

Veron Chen (LKKAUTO)

From: Nicholas Chua Kian Soon (ECICS, Claims) <Nicholas_Chua@ecics.com.sg>
Sent: Friday, 5 February 2021 2:52 PM
To: Claims
Cc: Admin-D (LKKAUTO); assignments; SUR; Crystabelle Tan Gek Peng (ECICS, Claims)
Subject: FW: LOD - ACCIDENT BETWEEN SFQ 8 T AND YOUR INSURED SJW1828H ON 18/8/2020 DMPC2000131H
Attachments: SFQ 8 T - TP 18082020.pdf

WITHOUT PREJUDICE

Hi Nadia,

This case will be taken over by my colleague, Ms Crystabelle Tan who is copied in this email.

Aside to LKK team,

Kindly submit your survey report soon.

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, 5 February 2021 2:39 PM
To: Nicholas Chua Kian Soon (ECICS, Claims); 'Summer Lee (LKK Auto)'; 'assignments'; 'SUR'
Cc: 'Claims'
Subject: RE: LOD - ACCIDENT BETWEEN SFQ 8 T AND YOUR INSURED SJW1828H ON 18/8/2020 DMPC2000131H

Dear Nicholas,

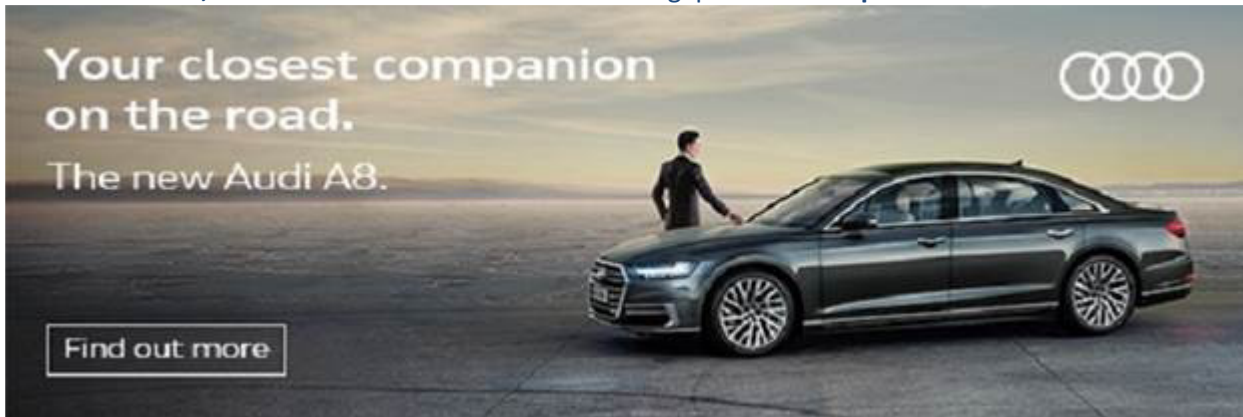
Attached LOD for your perusal. We will be mailing the original documents to your office shortly.

Please arrange for settlement upon receipt.

Thank you.

Best Regards,
Nadia Hani
Claims Administrator

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



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From: Nicholas Chua Kian Soon (ECICS, Claims) <Nicholas_Chua@ecics.com.sg>
Sent: Tuesday, 1 September 2020 11:05 AM
To: Claims <claims@premiumauto.com.sg>
Cc: 'Summer Lee (LKK Auto)' <admin-d@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>
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**

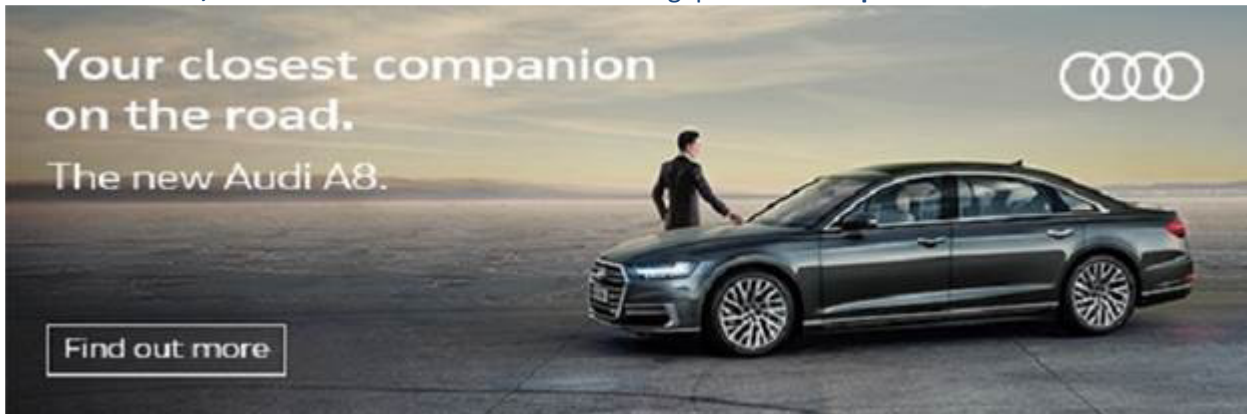
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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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**

