

Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: Monday, 27 May 2019 3:29 PM
To: claims@premiumauto.com.sg
Cc: Hsiao Tong (LKKAuto); Admin A
Subject: RE: LOD - ACCIDENT INVOLVING SLQ 1123 R AND YOUR INSURED SJQ 4131 X DATED ON 08/01/2019 ***LKK REF:CC3/AIG19001010/Apb3

Tracking:	Recipient	Delivery
	claims@premiumauto.com.sg	
	Hsiao Tong (LKKAuto)	Delivered: 27/5/2019 3:29 PM
	Admin A	
	shupeil@lkkauto.com	Delivered: 27/5/2019 3:29 PM
	olivialau@lkkauto.com	Delivered: 27/5/2019 3:29 PM

Without Prejudice (save as to costs)

Dear Sirs/Mdm,

The above matter refers.

We confirm settlement as follows: -

1. Cost of Repair (w/GST)	\$ 1,928.14
2. Loss of Use (3 days x \$60)	\$ 180.00
3. GIA Search Fee	\$ 2.00
TOTAL	<u>\$ 2,110.14</u>

Kindly take note that we will proceed to close file accordingly.

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,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Claims <claims@premiumauto.com.sg>
Sent: Saturday, 25 May 2019 9:57 AM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: LOD - ACCIDENT INVOLVING SLQ 1123 R AND YOUR INSURED SJQ 4131 X DATED ON 08/01/2019 ***LKK
REF:CC3/AIG19001010/Apb3

Dear Claim team,

Above attachment is for your perusal. We will pass the LOD to Adrian by hand shortly.

Thank you.

Best Regards,
Mastura
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183
e. mastura@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Tuesday, 29 January 2019 4:24 PM
To: Claims <claims@premiumauto.com.sg>; 'NORA ' <nora.khai@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SLQ 1123 R AND YOUR INSURED SJQ 4131 X DATED ON 08/01/2019 ***LKK
REF:CC3/AIG19001010/Apb3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

Please note that all finalisation subject to insurer's approval.

"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 | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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

Sent: Tuesday, 29 January 2019 3:02 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; 'NORA ' <nora.khai@premiumauto.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SLQ 1123 R AND YOUR INSURED SJQ 4131 X DATED ON 08/01/2019 ***LKK
REF:CC3/AIG19001010/pb3

Dear Hsiao Tong,

The driver inform us had file the report on TTS euro car. Kindly contact the driver 91449065 to check.

Thank you.

Best Regards,

Tony Foong

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9828 **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



http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

Sent: Tuesday, 29 January, 2019 2:15 PM

To: Claims Dept <claims@premiumauto.com.sg>; 'NORA ' <nora.khai@premiumauto.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SLQ 1123 R AND YOUR INSURED SJQ 4131 X DATED ON 08/01/2019 ***LKK
REF:CC3/AIG19001010/pb3

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

We are checking with AIG if insured had lodge the accident report and we will get back to you asap.

"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 | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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

Sent: Tuesday, 29 January 2019 1:04 PM

To: 'NORA ' <nora.khai@premiumauto.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SLQ 1123 R AND YOUR INSURED SJQ 4131 X DATED ON 08/01/2019 ***LKK
REF:CC3/AIG19001010/pb3

Dear Hsiao Tong,

We are following up and would like to check if there is any new updates on your side? Has you been able to get thru your insured?

Thank you.

Best Regards,

Kelvin Khoo

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9911 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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: NORA [<mailto:nora.khai@premiumauto.com.sg>]

Sent: Saturday, 26 January 2019 12:32 PM

To: 'Hsiao Tong (LKKAuto)'; 'Claims'

Cc: 'Admin A'; 'assignments'

Subject: RE: ACCIDENT INVOLVING SLQ 1123 R AND YOUR INSURED SJQ 4131 X DATED ON 08/01/2019 ***LKK
REF:CC3/AIG19001010/pb3

Dear Hsiao Tong,

We are following up and would like to check if there is any new updates on your side? Has you been able to get thru your insured?

Thank you.

Best Regards,

Norah Khai

Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9827 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



http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: NORA [<mailto:nora.khai@premiumauto.com.sg>]

Sent: Monday, 21 January 2019 3:57 PM

To: 'Hsiao Tong (LKKAUTO)'; 'Claims'

Cc: 'Admin A'; 'assignments'

Subject: RE: ACCIDENT INVOLVING SLQ 1123 R AND YOUR INSURED SJQ 4131 X DATED ON 08/01/2019 ***LKK
REF:CC3/AIG19001010/pb3

Dear Hsiao Tong,

Our client do not wish to revert to Own Damage. Is anyone on your side contacting your insured?

Kindly continue to follow up.

Thank you.

Best Regards,

Norah Khai
Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9827 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



http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

Sent: Monday, 21 January 2019 1:02 PM

To: NORA ; 'Claims'

Cc: Admin A; assignments

Subject: RE: ACCIDENT INVOLVING SLQ 1123 R AND YOUR INSURED SJQ 4131 X DATED ON 08/01/2019 ***LKK

REF:CC3/AIG19001010/pb3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that our insured has yet lodge the accident. Therefore, we are unable to comment liability at this moment.

You may advise your client to convert OD claim.

"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 | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: NORA <nora.khai@premiumauto.com.sg>
Sent: Monday, 21 January 2019 9:10 AM
To: Shu Pei (LKKAUTO) <shupeil@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SLQ 1123 R AND YOUR INSURED SJQ 4131 X DATED ON 08/01/2019 ***LKK
REF:CC3/AIG19001010/pb3

Dear Hsiao Tong,

Kindly advise liability clearance and direct settlement.
Our client grace period is ending soon.

Thank you.

Best regards,

Norah Khai
Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9827 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



http://www.audi.com.sg/sea/brand/sq/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Shu Pei (LKKAUTO) [<mailto:shupeil@lkkauto.com>]
Sent: Wednesday, 16 January 2019 5:46 PM
To: 'Claims'
Cc: Admin A; assignments; Hsiao Tong (LKKAUTO)
Subject: FW: ACCIDENT INVOLVING SLQ 1123 R AND YOUR INSURED SJQ 4131 X DATED ON 08/01/2019 ***LKK
REF:CC3/AIG19001010/pb3

Dear George,

We refer to the below email.

Please be informed that we are currently pending for our insured's report.

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

Our respective case handler will look into the matter and revert to you in due course.

Thank you

To check availability of the case handler , you may contact the undersigned.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

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

Sent: Tuesday, 15 January 2019 6:06 PM

To: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: 'Claims' <claims@premiumauto.com.sg>

Subject: ACCIDENT INVOLVING SLQ 1123 R AND YOUR INSURED SJQ 4131 X DATED ON 08/01/2019

Dear all,

Kindly assist in the liability clearance for the above mentioned case. We propose for 100% direct settlement in our clients favour.

We herein attached the GIA report for direct settlement for your reference.

We will forward you the estimate once is available.

TP is insured with AIG

Please assist to arrange survey on 18 of Jan @ 1130AM , Owner waiting.

Do take note, video were uploaded in the Merimen.

Thank you.

Best Regards,

George Wong

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 66900293 f. +65 64751023

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

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

Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you