

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 10 June 2021 9:14 AM
To: 'Shafawati'
Cc: Admin A; AccReport; CS A Team; claims-singapore
Subject: RE: Reminder (5): CC3/QBE19016029/K1ha3q2 LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

Without Prejudice (save as to costs)

Dear Sirs/Mdm,

We refer to your below email.

We have further reviewed the matter and we do not agree to 50-50. At [0:00:01] of the video, you can see a taxi driving pass, which our insured gave way to before entering the main road. Our insured would not expect any vehicle to be making a U-turn as there are no road signs around to permit it.

Nevertheless, for an amicable settlement, we have our principal instruction to offer at a global sum of **\$330.00(all-in)** towards your client's claim.

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."

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Shafawati <shafawati.rabu@premierauto.com.sg>
Sent: Wednesday, 2 June 2021 10:18 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; AccReport <AccReport@premierauto.com.sg>; CS A Team <cs-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: RE: Reminder (5): CC3/QBE19016029/K1ha3q2 LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

WITHOUT PREJUDICE

Dear Sirs,

We refer to our email below.

Please revert soonest.

Thank you

Regards

Shafawati Md Rabu
Claims Settlement Officer
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 076 | DID: 64100946 | Fax: 6214 1511

From: Shafawati
Sent: Wednesday, 5 May 2021 4:42 pm
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; AccReport <AccReport@premierauto.com.sg>; CS A Team <cs-a@lkkauto.com>
Subject: RE: Reminder (4): CC3/QBE19016029/K1ha3q2 LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

WITHOUT PREJUDICE

Dear Sirs,

We refer to your email below.

We are not agreeable that your insured has zero liability for this case.

The scene video given shows your insured did not stop at the stop line and turned out while our client was already in the midst of turning.

Solely for amicable settlement to close this case, we propose 50% settlement.

We opine 50/50 is fair and reasonable.

Please reconsider and looking forward to your acceptance.

Thank you

Regards

Shafawati Md Rabu
Claims Settlement Officer
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 076 | DID: 64100946 | Fax: 6214 1511

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Thursday, 29 April 2021 12:57 pm
To: Shafawati <shafawati.rabu@premierauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; AccReport <AccReport@premierauto.com.sg>; CS A Team <cs-a@lkkauto.com>
Subject: RE: Reminder (4): CC3/QBE19016029/K1ha3q2 LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We have further reviewed the matter and we regret to inform you that we maintain our position as per our email dated 25 March, 2020. Our insured was already in the main road, completely out of the stop line when your client collided into our insured vehicle in the midst of a U-turn.

Thanks.

“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 (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Shafawati <shafawati.rabu@premierauto.com.sg>
Sent: Wednesday, 28 April 2021 12:30 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; AccReport <AccReport@premierauto.com.sg>; CS A Team <cs-a@lkkauto.com>
Subject: Reminder (4): CC3/QBE19016029/K1ha3q2 LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

WITHOUT PREJUDICE

Dear Sirs,

Please revert on our claim soonest.

Thank you

Regards

Shafawati Md Rabu
Claims Settlement Officer
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 076 | DID: 64100946 | Fax: 6214 1511

From: Shafawati
Sent: Wednesday, 31 March 2021 3:13 pm
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; AccReport <AccReport@premierauto.com.sg>; CS A Team <cs-a@lkkauto.com>
Subject: RE: Reminder (3): CC3/QBE19016029/K1ha3q2 LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

WITHOUT PREJUDICE

Dear Sirs,

We refer to the above mentioned.

Please revert urgently.

Thank you

Regards

Shafawati Md Rabu
Claims Settlement Officer
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 076 | DID: 64100946 | Fax: 6214 1511

From: Shafawati
Sent: Saturday, 20 February 2021 11:09 am
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; AccReport <AccReport@premierauto.com.sg>; CS A Team <cs-a@lkkauto.com>
Subject: RE: Reminder (2): CC3/QBE19016029/K1ha3q2 LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

WITHOUT PREJUDICE

Dear Hsiao Tong,

We refer to the above mentioned.

Please revert soonest.

Thank you

Regards

Shafawati Md Rabu
Claims Settlement Officer
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 076 | DID: 64100946 | Fax: 6214 1511

From: Shafawati
Sent: Thursday, 21 January 2021 4:35 pm
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; AccReport <AccReport@premierauto.com.sg>; CS A Team <cs-a@lkkauto.com>
Subject: Reminder (1): CC3/QBE19016029/K1ha3q2 LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

WITHOUT PREJUDICE

Dear Sirs,

We refer to our email dated 10/06/2020.