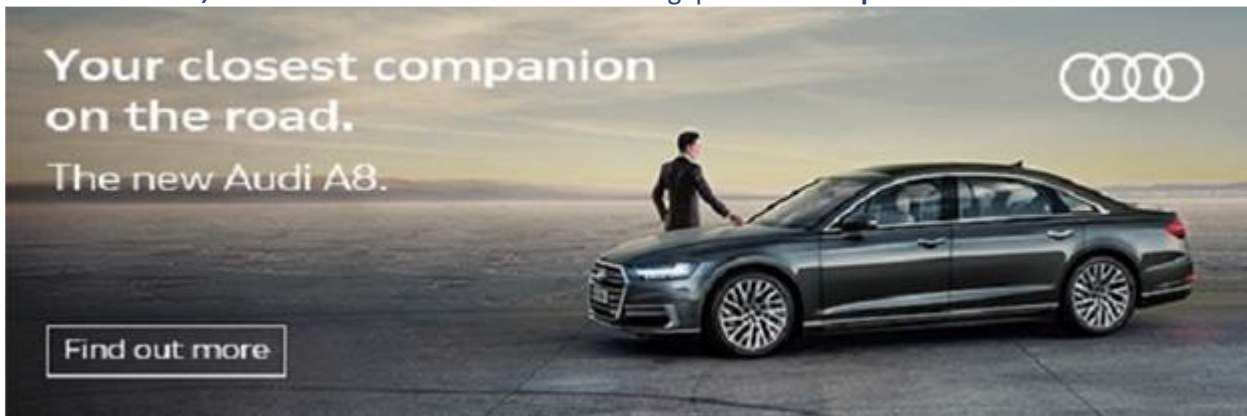
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From: Nicholas Chua Kian Soon (ECICS, Claims) [mailto:Nicholas_Chua@ecics.com.sg]

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 Eunus 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**

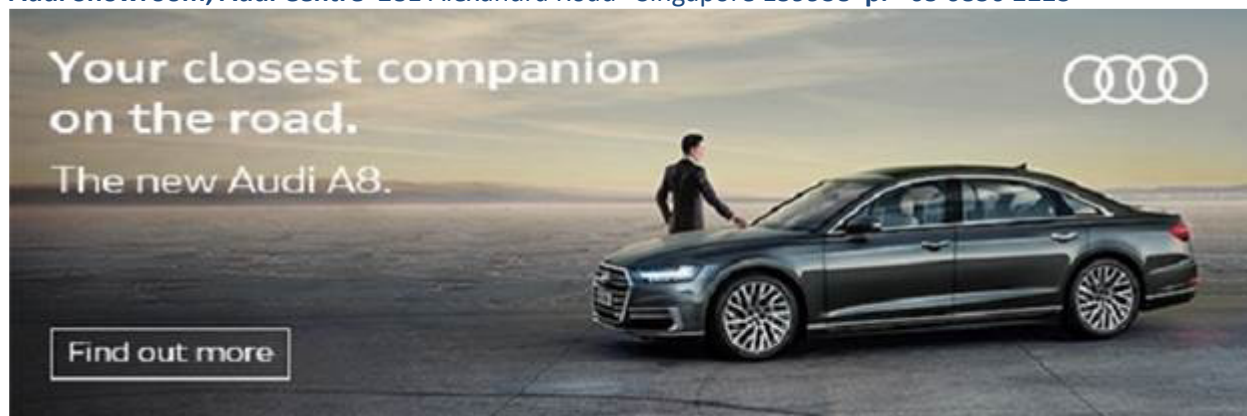
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From: Claims [<mailto:claims@premiumauto.com.sg>]

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

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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

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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**

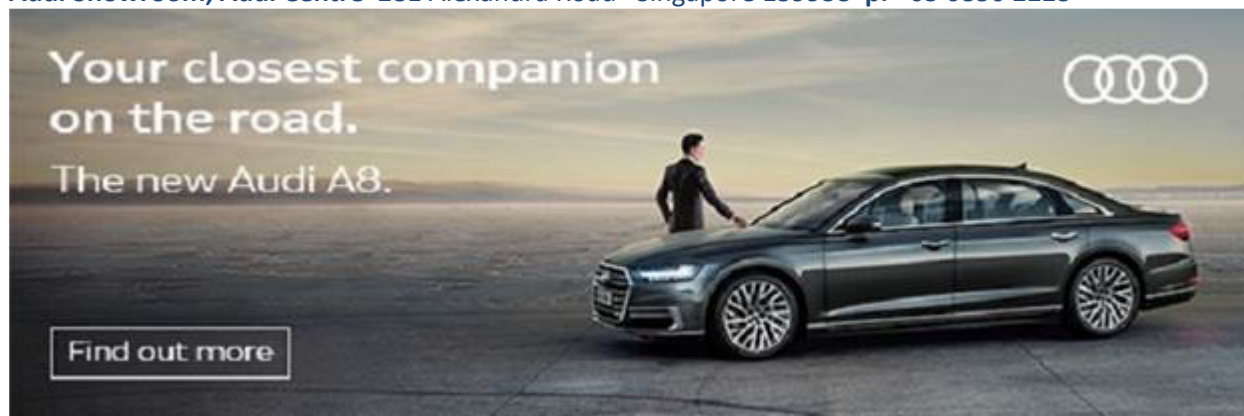
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From: Nicholas Chua Kian Soon (ECICS, Claims) [mailto:Nicholas_Chua@ecics.com.sg]

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

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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

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