

Veron Chen (LKKAuto)

From: Nicholas Chua Kian Soon (ECICS, Claims) <Nicholas_Chua@ecics.com.sg>
Sent: Tuesday, 1 September 2020 11:05 AM
To: Claims
Cc: Admin-D (LKKAuto); assignments; SUR
Subject: RE: ACCIDENT BETWEEN SFQ 8 T AND YOUR INSURED SJW1828H ON 18/8/2020 DMPC2000131H

WITHOUT PREJUDICE
SAVE AS TO COST

Hi Terence,

Trust LKK will finalise the repair cost with you in accordance to their survey findings.

With regards to Loss of Use or Loss of Rental, we will make our offer in accordance to the rates stipulated in the NIMA Protocol after receiving the survey report from LKK.

Please take note that you have to submit the relevant supporting documents to us for your client's claim for Loss of Use or Loss of Rental.

Best regards

Nicholas Chua

Senior Associate | Claims



DID (65) 6303 0167

Tel (65) 6337 4779

Email Nicholas_Chua@ecics.com.sg **Web** www.ecics.com.sg

Address 10 Eunos Road 8, Singapore Post Centre, #09-04A, Singapore 408600.

From: Claims [mailto:claims@premiumauto.com.sg]
Sent: Tuesday, 1 September 2020 10:51 AM
To: Nicholas Chua Kian Soon (ECICS, Claims)
Cc: 'Summer Lee (LKK Auto)'; 'assignments'; 'SUR'; 'Premiumauto Claims'
Subject: RE: ACCIDENT BETWEEN SFQ 8 T AND YOUR INSURED SJW1828H ON 18/8/2020 DMPC2000131H

Dear Nicholas,

We agree to accept your offer for 100% direct settlement on our client's favour.

To avoid dispute during finalization. We purpose for LOU \$100/day and LOR \$150/day.

Thank you.

Best Regards,
Terrence Tan
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Nicholas Chua Kian Soon (ECICS, Claims) [mailto:Nicholas_Chua@ecics.com.sg]

Sent: Tuesday, 1 September 2020 10:40 AM

To: Claims

Cc: 'Summer Lee (LKK Auto)'; 'assignments'; 'SUR'

Subject: RE: ACCIDENT BETWEEN SFQ 8 T AND YOUR INSURED SJW1828H ON 18/8/2020 DMPC2000131H

Hi Terence,

Based on the reports lodged by both parties, it should be clear that liability is 100% in your client's favour.

Best regards

Nicholas Chua

Senior Associate | Claims



DID (65) 6303 0167

Tel (65) 6337 4779

Email Nicholas_Chua@ecics.com.sg **Web** www.ecics.com.sg

Address 10 Eunos Road 8, Singapore Post Centre, #09-04A, Singapore 408600.

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

Sent: Tuesday, 1 September 2020 10:14 AM

To: Nicholas Chua Kian Soon (ECICS, Claims)

Cc: 'Summer Lee (LKK Auto)'; 'assignments'; 'SUR'; 'Premiumauto Claims'

Subject: RE: ACCIDENT BETWEEN SFQ 8 T AND YOUR INSURED SJW1828H ON 18/8/2020 DMPC2000131H

Dear Nicholas,

Thanks for the update.

Kindly advise on liability clearance.

Thank you.

Best Regards,
Terrence Tan
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Nicholas Chua Kian Soon (ECICS, Claims) [mailto:Nicholas_Chua@ecics.com.sg]

Sent: Tuesday, 1 September 2020 9:55 AM

To: Claims

Cc: 'Summer Lee (LKK Auto)'; 'assignments'; 'SUR'

Subject: RE: ACCIDENT BETWEEN SFQ 8 T AND YOUR INSURED SJW1828H ON 18/8/2020 DMPC2000131H

Hi Terence,

Our insured driver reported that while reversing, his vehicle collided onto your client's vehicle which was parked.

Best regards

Nicholas Chua

Senior Associate | Claims



DID (65) 6303 0167

Tel (65) 6337 4779

Email Nicholas_Chua@ecics.com.sg **Web** www.ecics.com.sg

Address 10 Eunos Road 8, Singapore Post Centre, #09-04A, Singapore 408600.