Please revert soonest.

Thank you

Regards

Shafawati Md Rabu
Claims Settlement Officer
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 076 | DID: 64100946 | Fax: 6214 1511

From: Shafawati
Sent: Thursday, 3 December 2020 10:15 am
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; AccReport <AccReport@premierauto.com.sg>; CS A Team <cs-a@lkkauto.com>
Subject: Reminder: CC3/QBE19016029/K1ha3q2 LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

WITHOUT PREJUDICE

Dear Sirs,

We refer to the above mentioned.

Please revert on our email dated 10/06/2020 soonest.

Thank you

Regards

Shafawati Md Rabu
Claims Settlement Officer
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 076 | DID: 64100946 | Fax: 6214 1511

From: Shafawati
Sent: Thursday, 29 October 2020 3:49 pm
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; AccReport <AccReport@premierauto.com.sg>; CS A Team <cs-a@lkkauto.com>
Subject: RE: CC3/QBE19016029/K1ha3q2 LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

WITHOUT PREJUDICE

Dear Sirs,

We refer to our email below.

Please revert soonest.

Thank you

Regards

Shafawati Md Rabu
Claims Settlement Officer
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 076 | DID: 64100946 | Fax: 6214 1511

From: Shafawati
Sent: Wednesday, 23 September 2020 10:39 am
To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; AccReport <AccReport@premierauto.com.sg>; CS A Team <cs-a@lkkauto.com>
Subject: RE: CC3/QBE19016029/K1ha3q2 LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

WITHOUT PREJUDICE

Dear Sirs,

We refer to your email below.

Any updates on this.

Please let us have your reply urgently.

Thank you

Regards

Shafawati Md Rabu
Claims Settlement Officer
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 076 | DID: 64100946 | Fax: 6214 1511

NOTE: Please be informed that we have changed our email from Shafawati.rabu@premiertaxi.com to Shafawati.rabu@premierauto.com.sg

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Wednesday, 10 June 2020 4:08 pm
To: Shafawati <shafawati.rabu@premierauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; AccReport <AccReport@premierauto.com.sg>; CS A Team <cs-a@lkkauto.com>
Subject: RE: CC3/QBE19016029/K1ha3q2 LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

Without Prejudice

Dear Sirs/Mdm,

Thank you for your email.

We will check and get back to 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.”

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,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Shafawati <shafawati.rabu@premierauto.com.sg>
Sent: Wednesday, 10 June 2020 1:50 PM
To: CS A Team <cs-a@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; AccReport <AccReport@premierauto.com.sg>
Subject: RE: CC3/QBE19016029/K1ha3q2 LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

WITHOUT PREJUDICE

Dear Sirs,

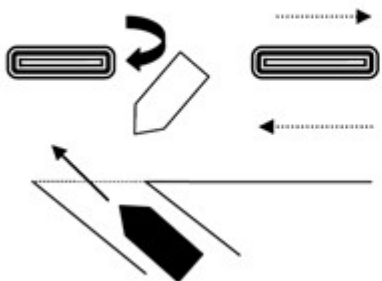
We refer to the above mentioned.

Please let us have your reply on our email dated 25.03.2020

We are maintaining 100% settlement based on this scenario. It was seen from the video your insured did not stopped at the stopped line to check.

Should you maintain rejection, we shall escalate to GIA for ruling.

Please let us have your reply soonest.

11.	(c)		Vehicle X – Turning into Main Road Vehicle Y – U-turning *All U-turns (legal / illegal), or turns not prohibited by road markings. Reason: Vehicle approaching main road should exercise greater caution.	100%	0%
-----	-----	--	---	------	----

Thank you

Regards

Shafawati Md Rabu
Claims Settlement Officer
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 076 | DID: 64100946 | Fax: 6214 1511

NOTE: Please be informed that we have changed our email from Shafawati.rabu@premiertaxi.com to Shafawati.rabu@premierauto.com.sg

From: Shafawati
Sent: Thursday, 23 April 2020 10:52 am
To: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; AccReport <AccReport@premierauto.com.sg>
Subject: RE: CC3/QBE19016029/K1ha3q2 LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

WITHOUT PREJUDICE

Dear Vic,

We refer to our email below.

Please let us have your reply soonest.

