

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Tuesday, 6 October 2020 8:58 AM
To: Claims; Admin A
Subject: RE: LOD - Your ref: SJA1989S [ACCIDENT INVOLVING VEHICLES SCW8166X AND SJA1989S ON 24/05/2019]

WITHOUT PREJUDICE

Dear Nadia,

AIG officer is Bennie Tan.

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: Saturday, 3 October 2020 9:27 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,

Please advise who is the OIC from AIG.

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: Friday, 2 October, 2020 2:14 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,

Since the amount is quite high and it was unable to consider on medical expenses, therefore our principal maintain their instruction.

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, 28 September 2020 8:51 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 matter again? Do let us know.

Thank you.

Best Regards,

Nadia

Claims Administrator

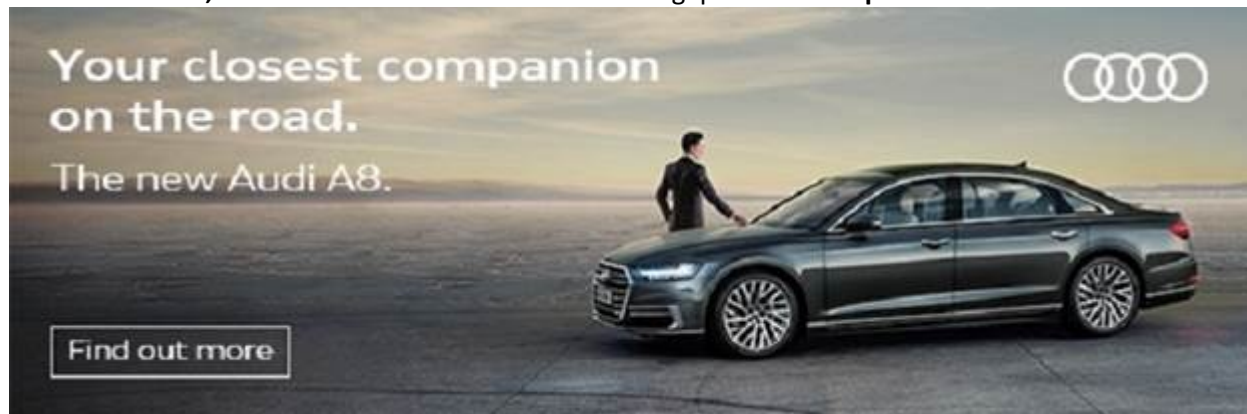
Premium Automobiles Pte Ltd (Reg No 199902271W)

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

Sent: Thursday, 17 September, 2020 11:16 AM

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]

Hi Jia Le,

As our client has suffered these injuries during the time of accident involving your insured and as per BOLA all claims to be directed to the immediate vehicle behind. It is fair that he should be reimbursed in full for the medical fees that he had paid for.

Do look into the receipts and reports forwarded to you in our earlier correspondences and hope you can expedite to settle it.

Best Regards,

Nadia

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Thursday, 17 September, 2020 10:50 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,

Kindly write the reason that you insisted to include the medical claim against AIG. So that, we can forward and seek the instruction again.

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: Wednesday, 16 September 2020 4:35 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,

Yes, kindly issue a separate LOD for medical expenses to claim against the 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: Wednesday, 16 September 2020 9:14 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,

Let me clarify if your principal is requesting only for PD and that the medical claim should be submitted to the other TP instead (NTUC)?

Best Regards,

Nadia

Claims Administrator

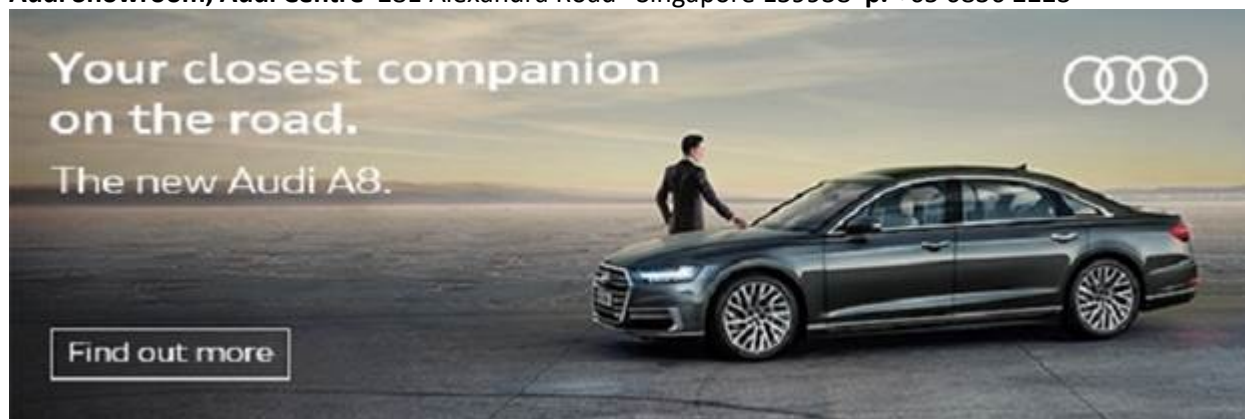
Premium Automobiles Pte Ltd (Reg No 199902271W)

