

Jia Le (LKK Auto)

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 10 September 2020 9:46 AM
To: Jia Le (LKK Auto); Admin A
Cc: claims@premiumauto.com.sg
Subject: RE: LOD - Your ref: SJA1989S [ACCIDENT INVOLVING VEHICLES SCW8166X AND SJA1989S ON 24/05/2019]

Hi Jia Le,

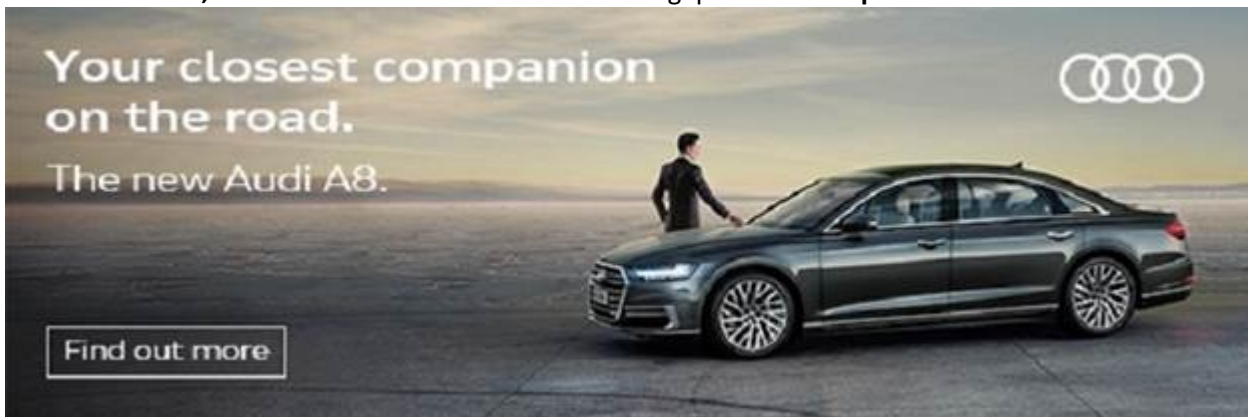
Our client will not be claiming for pain and suffering.

In regards to the general practitioner, he was referred to SGH verbally by the said person. There were no documentations produced during the interaction.

Thank you.

Best Regards,
Nadia
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 8826 8736 **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: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Wednesday, 9 September, 2020 2:23 PM
To: Claims <claims@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: LOD - Your ref: SJA1989S [ACCIDENT INVOLVING VEHICLES SCW8166X AND SJA1989S ON 24/05/2019]

WITHOUT PREJUDICE

Dear Nadia,

If your client decide to claim pain and suffering, our principal comments that you should issue a separate LOD for TP medical expenses claim from the other PD claim against last vehicle insurer.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

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

Sent: Tuesday, 8 September 2020 6:11 PM

To: Jia Le (LKK Auto); Admin A

Cc: claims@premiumauto.com.sg

Subject: RE: LOD - Your ref: SJA1989S [ACCIDENT INVOLVING VEHICLES SCW8166X AND SJA1989S ON 24/05/2019]

Dear Jia Le,

Our client would like to claim pain and suffering. Kindly state your offer.

Thank you.

Best Regards,

Nadia

Claims Administrator

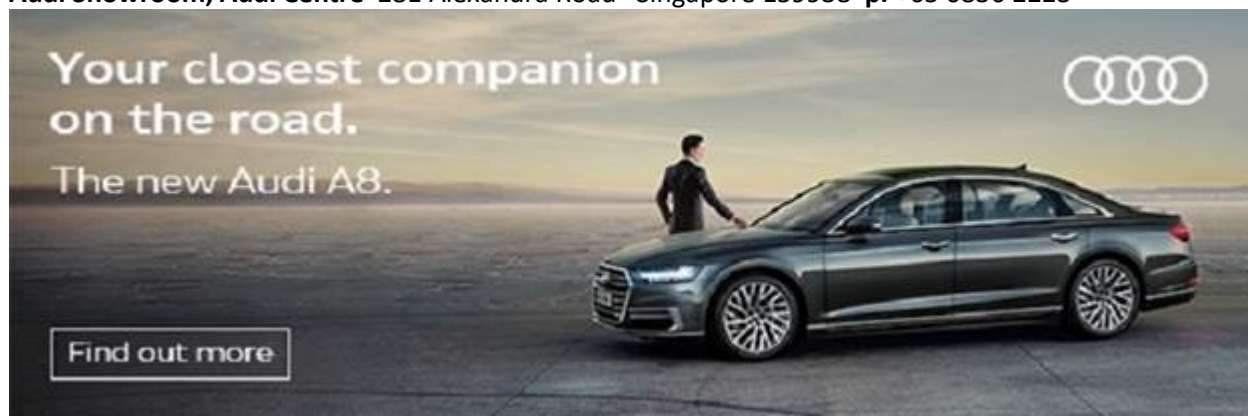
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From: Jia Le (LKK Auto) [<mailto:Jiale@lkkauto.com>]

Sent: Monday, 7 September, 2020 5:43 PM

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

Subject: RE: LOD - Your ref: SJA1989S [ACCIDENT INVOLVING VEHICLES SCW8166X AND SJA1989S ON 24/05/2019]

WITHOUT PREJUDICE

Dear Nadia,

Also, please advise and confirm that whether your client is only claiming for medical expenses and no other such as pain or suffering.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Jia Le (LKK Auto)

Sent: Monday, 7 September 2020 3:19 PM

To: Claims; Admin A

Subject: RE: LOD - Your ref: SJA1989S [ACCIDENT INVOLVING VEHICLES SCW8166X AND SJA1989S ON 24/05/2019]