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

Sent: Tuesday, 1 September 2020 8:45 AM

To: 'Claims'; 'Summer Lee (LKK Auto)'; Nicholas Chua Kian Soon (ECICS, Claims); 'assignments'; 'SUR'

Cc: 'Premiumauto Claims'

Subject: RE: ACCIDENT BETWEEN SFQ 8 T AND YOUR INSURED SJW1828H ON 18/8/2020 DMPC2000131H

Dear all,

Any update?

Kindly advise on liability clearance.

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

Sent: Thursday, 27 August 2020 1:51 PM

To: 'Summer Lee (LKK Auto)'; 'Nicholas Chua Kian Soon (ECICS, Claims)'; 'assignments'; 'SUR'

Cc: 'Premiumauto Claims'

Subject: RE: ACCIDENT BETWEEN SFQ 8 T AND YOUR INSURED SJW1828H ON 18/8/2020 DMPC2000131H

Dear all,

Survey has been carried out just now.

Kindly advise on liability clearance.

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Summer Lee (LKK Auto) [mailto:admin-d@lkkauto.com]
Sent: Wednesday, 26 August 2020 9:27 AM
To: 'Claims'; 'Nicholas Chua Kian Soon (ECICS, Claims)'; 'assignments'; 'SUR'
Subject: RE: ACCIDENT BETWEEN SFQ 8 T AND YOUR INSURED SJW1828H ON 18/8/2020 DMPC2000131H

Dear Terence,

Noted with thanks.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 26 August, 2020 8:08 AM
To: 'Summer Lee (LKK Auto)' <admin-d@lkkauto.com>; 'Nicholas Chua Kian Soon (ECICS, Claims)' <Nicholas_Chua@ecics.com.sg>; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT BETWEEN SFQ 8 T AND YOUR INSURED SJW1828H ON 18/8/2020 DMPC2000131H

Dear Summer,

Kindly arrange the survey on 27/8/2020 @ 130pm, owner waiting.

Thank you.

Best Regards,
Terrence Tan
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Summer Lee (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Tuesday, 25 August 2020 10:07 AM
To: 'Nicholas Chua Kian Soon (ECICS, Claims)'; 'assignments'; 'SUR'
Cc: 'Claims'
Subject: RE: ACCIDENT BETWEEN SFQ 8 T AND YOUR INSURED SJW1828H ON 18/8/2020 DMPC2000131H

Dear Sir/Madam,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Nicholas Chua Kian Soon (ECICS, Claims) <Nicholas_Chua@ecics.com.sg>
Sent: Tuesday, 25 August, 2020 9:12 AM
To: assignments <assignments@lkkauto.com>
Cc: Claims <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT BETWEEN SFQ 8 T AND YOUR INSURED SJW1828H ON 18/8/2020 DMPC2000131H

Hi LKK,

Kindly make the necessary arrangements with M/s Premium Automobiles Pte Ltd for this pre-repair survey; thank you.

Best regards

Nicholas Chua

Senior Associate | Claims



DID (65) 6303 0167

Tel (65) 6337 4779

Email Nicholas_Chua@ecics.com.sg Web www.ecics.com.sg

Address 10 Eunos Road 8, Singapore Post Centre, #09-04A, Singapore 408600.

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

Sent: Tuesday, 25 August 2020 8:07 AM

To: Nicholas Chua Kian Soon (ECICS, Claims)

Cc: 'Claims'

Subject: RE: ACCIDENT BETWEEN SFQ 8 T AND YOUR INSURED SJW 1828 H ON 18/8/2020 DMPC2000131H

Dear Nicholas,

Kindly assign this survey to LKK Auto Consultants.

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Nicholas Chua Kian Soon (ECICS, Claims) [mailto:Nicholas_Chua@ecics.com.sg]

Sent: Monday, 24 August 2020 9:06 AM

To: claims@premiumauto.com.sg

Subject: RE: ACCIDENT BETWEEN SFQ 8 T AND YOUR INSURED SJW 1828 H ON 18/8/2020 DMPC2000131H

WITHOUT PREJUDICE

Dear Sir,

Our ref: DMPC2000131H /NC

Thank you for your email.

