

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 13 January 2021 11:51 AM
To: Claims
Cc: Admin A
Subject: RE: LOD - D20003631MFSH ACCIDENT BETWEEN SKT 8765 M AND YOUR INSURED SHC 7086 X ON 05/09/2020 *** LKK REF: CC4/FCI20009707/Apa3
Attachments: DV_SKT8765M.pdf

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

We confirm settlement at \$5,691.16(all-in).

Please duly sign the DV enclosed and return to us for our necessary action. 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: Claims <claims@premiumauto.com.sg>

Sent: Tuesday, 12 January 2021 10:39 AM

To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: LOD - D20003631MFSH ACCIDENT BETWEEN SKT 8765 M AND YOUR INSURED SHC 7086 X ON 05/09/2020 *** LKK REF: CC4/FCI20009707/Apa3

Dear Hsiao Tong,

We regret to inform you that we are unable to accept your offer.

Our client is driving a 2.0cc car and thus to be fair under benchmark we would like to maintain as per LOD:

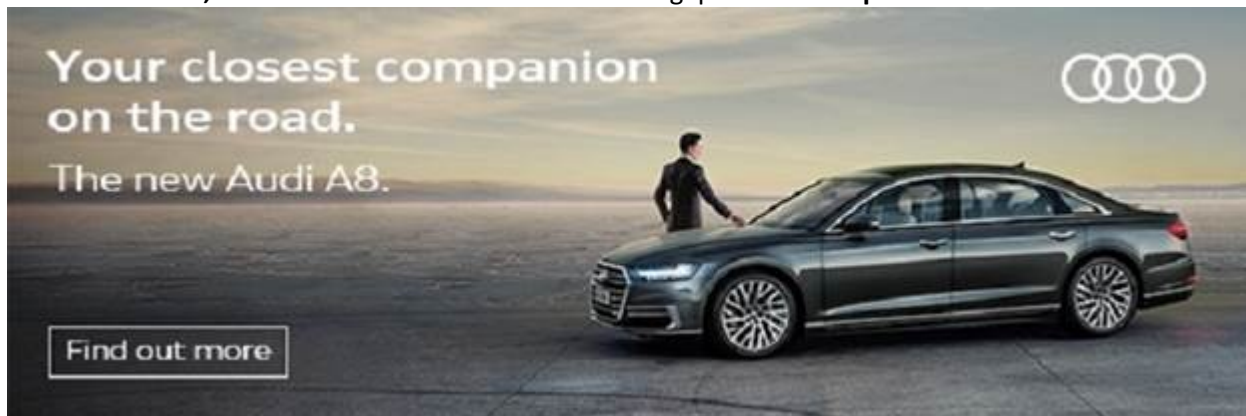
COST OF REPAIR:	\$5,383.71
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LOSS OF USE:	\$300.00	(\$100 x 3 days)
SEARCH FEE:	\$7.45	
TOTAL	\$5,691.16	

Thank you.

Best Regards,
Nadia
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 8826 8736 **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



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

Sent: Tuesday, 12 January, 2021 10:18 AM

To: Claims <claims@premiumauto.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: LOD - D20003631MFSH ACCIDENT BETWEEN SKT 8765 M AND YOUR INSURED SHC 7086 X ON 05/09/2020 *** LKK REF: CC4/FCI20009707/Apa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We have our principal instruction to offer as follows: -

1. Cost of Repair (w/GST)	\$ 5,383.71
2. Loss of Use (3days x \$60.00)	\$ 180.00
3. LTA/ GIA Search Fee	\$ 7.45
Total	\$ 5,571.16

Please confirm acceptance.

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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: Hsiao Tong (LKKAuto)

Sent: Wednesday, 6 January 2021 3:28 PM

To: Claims <claims@premiumauto.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: LOD - D20003631MFSH ACCIDENT BETWEEN SKT 8765 M AND YOUR INSURED SHC 7086 X ON 05/09/2020 *** LKK REF: CC4/FCI20009707/Apa3

Without Prejudice

Dear Sirs/Mdm,

We are pending for mandate approval from our principal.

