

Jaslin Kok (LKK Auto)

From: Vincent Chua <vincent.chua@premierauto.com.sg>
Sent: Thursday, 17 December 2020 9:40 AM
To: Jaslin Kok (LKK Auto)
Cc: AccReport; Admin A
Subject: RE: DISCHARGE VOUCHER / Accident involving SHC6988A and SMP8774J on 04.07.2020 *** LKK REF : CC4/AIG20007010/Era3
Attachments: image010.wmz; image013.wmz; image022.wmz; image026.wmz; 17122020093718-0001.pdf

Without Prejudice

Dear Jaslin,

Hereby attached signed Discharge Voucher and Letter of Authority.

Kindly let us have your settlement payment of **\$3,383.20/- (5 days)** in favour of Premier Automotive Services Pte Ltd soonest possible.

Please be informed that this settlement excludes any bodily injuries arising out of the above said accident and pertains to property damages only.

Thank you.

Regards

Vincent Chua
Operations Officer & Claims Settlement Assistant
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 075 | DID: 6544 6689 | Fax: 6214 1511
Visit us at: www.premiertaxi.com.sg

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

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From: Jaslin Kok (LKK Auto) [mailto:jaslinkok@lkkauto.com]
Sent: Wednesday, 16 December 2020 5:26 pm
To: Vincent Chua <vincent.chua@premierauto.com.sg>
Cc: AccReport <AccReport@premierauto.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: (REMINDER) LOD / Accident involving SHC6988A and SMP8774J on 04.07.2020 *** LKK REF : CC4/AIG20007010/Era3

WITHOUT PREJUDICE

Dear Sirs/Mdm,

Thank you for acceptance.

Please duly sign the [Release Voucher](#) enclosed and return to **us(LKK)** for our necessary action.

"Best Wishes for Merry Christmas & Happy New Year 2021"

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Vincent Chua <vincent.chua@premierauto.com.sg>

Sent: Wednesday, 16 December 2020 4:19 PM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: AccReport <AccReport@premierauto.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: (REMINDER) LOD / Accident involving SHC6988A and SMP8774J on 04.07.2020 *** LKK REF : CC4/AIG20007010/Era3

Without Prejudice

Dear Jaslin,

Thank you for your offer.

Hereby attached Final Repair invoice for SHC6988A.

On a without prejudice basis and without admission of liability whatsoever on our client's part and driver of SHC6988A, our client is agreeable on your offer of **\$3,383.20/- (5 days)** for the settlement on the above claim.

Kindly let us have your discharge voucher of **\$3,383.20/- (5 days)** in favour of Premier Automotive Services Pte Ltd soonest possible.

Please be informed that this settlement excludes any bodily injuries arising out of the above said accident and pertains to property damages only.

Thank you.

Regards

Vincent Chua

Operations Officer & Claims Settlement Assistant

Premier Automotive Services Pte Ltd

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

Tel: 6214 8880 Ext 075 | DID: 6544 6689 | Fax: 6214 1511

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From: Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]
Sent: Wednesday, 16 December 2020 3:29 pm
To: Vincent Chua <vincent.chua@premierauto.com.sg>
Cc: AccReport <AccReport@premierauto.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: (REMINDER) LOD / Accident involving SHC6988A and SMP8774J on 04.07.2020 *** LKK REF : CC4/AIG20007010/Era3

Your Ref: **SHC 6988A**

LKK Ref: CC4/AIG20007010/Era3

Without Prejudice

Dear Sirs/Mdm,

ACCIDENT INVOLVING SMP 8774J AND SHC 6988A ON 04.07.2020

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 3,156.50
2. Loss of Use (5 days x \$44.94)	\$ 224.70
4. LTA Search Fee	\$ 2.00
Total	\$ 3,383.2

Please confirm acceptance.

"Best Wishes for Merry Christmas & Happy New Year 2021"

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Vincent Chua <vincent.chua@premierauto.com.sg>
Sent: Tuesday, 15 December 2020 4:25 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: AccReport <AccReport@premierauto.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: (REMINDER) LOD / Accident involving SHC6988A and SMP8774J on 04.07.2020 *** LKK REF : CC4/AIG20007010/Era3