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

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

Sent: Tuesday, 15 September, 2020 11:15 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,

After review the matter, you should issue a separate LOD for medical expenses claim from the other PD claim against last vehicle insurer. As our principal opinion that the last vehicle (SJS650E – NTUC) is the proximate cause to said accident.

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: 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

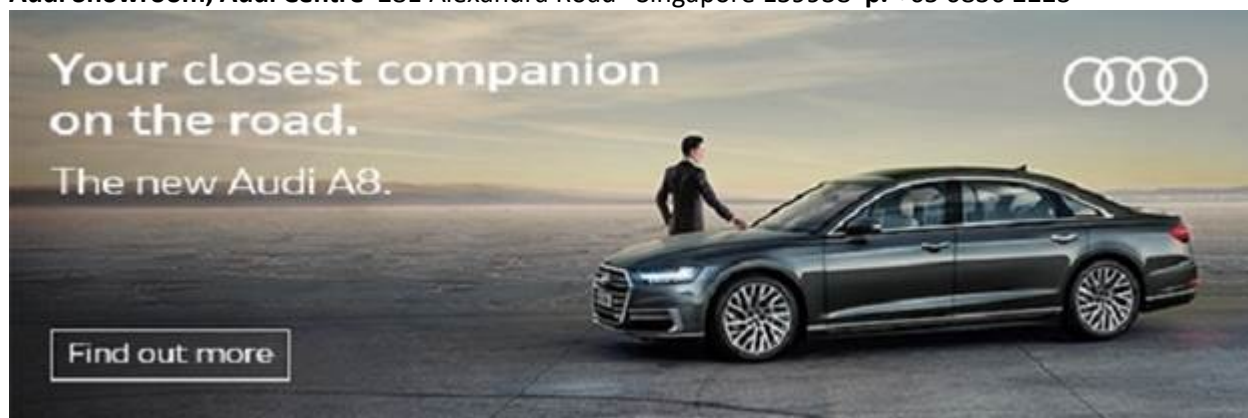
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From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

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

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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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

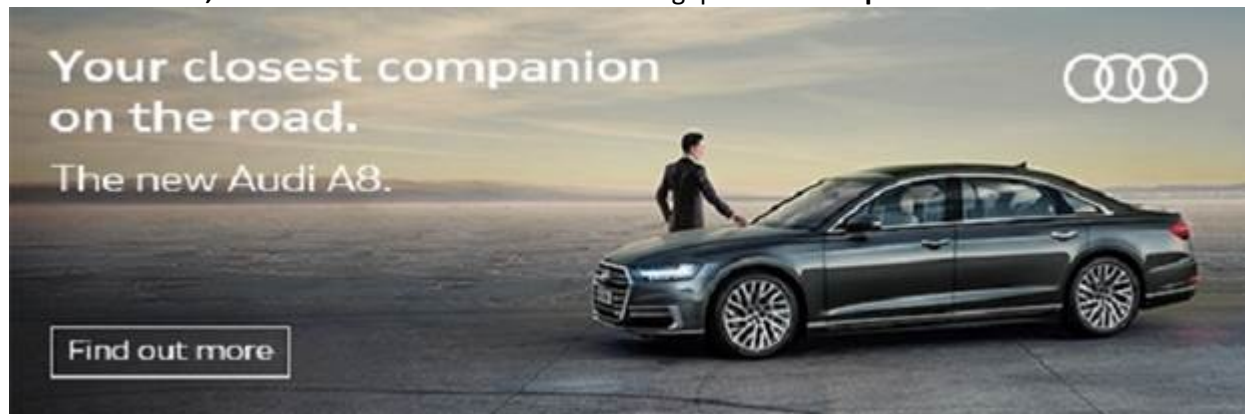
Premium Automobiles Pte Ltd (Reg No 199902271W)