We will follow up and get back to you. 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.

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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: Claims <claims@premiumauto.com.sg>

Sent: Tuesday, 5 January 2021 1:46 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Khanchna (LKK

Auto) <khanchna@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: LOD - D20003631MFSH ACCIDENT BETWEEN SKT 8765 M AND YOUR INSURED SHC 7086 X ON
05/09/2020 *** LKK REF: CC4/FCI20009707/Apa3

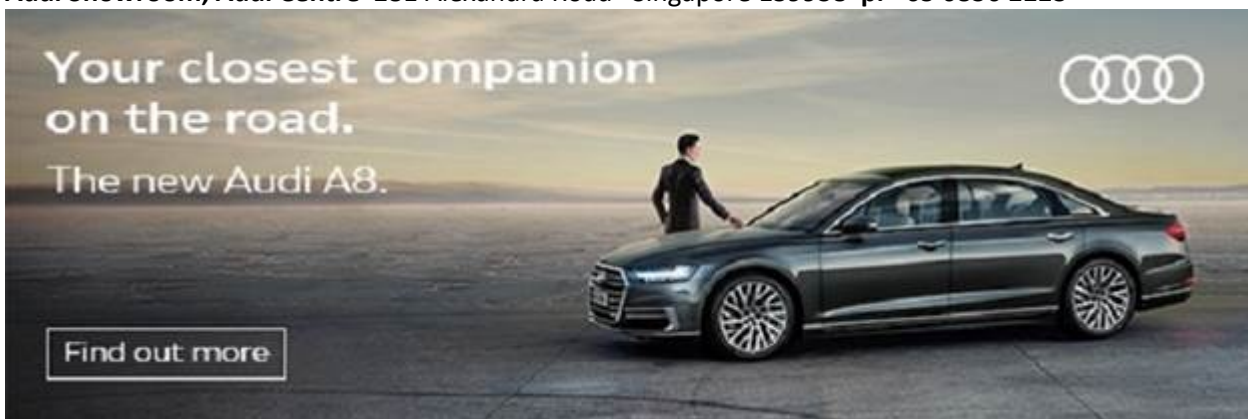
Dear all,

We would like to follow up on above case, kindly advise on settlement.

Thank you.

Best Regards,
Nadia
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 8826 8736 p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183
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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Wednesday, 9 December, 2020 6:21 PM
To: Claims <claims@premiumauto.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: LOD - D20003631MFSH ACCIDENT BETWEEN SKT 8765 M AND YOUR INSURED SHC 7086 X ON
05/09/2020 *** LKK REF: CC4/FCI20009707/Apa3

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Hsiao Tong,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Claims <claims@premiumauto.com.sg>

Sent: Wednesday, 9 December, 2020 5:23 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: LOD - D20003631MFSH ACCIDENT BETWEEN SKT 8765 M AND YOUR INSURED SHC 7086 X ON 05/09/2020 *** LKK REF: CC4/FCI20009707/Aka3

Dear Khanchna,

Attached LOD for your perusal. We will submit over original documents by hand to Adrian.

Kindly keep a look out and arrange for settlement upon receiving.

Thank you.