Without Prejudice

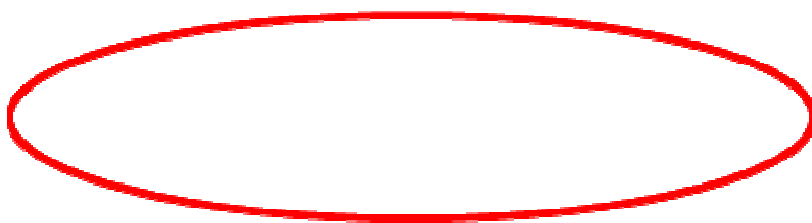
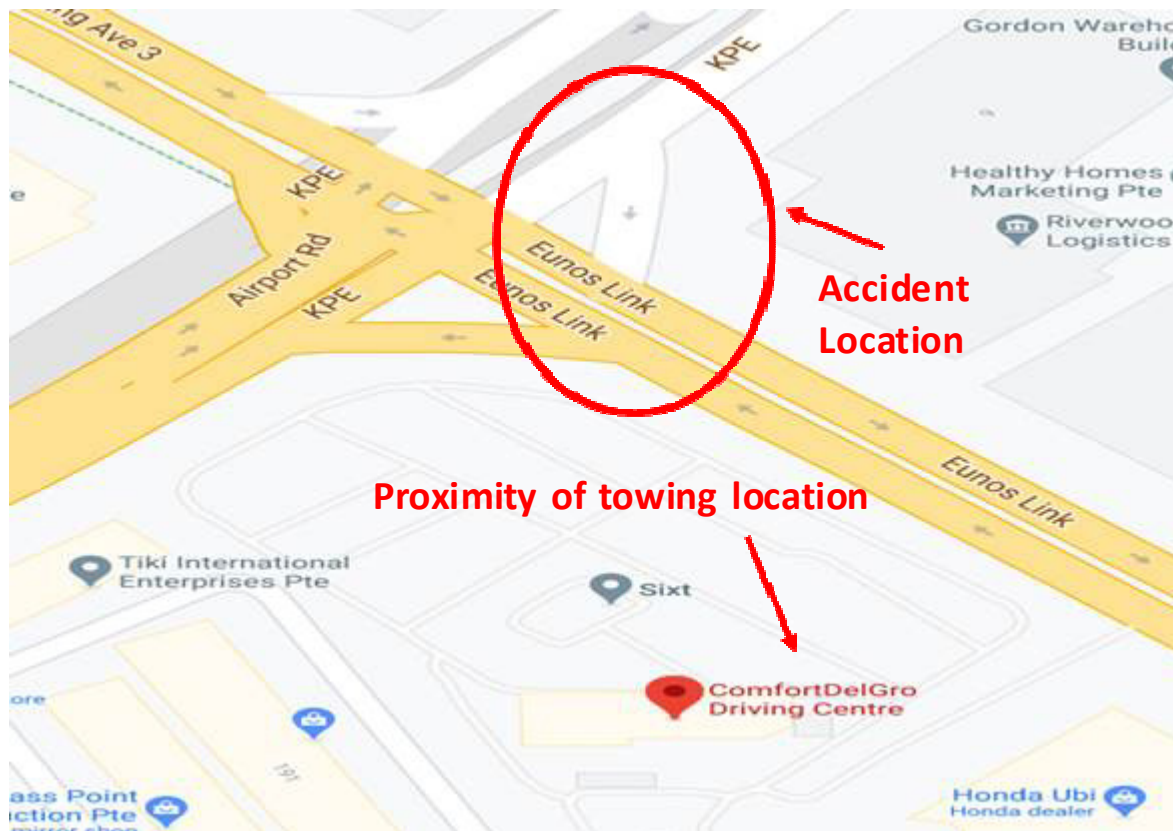
Dear Jaslin,

1) Why towing is needed when the taxi is drivable?

- My Client was feeling slightly unwell after the accident and wanted to return home to rest
- SHC6988A is only driven by solely by my Client. As such, there is no other Relief drivers to take ownership of the vehicle.

2) Accident location is around airport road but towing receipt from Kaki Bukit Driving Centre

- Kindly note that Kaki Bukit Driving Centre is located several hundred meters away from the accident location (Slip road of Airport Road – into Eunos). Please refer to the images below.





As Kaki Bukit Driving Centre is an iconic location, it is easier for the tow truck driver to meet up with my Client and tow the accident vehicle away for safekeeping.

As the **towing location was close to the accident location and not from another area (Paya Lebar, Macpherson) of the same region. It is reasonable for your principal to bear the towing fee as your insured was the proximate cause of the accident.**

We look forward to your offer soonest.

Thank you.

