

Hsiao Tong (LKKAuto)

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 11 June 2019 4:47 PM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: RE: ACCIDENT INVOLVING SKT 523 Y AND YOUR INSURED SKT7807H DATED ON 16/05/2019

Dear Hsiao Tong,

Owner has decided to withdraw the claims.

We will forward the addendum once necessary changes have been made.

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



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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, 7 June 2019 9:20 AM
To: claims@premiumauto.com.sg
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SKT 523 Y AND YOUR INSURED SKT7807H DATED ON 16/05/2019

Without Prejudice

Dear Kee Siang,

Our insured replied as follows for your information:

To share with you, i went to the authorised workshop Lai Huat at Singming after the accident but the workshop told m that i need to undertake the cost of the repair to my car as the case is 50 to 50. Since the damages to my car is only scratches and according to the workshop respective party will bear their own repair cost, i decided not to proceed with repair and not to claim against the other party.

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: Hsiao Tong (LKKAuto)

Sent: Friday, 7 June 2019 8:30 AM

To: claims@premiumauto.com.sg

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

Subject: RE: ACCIDENT INVOLVING SKT 523 Y AND YOUR INSURED SKT7807H DATED ON 16/05/2019

Without Prejudice

Dear Sirs/Mdm,

Apologised for late response.

Please be informed that our insured disputed full liability against his policy as our insured driver reported that both parties were changing into the same lane.

We are of the view that the scene photo submitted by your client is inconclusive.

We will seek instruction from our principal and 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 <claims@premiumauto.com.sg>

Sent: Thursday, 6 June 2019 5:48 PM

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

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

Subject: RE: ACCIDENT INVOLVING SKT 523 Y AND YOUR INSURED SKT7807H DATED ON 16/05/2019

Dear Hsiao Tong,

Any update on liability clearance? Appreciate your kind and urgent reply so that we can revert the update to our client.

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



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

Sent: Tuesday, 4 June 2019 12:02 PM

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

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

Subject: RE: ACCIDENT INVOLVING SKT 523 Y AND YOUR INSURED SKT7807H DATED ON 16/05/2019

Dear Hsiao Tong,

Any update ? Please let us have your kind reply.

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

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

Sent: Friday, 31 May 2019 6:17 PM

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

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

Subject: RE: ACCIDENT INVOLVING SKT 523 Y AND YOUR INSURED SKT7807H DATED ON 16/05/2019

Dear Hsiao Tong,

Any update on liability clearance ?

Thank you.

Best Regards

Kelvin Khoo

Claims Advisor

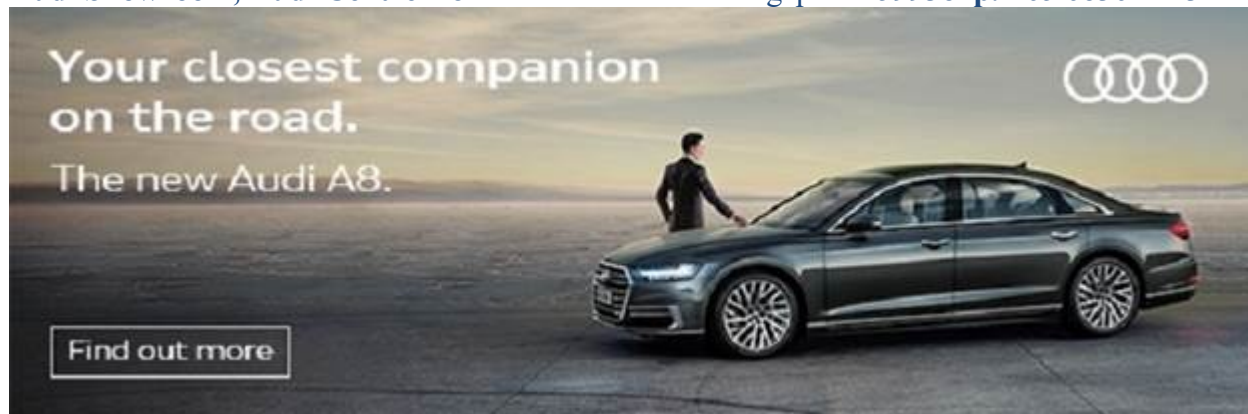
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

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

Sent: Tuesday, 28 May 2019 4:28 PM

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

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

Subject: RE: ACCIDENT INVOLVING SKT 523 Y AND YOUR INSURED SKT7807H DATED ON 16/05/2019

Hi Hsiao Tong,

Any revert ?