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

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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

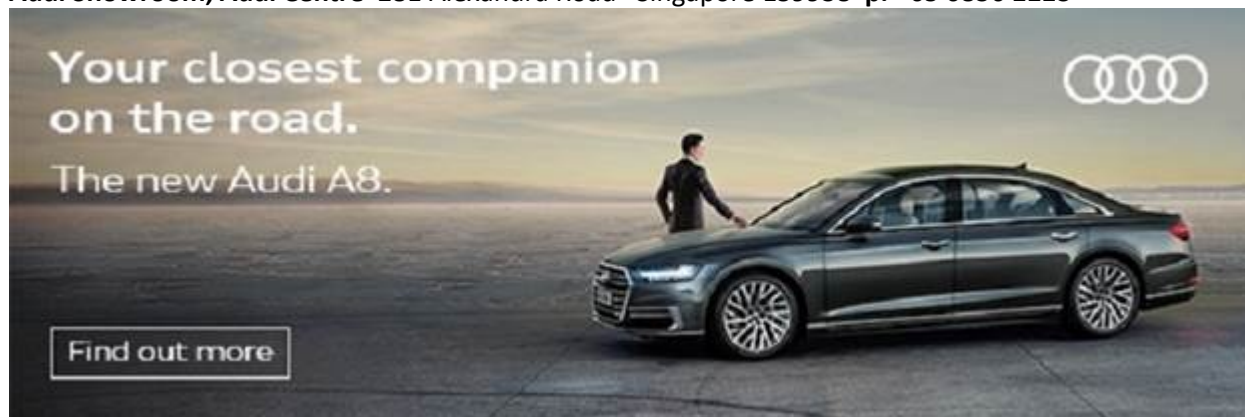
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From: Claims [<mailto:claims@premiumauto.com.sg>]

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**

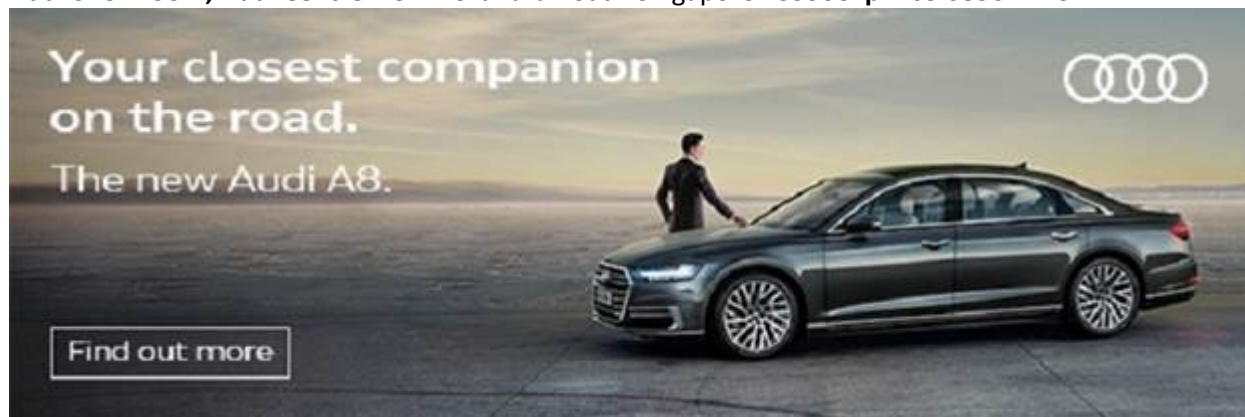
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From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Friday, 26 June, 2020 9:33 AM

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]

Hi Jia Le,

Note that owner still has not provided the memo despite reminders. Please give us some time to check with him again.