Regards

Vincent Chua
Operations Officer & Claims Settlement Assistant
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 075 | DID: 6544 6689 | Fax: 6214 1511
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Please Consider Your Environmental Responsibility Before Printing This E-mail. SAVE OUR TREES and REDUCE POLLUTION

From: Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]
Sent: Friday, 11 December 2020 4:09 pm

To: Vincent Chua <vincent.chua@premierauto.com.sg>

Cc: AccReport <AccReport@premierauto.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: (REMINDER) LOD / Accident involving SHC6988A and SMP8774J on 04.07.2020 *** LKK REF : CC4/AIG20007010/Era3

WITHOUT PREJUDICE

Dear Vincent

Kindly advise:

- Why towing is needed when the car is still drivable
- Accident location is around airport road but towing receipt from Kaki Bukit Driving Centre

"Best Wishes for Merry Christmas & Happy New Year 2021"

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Vincent Chua <vincent.chua@premierauto.com.sg>

Sent: Friday, 11 December 2020 3:53 PM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: AccReport <AccReport@premierauto.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: (REMINDER) LOD / Accident involving SHC6988A and SMP8774J on 04.07.2020 *** LKK REF : CC4/AIG20007010/Era3

Without Prejudice

Dear Jaslin,

I refer to the email below.

Any offer for the case below?

Appreciate your reply soonest.

Thank you.

Regards

Vincent Chua

Operations Officer & Claims Settlement Assistant

Premier Automotive Services Pte Ltd

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

From: Vincent Chua
Sent: Monday, 7 December 2020 4:32 pm
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: AccReport <AccReport@premierauto.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: (REMINDER) LOD / Accident involving SHC6988A and SMP8774J on 04.07.2020 *** LKK REF : CC4/AIG20007010/Era3

Without Prejudice

Dear Jaslin,

I refer to the email below.

I regret to inform you that the attached towing slip with the reflected towing fee, sent on 04.09.2020 is the only available copy for reference.

Please kindly make do and provide us with your offer soonest.

Thank you.

Regards

Vincent Chua
Operations Officer & Claims Settlement Assistant
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 075 | DID: 6544 6689 | Fax: 6214 1511
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NOTE: Please be informed that we have changed our email from Vincent.chua@premiertaxi.com to Vincent.chua@premierauto.com.sg

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

From: Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]
Sent: Monday, 7 December 2020 10:07 am
To: Vincent Chua <vincent.chua@premierauto.com.sg>
Cc: AccReport <AccReport@premierauto.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: (REMINDER) LOD / Accident involving SHC6988A and SMP8774J on 04.07.2020 *** LKK REF : CC4/AIG20007010/Era3

WITHOUT PREJUDICE

Dear Vincent,

Kindly provide us a clearer copy of Towing Receipt for our necessary action.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Vincent Chua <vincent.chua@premierauto.com.sg>

Sent: Saturday, 5 December 2020 1:00 PM

To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Cc: AccReport <AccReport@premierauto.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: (REMINDER) LOD / Accident involving SHC6988A and SMP8774J on 04.07.2020

Without Prejudice

Dear Jia Le,

I refer to the email below, dated 09.11.2020.

Any offer for the case below?

Appreciate your reply soonest.

Thank you.

Regards

Vincent Chua
Operations Officer & Claims Settlement Assistant
Premier Automotive Services Pte Ltd

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

Tel: 6214 8880 Ext 075 | DID: 6544 6689 | Fax: 6214 1511

Visit us at: www.premiertaxi.com.sg

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

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

From: Vincent Chua

Sent: Monday, 9 November 2020 9:15 am

To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Cc: AccReport <AccReport@premierauto.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: LOD / Accident involving SHC6988A and SMP8774J on 04.07.2020

Without Prejudice

Dear Jia Le,

Thank you for your offer.

Unfortunately, we are not agreeable to your principal's offer of \$3,330.00(max).

As mentioned in the email dated 06.10.2020, **the reasons for the counter proposal have been provided and we have taken due consideration for the counter offer to remain reasonable.**

Solely for swift and amicable settlement, we counter propose settlement at **global sum (all-in) at \$3,400.00/- (6 days).**

COR	\$	3,156.50 (GST inclusive)
LOR	\$	269.64 (6 days x \$44.94 per day)
GIA	\$	<u>2.00</u>
	\$	3428.14
	\$	3400.00

Please kindly inform your principal to consider our counter proposal strongly as we aim to resolve this ongoing case and we do not wish to prolong the matter indefinitely.

Thank you.

Regards

Vincent Chua
Operations Officer & Claims Settlement Assistant
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 075 | DID: 6544 6689 | Fax: 6214 1511
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From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Friday, 6 November 2020 2:03 pm
To: Vincent Chua <vincent.chua@premierauto.com.sg>
Cc: AccReport <AccReport@premierauto.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: LOD / Accident involving SHC6988A and SMP8774J on 04.07.2020

WITHOUT PREJUDICE

Dear Vincent,

ACCIDENT INVOLVING SMP 8774J & SHC 6988A ON 04/07/2020

We refer to the above matter.