Thank you.

Best Regards,

Kee Siang

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

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

Sent: Monday, 27 May, 2019 3:34 PM

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

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

Subject: RE: ACCIDENT INVOLVING SKT 0523 Y AND YOUR INSURED SKT7807H DATED ON 16/05/2019

Dear Hsiao Tong,

Please kindly refer back to your principle insured sketch which is wrong that both vehicle was encroaching into a lane

Refer to our client's photo clearly show her vehicle is stationary at her own lane, while your insured vehicle changing into her lane and caused the accident and surge forward after the impact.

Nevertheless, your insured also admitted in his report that he was changing lane. Also could be his carelessness that our client's vehicle was at his blind spot stationary when he is changing lane. Therefore, our client is fully not at fault for this accident.

Looking forward for your kind reply.

Thank You.

Best Regards,
Kee Siang
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

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

Sent: Tuesday, 21 May 2019 4:29 PM

To: Claims

Cc: Admin A

Subject: RE: ACCIDENT INVOLVING SKT 0523 Y AND YOUR INSURED SKT7807H DATED ON 16/05/2019

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

Please be informed that liability is unclear. Attached is a copy of our insured accident report for your easy reference.

Kindly let us have evidences (ie: video footage/ scene photos / PIR) in order for us to look into the matter.

Appreciate an early reply.

SKETCH PLAN

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

At CTE exit towards Braddell, I was changing lanes. I have checked that there was no on-coming car, therefore I changed lane from the outer right lane to the middle lane. At this moment, I collided at the side with the other car from the outer left lane.

The left side of my car collide with the right side of the other car.

“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, 21 May 2019 3:56 PM

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

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

Subject: RE: ACCIDENT INVOLVING SKT 0523 Y AND YOUR INSURED SKT7807H DATED ON 16/05/2019

Resend,

Dear Hsiao Tong,

Kindly assist to follow up liability clearance.

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 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



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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 21 May, 2019 3:55 PM
To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: ACCIDENT INVOLVING SKT 0523 Y AND YOUR INSURED SKT7807H DATED ON 16/05/2019

Dear Hsiao Tong,

Survey has been done today by Adrian, kindly advise who is the OIC to follow up liability clearance.

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 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

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From: Nora Khai PA [<mailto:nora.khai@premiumauto.com.sg>]

Sent: Saturday, 18 May, 2019 10:25 AM

To: 'Claims' <claims@premiumauto.com.sg>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>

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

Subject: RE: ACCIDENT INVOLVING SKT 0523 Y AND YOUR INSURED SKT7807H DATED ON 16/05/2019

Dear Hsiao Tong,

Kindly advise on liability and direct settlement.

Attached is the repair estimate for your kind reference.

Thank you.

Kind Regards,

Norah Khai

Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6366 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



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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, May 16, 2019 6:20 PM
To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: ACCIDENT INVOLVING SKT 0523 Y AND YOUR INSURED SKT7807H DATED ON 16/05/2019

Dear Hsiao Tong,

Kindly assist to follow up liability clearance.

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 9828 f. +65 6841 1183

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

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From: Shu Pei (LKKAuto) [<mailto:shupe@lkkauto.com>]
Sent: Thursday, 16 May, 2019 4:06 PM
To: Claims <claims@premiumauto.com.sg>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SKT 0523 Y AND YOUR INSURED SKT7807H DATED ON 16/05/2019

Dear Diyana,

We refer to the above matter.

Please be informed that we are currently **pending for OI GIA 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: Thursday, 16 May 2019 12:12 PM

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

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

Subject: ACCIDENT INVOLVING SKT 0523 Y AND YOUR INSURED SKT7807H DATED ON 16/05/2019

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.

Kindly arrange the survey on 21/05/2019, Tuesday, 3pm.

Best Regards,

Diyana

Claims Admin Assistant

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

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