WITHOUT PREJUDICE

Dear Nadia,

From the report, your client mentioned that he went to see a general practitioner before referred to Singapore General Hospital. Kindly let us have the documents.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

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

Sent: Monday, 7 September 2020 12:00 PM

To: Jia Le (LKK Auto); Admin A

Cc: claims@premiumauto.com.sg

Subject: RE: LOD - Your ref: SJA1989S [ACCIDENT INVOLVING VEHICLES SCW8166X AND SJA1989S ON 24/05/2019]

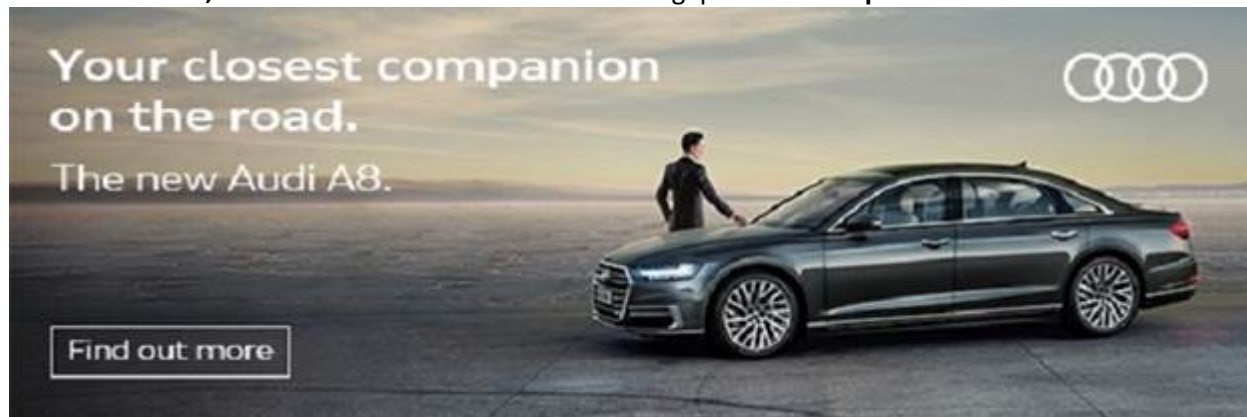
Dear Jia Le,

Kindly advise whether there has been any updates from your principal.

Thank you.

Best Regards,
Nadia
Claims Administrator

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From: Jia Le (LKK Auto) [<mailto:Jiale@lkkauto.com>]
Sent: Tuesday, 25 August, 2020 10:42 AM
To: Claims <claims@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: LOD - Your ref: SJA1989S [ACCIDENT INVOLVING VEHICLES SCW8166X AND SJA1989S ON 24/05/2019]

WITHOUT PREJUDICE

Dear Nadia,

We are pending our principal instruction on this matter.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,
Chan Jia Le | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6841 2157 | email: Jiale@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

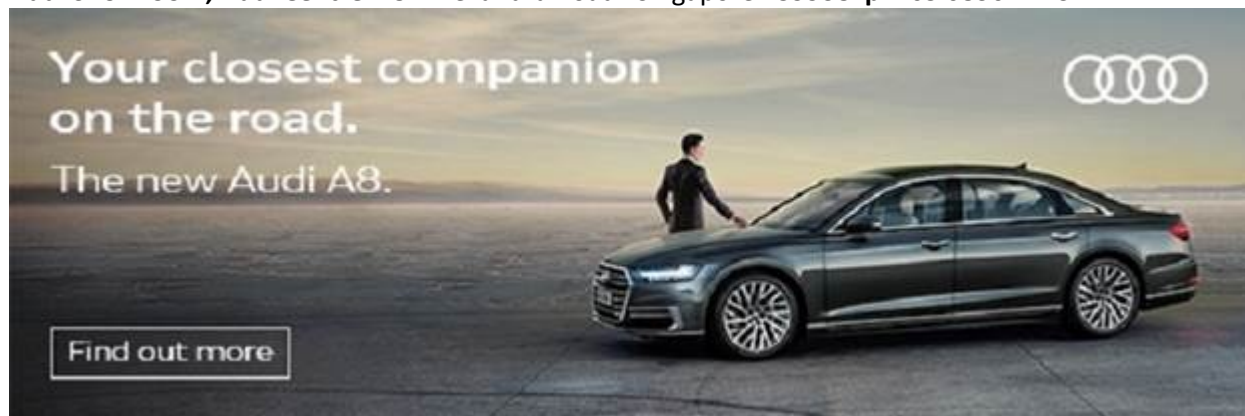
From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 25 August 2020 9:21 AM
To: Jia Le (LKK Auto); Admin A
Cc: claims@premiumauto.com.sg
Subject: RE: LOD - Your ref: SJA1989S [ACCIDENT INVOLVING VEHICLES SCW8166X AND SJA1989S ON 24/05/2019]

Dear Jia Le,

Have you looked into the supporting documents?

**Best Regards,
Nadia
Claims Administrator**

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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 21 August, 2020 3:03 PM
To: 'Jia Le (LKK Auto)' <JiaLe@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: LOD - Your ref: SJA1989S [ACCIDENT INVOLVING VEHICLES SCW8166X AND SJA1989S ON 24/05/2019]

Dear Jia Le,

Attached copies:

- 1) ***AMENDED*** DEMAND LETTER
- 2) MEDICAL REPORT BILL
- 3) MEDICAL MEMO

Kindly note the changes in the demand letter.

Thank you.

**Best Regards,
Nadia
Claims Administrator**

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