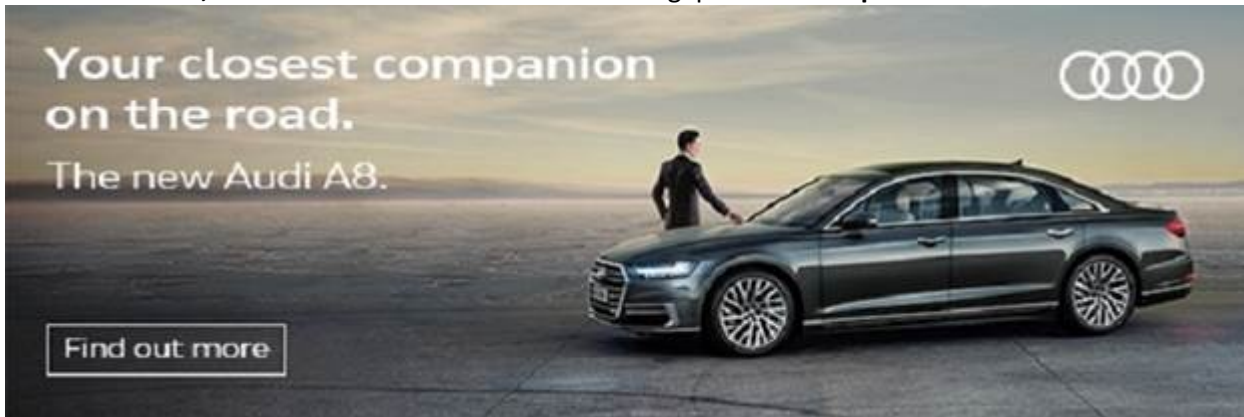
**Best Regards,
Nadia
Claims Administrator**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Thursday, 25 June, 2020 11:39 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,

Any updates?

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: Wednesday, 22 April 2020 11:22 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,

We will check with our client and revert to you in due course.

Best Regards,

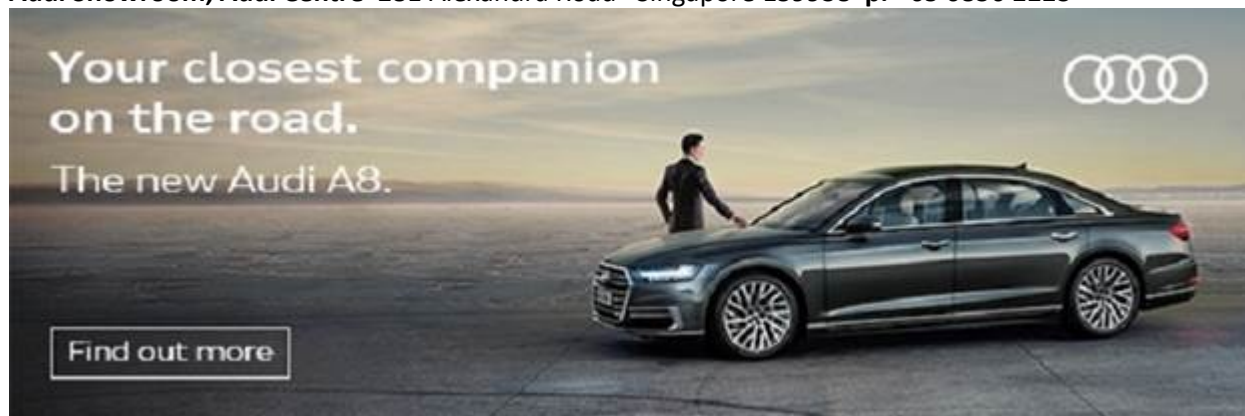
Nadia

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Wednesday, 22 April, 2020 11:13 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 refer to the above matter.

We propose settlement as follows:-

1. Cost of Repair (w/GST)	\$ 5,316.96
2. Loss of Use (3days x \$50)	\$ 150.00
3. LTA/GIA Search Fee	\$ 2.00
4. Medical Fee (without doctor's memo)	\$ 464.91
TOTAL	\$ 5,933.87

Please confirm acceptance.

“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.”

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, 20 April 2020 8:44 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,

Have you checked with your principal regarding below request?