We increase settlement at a global sum of **\$3,330.00(max).**

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: Vincent Chua [<mailto:vincent.chua@premierauto.com.sg>]

Sent: Tuesday, 6 October 2020 4:49 PM

To: Jia Le (LKK Auto)

Cc: AccReport; Admin A

Subject: RE: LOD / Accident involving SHC6988A and SMP8774J on 04.07.2020

Without Prejudice

Dear Jia Le,

Thank you for your offer.

We regret to inform you that we are unable to accept your offer at **global sum (all-in) \$3,300.00/-**.

04.07.20 (Sat) – Accident vehicle towed to Premier

06.07.20 (Mon) – Accident Reporting done at 0901 hrs. Survey arranged, vehicle surveyed on same day @ 1445 hrs, recommended 04 repair days.

07.07.20 (Tue) – Repair day

08.07.20 (Wed) – Repair day

09.07.20 (Thurs) – Repair day. Hirer still on MC, unable to collect accident vehicle.

10.07.20 (Fri) - Polling day (Public Holiday) Hirer not able to collect vehicle as mandatory for Singapore Citizens to vote in General Elections.

11.07.20 (Sat) – Accident vehicle collected

Hirer drives the vehicle alone and has no Relief driver to collect the vehicle on his behalf

Solely for swift and amicable settlement, we counter propose to settle **at global sum (all-in) \$3,500.00/- (7 days).**

Attached medical certificate, for your perusal.

Thank you.

Regards

Vincent Chua
Operations Officer & Claims Settlement Assistant
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 075 | DID: 6544 6689 | Fax: 6214 1511
Visit us at: www.premiertaxi.com.sg

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

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From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Tuesday, 6 October 2020 2:18 pm
To: Vincent Chua <vincent.chua@premierauto.com.sg>
Cc: AccReport <AccReport@premierauto.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: LOD / Accident involving SHC6988A and SMP8774J on 04.07.2020

WITHOUT PREJUDICE

Dear Vincent,

ACCIDENT INVOLVING SMP 8774J & SHC 6988A ON 04/07/2020

We refer to the above matter.

We propose settlement at a global sum of **\$3,300.00(all-in)**.

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

From: Vincent Chua [<mailto:vincent.chua@premierauto.com.sg>]
Sent: Tuesday, 22 September 2020 5:58 PM
To: Jia Le (LKK Auto)
Cc: AccReport; Admin A
Subject: RE: LOD / Accident involving SHC6988A and SMP8774J on 04.07.2020

Without Prejudice

Dear Jia Le,

We refer to the email below, dated 04.09.2020.

Any offer for the case below?

Appreciate your reply soonest.

Thank you.

Regards

Vincent Chua
Operations Officer & Claims Settlement Assistant
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 075 | DID: 6544 6689 | Fax: 6214 1511
Visit us at: www.premiertaxi.com.sg

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

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From: Vincent Chua
Sent: Friday, 4 September 2020 2:03 pm
To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Cc: AccReport <AccReport@premierauto.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: LOD / Accident involving SHC6988A and SMP8774J on 04.07.2020

Without Prejudice

Dear Jia Le,

Please kindly refer to this copy of the tow slip with towing fee reflected.

Thank you for your time

Regards

Vincent Chua
Operations Officer & Claims Settlement Assistant
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 075 | DID: 6544 6689 | Fax: 6214 1511
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 Please Consider Your Environmental Responsibility Before Printing This E-mail. SAVE OUR TREES and REDUCE POLLUTION 

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Friday, 4 September 2020 12:21 pm
To: Vincent Chua <vincent.chua@premierauto.com.sg>
Cc: AccReport <AccReport@premierauto.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: LOD / Accident involving SHC6988A and SMP8774J on 04.07.2020

WITHOUT PREJUDICE

Dear Vincent,

Kindly let us have a copy of towing receipt with the amount \$50.

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: Vincent Chua [<mailto:vincent.chua@premierauto.com.sg>]
Sent: Monday, 17 August 2020 3:05 PM
To: CS A Team
Cc: AccReport; Admin A
Subject: LOD / Accident involving SHC6988A and SMP8774J on 04.07.2020

WITHOUT PREJUDICE

Dear Sirs,

Your Ref: SMP8774J

Our Ref: SHC6988A/VC

Date of accident: 04.07.2020

We refer to the above mentioned accident.

Hereby we would like to append our losses from **AIG Asia Pacific Insurance Pte Ltd**, as insurers of vehicle number **SMP8774J** which their insured driver's negligence driving in the above accident.

Scene video available

Enclosed herewith our letter of demand and supporting documents 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

Vincent Chua
Operations Officer & Claims Settlement Assistant
Premier Automotive Services Pte Ltd

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