

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 29 April 2021 12:57 PM  
**To:** 'Shafawati'  
**Cc:** Admin A; AccReport; CS A Team  
**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](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

S(408933)

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**From:** Shafawati <[shafawati.rabu@premierauto.com.sg](mailto:shafawati.rabu@premierauto.com.sg)>

**Sent:** Wednesday, 28 April 2021 12:30 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; AccReport <[AccReport@premierauto.com.sg](mailto:AccReport@premierauto.com.sg)>; CS A Team <[cs-a@lkkauto.com](mailto: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](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; AccReport <[AccReport@premierauto.com.sg](mailto:AccReport@premierauto.com.sg)>; CS A Team <[cs-a@lkkauto.com](mailto: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](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; AccReport <[AccReport@premierauto.com.sg](mailto:AccReport@premierauto.com.sg)>; CS A Team <[cs-a@lkkauto.com](mailto: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

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**From:** Shafawati  
**Sent:** Thursday, 21 January 2021 4:35 pm  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; AccReport <[AccReport@premierauto.com.sg](mailto:AccReport@premierauto.com.sg)>; CS A Team <[cs-a@lkkauto.com](mailto: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

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**From:** Shafawati  
**Sent:** Thursday, 3 December 2020 10:15 am  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; AccReport <[AccReport@premierauto.com.sg](mailto:AccReport@premierauto.com.sg)>; CS A Team <[cs-a@lkkauto.com](mailto: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](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; AccReport <[AccReport@premierauto.com.sg](mailto:AccReport@premierauto.com.sg)>; CS A Team <[cs-a@lkkauto.com](mailto: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](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; AccReport <[AccReport@premierauto.com.sg](mailto:AccReport@premierauto.com.sg)>; CS A Team <[cs-a@lkkauto.com](mailto: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](mailto:Shafawati.rabu@premiertaxi.com) to [Shafawati.rabu@premierauto.com.sg](mailto:Shafawati.rabu@premierauto.com.sg)*

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**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Wednesday, 10 June 2020 4:08 pm  
**To:** Shafawati <[shafawati.rabu@premierauto.com.sg](mailto:shafawati.rabu@premierauto.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; AccReport <[AccReport@premierauto.com.sg](mailto:AccReport@premierauto.com.sg)>; CS A Team <[cs-a@lkkauto.com](mailto: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](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

S(408933)

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**From:** Shafawati <[shafawati.rabu@premierauto.com.sg](mailto:shafawati.rabu@premierauto.com.sg)>  
**Sent:** Wednesday, 10 June 2020 1:50 PM  
**To:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; AccReport <[AccReport@premierauto.com.sg](mailto:AccReport@premierauto.com.sg)>

**Subject:** RE: CC3/QBE19016029/K1ha3q2 LOD / Accident involving SHC6202J & GBA2757H on 09.09.19 (QBE Case)

WITHOUT PREJUDICE

Dear Sirs,

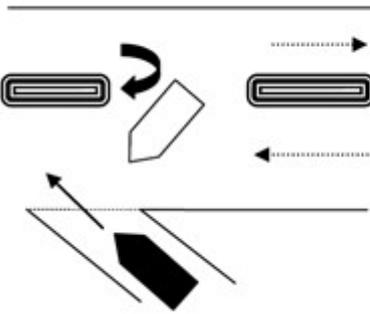
We refer to the above mentioned.

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<br>Vehicle Y – U-turning<br><br>*All U-turns (legal / illegal), or turns not prohibited by road markings.<br><br><b>Reason:</b> 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](mailto:Shafawati.rabu@premiertaxi.com) to [Shafawati.rabu@premierauto.com.sg](mailto:Shafawati.rabu@premierauto.com.sg)*

---

**From:** Shafawati  
**Sent:** Thursday, 23 April 2020 10:52 am  
**To:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; AccReport <[AccReport@premierauto.com.sg](mailto: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](mailto:Shafawati.rabu@premiertaxi.com) to [Shafawati.rabu@premierauto.com.sg](mailto:Shafawati.rabu@premierauto.com.sg)*

---

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

WITHOUT PREJUDICE

Dear Vic,

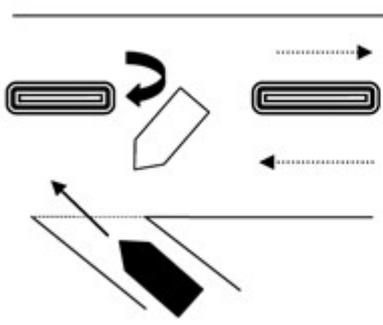
We refer to your email below.

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<br>Vehicle Y – U-turning<br><br>*All U-turns (legal / illegal), or turns not prohibited by road markings.<br><br><b>Reason:</b> 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](mailto:Shafawati.rabu@premiertaxi.com) to [Shafawati.rabu@premierauto.com.sg](mailto:Shafawati.rabu@premierauto.com.sg)*

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**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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

*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](mailto:Shafawati.rabu@premiertaxi.com) to [Shafawati.rabu@premierauto.com.sg](mailto:Shafawati.rabu@premierauto.com.sg)*

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---

**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](mailto: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 apend 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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