Best Regards,

Nadia

Claims Administrator

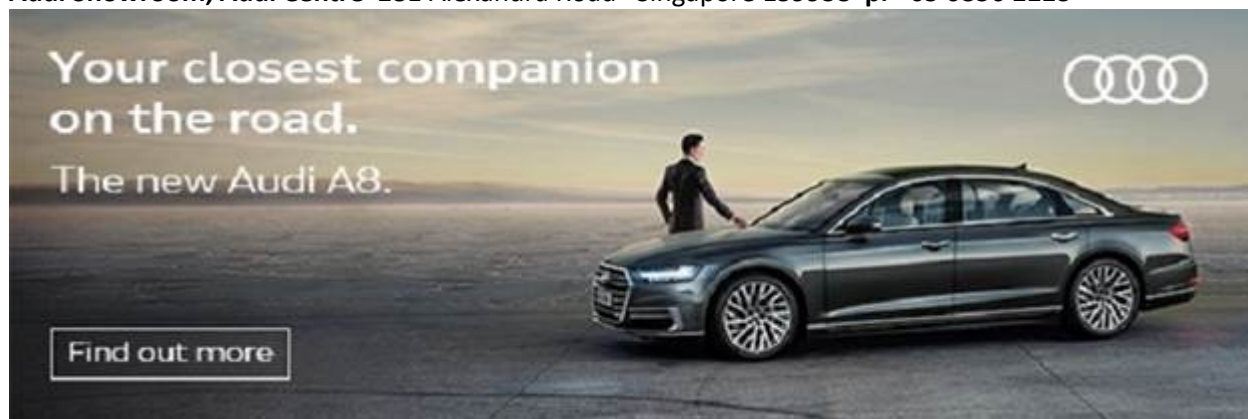
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From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Friday, 3 April, 2020 12:01 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]

Hi Jia Le,

Would like to enquire whether there are any possibilities for claim to be moved without medical memo?

Our client has reached to SGH to obtain required documents but has been having difficulties due to the current hospital preventives.

We do seek your assistance to try to get your principal's approval on the matter.

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: Friday, 3 January, 2020 3:19 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 Sir/Mdm,

Kindly let us have the doctor's memo for invoice dated 10/06/2019 and 13/06/2019 as request by our principal.

Thank you.

“Wishing you a Happiness and Prosperity New Year”

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: Thursday, 2 January 2020 5:45 PM
To: Jia Le (LKK Auto); Admin A; Adrian Ling (LKKAuto)
Cc: claims@premiumauto.com.sg
Subject: RE: LOD - Your ref: SJA1989S [ACCIDENT INVOLVING VEHICLES SCW8166X AND SJA1989S ON 24/05/2019]

Dear Jia Le,

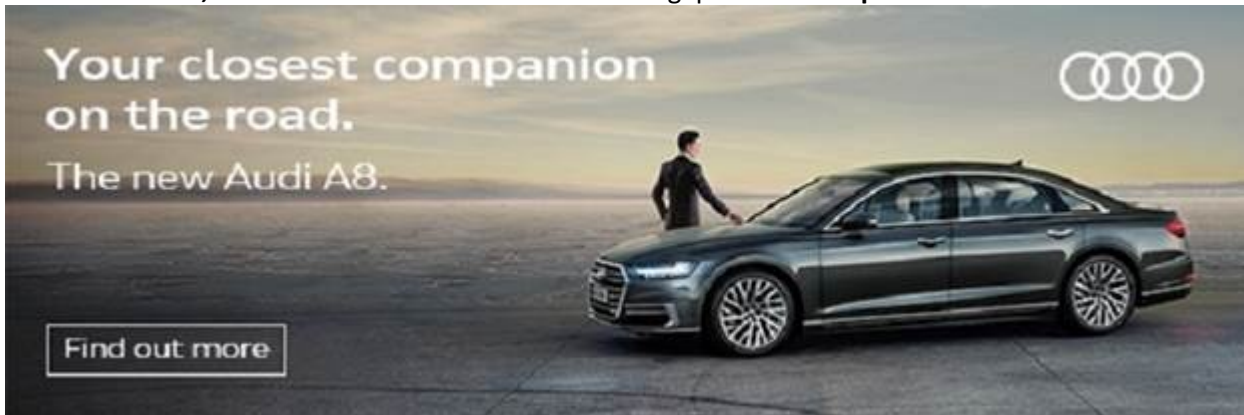
Attached LOD for your perusal. We will submit over original documents by hand to Adrian.

Kindly keep a look out and arrange for settlement upon receiving.

Thank you.

**Best Regards,
Nadia
Claims Administrator**

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From: Jia Le (LKK Auto) [<mailto:Jiale@lkkauto.com>]
Sent: Thursday, 12 December, 2019 12:26 PM
To: claims@premiumauto.com.sg
Subject: Your ref: SJA1989S [ACCIDENT INVOLVING VEHICLES SCW8166X AND SJA1989S ON 24/05/2019]

WITHOUT PREJUDICE

Dear Sir/Mdm,

Kindly let us have a copy of LOD for our necessary action.

Thank you.

"Best Wishes for Merry Christmas & Happy New Year 2020"

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)