We intend to conduct a pre-repair survey of the damage to your client's vehicle jointly with you and would like to propose to use one of the motor surveyors named in the list below to conduct the joint pre-repair survey as a single joint expert:

1. Ajax Inspection Services Pte Ltd
2. Appraisals Associates Pte Ltd
3. Infiniti Appraisal Services
4. LKK Auto Consultants

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert.

Best regards

Nicholas Chua

Senior Associate | Claims



DID (65) 6303 0167

Tel (65) 6337 4779

Email Nicholas_Chua@ecics.com.sg **Web** www.ecics.com.sg

Address 10 Eunos Road 8, Singapore Post Centre, #09-04A, Singapore 408600.

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

Sent: Friday, 21 August, 2020 12:09 PM

To: ECICS Claims

Cc: 'Claims'

Subject: RE: ACCIDENT BETWEEN SFQ 8 T AND YOUR INSURED SJW 1828 H ON 18/8/2020

Dear all,

Attached is the estimate for your reference.

Best Regards,

Syafiq

Claims Admin Assistant

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Claims <claims@premiumauto.com.sg>
Sent: Friday, 21 August 2020 11:15 AM
To: 'ECICS Claims' <claims@ecics.com.sg>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: ACCIDENT BETWEEN SFQ 8 T AND YOUR INSURED SJW 1828 H ON 18/8/2020

Dear all,

Kindly assist in the liability clearance for above mentioned case. We propose for a 100% direct settlement in our client's favour

Please advise who is the officer in-charge we shall liaise with. To avoid dispute during finalisation, we propose for LOU/R at \$100/180 per day.

Attached is the GIA report for your reference and we will send you the estimate once it is ready.

Best Regards,
Syafiq
Claims Admin Assistant

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

This message may contain privileged and confidential information and is only intended for use by the addressee. No representation, warranty, guarantee or undertaking expressed or implied is made by ECICS Limited; as to the fairness, accuracy or completeness of any information, projections or opinions contained in this message. Any unauthorized disclosure, use or dissemination either in whole or in part is prohibited. If you are not the addressee indicated in his message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email. Opinions contained herein are the personal opinions of the sender and do not necessarily represent the views of ECICS Limited.

This message may contain privileged and confidential information and is only intended for use by the addressee. No representation, warranty, guarantee or undertaking expressed or implied is made by ECICS Limited; as to the fairness, accuracy or completeness of any information, projections or opinions contained in this message. Any unauthorized disclosure, use or dissemination either in whole or in part is prohibited. If you are not the addressee indicated in his message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email. Opinions contained herein are the personal opinions of the sender and do not necessarily represent the views of ECICS Limited.

This message may contain privileged and confidential information and is only intended for use by the addressee. No representation, warranty, guarantee or undertaking expressed or implied is made by ECICS Limited; as to the fairness, accuracy or completeness of any information, projections or opinions contained in this message. Any unauthorized disclosure, use or dissemination either in whole or in part is prohibited. If you are not the addressee indicated in his message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email. Opinions contained herein are the personal opinions of the sender and do not necessarily represent the views of ECICS Limited.

This message may contain privileged and confidential information and is only intended for use by the addressee. No representation, warranty, guarantee or undertaking expressed or implied is made by ECICS Limited; as to the fairness, accuracy or completeness of any information, projections or opinions contained in this message. Any unauthorized disclosure, use or dissemination either in whole or in part is prohibited. If you are not the addressee indicated in his message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email. Opinions contained herein are the personal opinions of the sender and do not necessarily represent the views of ECICS Limited.

This message may contain privileged and confidential information and is only intended for use by the addressee. No representation, warranty, guarantee or undertaking expressed or implied is made by ECICS Limited; as to the fairness, accuracy or completeness of any information, projections or opinions contained in this message. Any unauthorized disclosure, use or dissemination either in whole or in part is prohibited. If you are not the addressee indicated in his message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email. Opinions contained herein are the personal opinions of the sender and do not necessarily represent the views of ECICS Limited.

This message may contain privileged and confidential information and is only intended for use by the addressee. No representation, warranty, guarantee or undertaking expressed or implied is made by ECICS Limited; as to the fairness, accuracy or completeness of any information, projections or opinions contained in this message. Any unauthorized disclosure, use or dissemination either in whole or in part is prohibited. If you are not the addressee indicated in his message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email. Opinions contained herein are the personal opinions of the sender and do not necessarily represent the views of ECICS Limited.