Thank you

Regards

Shafawati Md Rabu
Claims Settlement Officer
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 076 | DID: 64100946 | Fax: 6214 1511

NOTE: Please be informed that we have changed our email from Shafawati.rabu@premiertaxi.com to Shafawati.rabu@premierauto.com.sg

From: Shafawati
Sent: Wednesday, 25 March 2020 12:04 pm
To: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; AccReport <AccReport@premierauto.com.sg>
Subject: RE: CC3/QBE19016029/K1ha3q2 LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

WITHOUT PREJUDICE

Dear Vic,

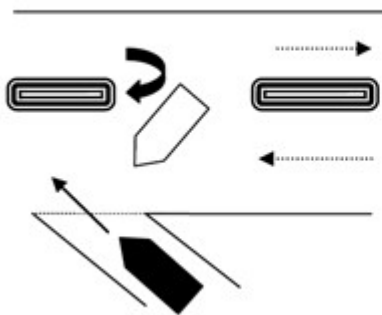
We refer to your email below.

We in view BOLA S11(c) applies.

We are maintaining 100% settlement based on this scenario. It was seen from the video your insured did not stopped at the stopped line to check.

Should you maintain rejection, we shall escalate to GIA for ruling.

Please let us have your reply soonest.

11. (c)		Vehicle X – Turning into Main Road Vehicle Y – U-turning *All U-turns (legal / illegal), or turns not prohibited by road markings. Reason: Vehicle approaching main road should exercise greater caution.	100%	0%
---------	---	---	------	----

Thank you

Regards

Shafawati Md Rabu
Claims Settlement Assistant
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 076 | DID: 64100946 | Fax: 6214 1511

NOTE: Please be informed that we have changed our email from Shafawati.rabu@premiertaxi.com to Shafawati.rabu@premierauto.com.sg

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🌳 Please Consider Your Environmental Responsibility Before Printing This E-mail. SAVE OUR TREES and REDUCE POLLUTION 🌳

From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]
Sent: Wednesday, 25 March, 2020 11:00 AM
To: Shafawati
Cc: Admin A; AccReport; Vic (LKKAuto)
Subject: RE: CC3/QBE19016029/K1ha3q2 LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

Without Prejudice

Dear Shafawati,

We refer further to the below email.

Please be informed that our principal had further reviewed the matter and based on the available information and evidence at hand, our principal is in the view that our Insured's version is more probable.

As such, in view that our Insured's vehicle is already in the main road and your client was making a Uturn, we have our principal's instruction and that we are unable to look into your client's claim.

We will now close the matter in our end.

Thank you.

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

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From: Shafawati [<mailto:shafawati.rabu@premierauto.com.sg>]
Sent: Thursday, 6 February, 2020 11:55 AM
To: Vic (LKKAuto)
Cc: CS A Team; Admin A; AccReport
Subject: RE: CC3/QBE19016029/K1ha3q2 LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

WITHOUT PREJUDICE

Dear Vic,

We refer to the above mentioned.

Any offer for this case?

Appreciate your early reply.

Thank you

Regards

Shafawati Md Rabu
Claims Settlement Assistant
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 076 | DID: 64100946 | Fax: 6214 1511

NOTE: Please be informed that we have changed our email from Shafawati.rabu@premiertaxi.com to Shafawati.rabu@premierauto.com.sg

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 Please Consider Your Environmental Responsibility Before Printing This E-mail. SAVE OUR TREES and REDUCE POLLUTION 

From: Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]
Sent: Thursday, 31 October, 2019 8:28 AM
To: Shafawati
Cc: CS A Team; Admin A; AccReport
Subject: FW: LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

Without Prejudice

Dear Sir / Madam,

Thank you for your email.

Please be informed that this matter is now handled by my colleague, Mr Vic.

Hi Vic,

FYNA, our ref CC3/QBE19016029/K1ha3q2

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 (Ext:119) Email: SuLi@lkkauto.com Fax: 67414108

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

From: Shafawati [<mailto:shafawati.rabu@premiertaxi.com>]

Sent: Wednesday, 30 October 2019 7:37 PM

To: CS A Team

Cc: AccReport; Admin A

Subject: LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

WITHOUT PREJUDICE

Dear Sirs,

Your Ref: GBA2757H

Our Ref: SHC6202J/SR

Date of accident: 09.09.2019

We refer to the above mentioned accident.

Hereby we would like to append our losses from **QBE Insurance (Singapore) Pte Ltd**, as insurers of vehicle number **GBA2757H** which their insured driver's negligence driving in the above accident.

Enclosed herewith our letter of demand, supporting documents and scene video for your kind perusal.

Kindly look into the matter and let us have your favourable reply as soon as possible.

To expedite this claim settlement, please reply to us by email.

Thank you

Regards

Shafawati Md Rabu

Claims Settlement Assistant

Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443

Tel: 6214 8880 Ext 076 | DID: 64100946 | Fax: 6214 1511

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