sg.cntaiping.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SMU 7690 Y AND YOUR INSURED SML 6146 G DATED 6/11/2024 SNM24D206269

Dear Kee Siang,

Thank you for the email.

officer in-charge liaise with Phoebe Xie for direct settlement & liability clearance.

Best Regards,

Hueh Yin | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: claims <claims@premiumauto.com.sg>

Sent: Wednesday, November 13, 2024 10:34 AM

To: Hueh Yin (LKK Auto) <huehyin@lkkauto.com>; 'Phoebe Xie (CTPIS)' <phoebe.xie@sg.cntaiping.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SMU 7690 Y AND YOUR INSURED SML 6146 G DATED 6/11/2024 SNM24D206269

Dear Huey Yin

Kindly find above attached is the estimate for your perusal.

Please advise us who is the officer in-charge shall we liaise with for direct settlement & liability clearance.

Best Regards,

Kee Siang

Claims Advisor

 **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e. <mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

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From: Hueh Yin (LKK Auto) <huehyin@lkkauto.com>
Sent: Monday, 11 November 2024 9:34 am
To: Claims <claims@premiumauto.com.sg>; 'Phoebe Xie (CTPIS)' <phoebe.xie@sg.cntaiping.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SMU 7690 Y AND YOUR INSURED SML 6146 G DATED 6/11/2024 SNM24D206269

Dear George,

Noted with thanks.

We will arrange accordingly.

Best Regards,

Hueh Yin | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Claims <claims@premiumauto.com.sg>
Sent: Friday, November 8, 2024 6:16 PM
To: 'Phoebe Xie (CTPIS)' <phoebe.xie@sg.cntaiping.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: ACCIDENT INVOLVING SMU 7690 Y AND YOUR INSURED SML 6146 G DATED 6/11/2024 SNM24D206269

Dear LKK,

Please arrange for car survey on next Thursday 14/11 @2pm at Audi 55 ubi rd 1 , owner waiting.

Thank you

Best regards,
George Wong
Claims advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

281 Alexandra Road Singapore 159938

p. +65 6366 2323 d. 66900293

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From: Phoebe Xie (CTPIS) [<mailto:phoebe.xie@sg.cntaiping.com>]

Sent: Friday, 8 November 2024 11:21 AM

To: Claims; assignments; 'SUR'

Subject: RE: ACCIDENT INVOLVING SMU 7690 Y AND YOUR INSURED SML 6146 G DATED 6/11/2024
SNM24D206269

[Internal]

Dear LKK,

Please survey vehicle.

Thank you

Phoebe Xie

Assistant Manager, Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

From: Claims <claims@premiumauto.com.sg>

Sent: Thursday, November 7, 2024 5:05 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: claims@premiumauto.com.sg

Subject: ACCIDENT INVOLVING SMU 7690 Y AND YOUR INSURED SML 6146 G DATED 6/11/2024

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Dear all,

Kindly assist in the liability clearance for above mentioned case. We are in the opinion that our client is not the proximate cause of the accident.

Therefore, we propose for direct settlement at 100% liability clearance in our clients favour.

Please advise who the officer in-charge we shall liaise with.

Attached are the GIA report for your reference and we will send you the estimate once it is ready.

Please assign LKK to conduct the survey.

Thank you.

Best regards,
George Wong
Claims advisor

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