Best Regards,

Nadia

Claims Administrator

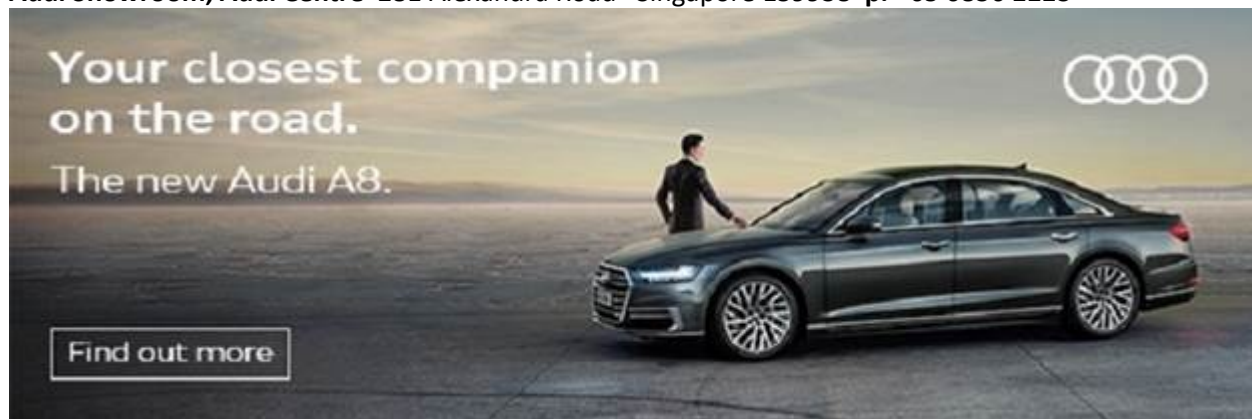
Premium Automobiles Pte Ltd (Reg No 199902271W)

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p. +65 8826 8736 **p.** +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

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From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]

Sent: Monday, 21 September, 2020 9:52 AM

To: Claims <claims@premiumauto.com.sg>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: D20003631MFSH ACCIDENT BETWEEN SKT 8765 M AND YOUR INSURED SHC 7086 X ON 05/09/2020 *** LKK REF: CC4/FCI20009707/Aka3

WITHOUT PREJUDICE

Dear Terrence,

Please note that all finalisation including LOU/LOR is subject to insurer's approval.

“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,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: khanchna@lkkauto.com | Fax: 6741-4108

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

From: Claims <claims@premiumauto.com.sg>

Sent: 15 September 2020 4:52 PM

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

Cc: Admin A <admin-a@lkkauto.com>; 'Premiumauto Claims' <claims@premiumauto.com.sg>

Subject: RE: D20003631MFSH ACCIDENT BETWEEN SKT 8765 M AND YOUR INSURED SHC 7086 X ON 05/09/2020

*** LKK REF: CC4/FCI20009707/Aka3

Dear Khancha,

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

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From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]

Sent: Tuesday, 15 September 2020 2:41 PM

To: Claims; Jaslin Kok (LKK Auto)

Cc: Admin A

Subject: RE: D20003631MFSH ACCIDENT BETWEEN SKT 8765 M AND YOUR INSURED SHC 7086 X ON 05/09/2020

*** LKK REF: CC4/FCI20009707/Aka3

Without Prejudice

Dear Sirs/Madam,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

Please note that all finalisation subject insurer's approval.

"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,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd

DID: 6841 2360 | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Claims <claims@premiumauto.com.sg>

Sent: 15 September 2020 2:25 PM

To: 'Claims' <claims@premiumauto.com.sg>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>; 'Premiumauto Claims' <claims@premiumauto.com.sg>

Subject: RE: D20003631MFSH ACCIDENT BETWEEN SKT 8765 M AND YOUR INSURED SHC 7086 X ON 05/09/2020

*** LKK REF: CC4/FCI20009707/Aka3

Dear Khancha,

Any update?

Kindly advise on liability clearance urgently.

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

Sent: Monday, 14 September 2020 2:53 PM

To: 'Claims'; 'Jaslin Kok (LKK Auto)'

Cc: 'Khanchna (LKK Auto)'; 'Admin A'; 'Premiumauto Claims'

Subject: RE: D20003631MFSH ACCIDENT BETWEEN SKT 8765 M AND YOUR INSURED SHC 7086 X ON 05/09/2020

*** LKK REF: CC4/FCI20009707/Aka3

Dear Khancha,

Any update?

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

Sent: Friday, 11 September 2020 2:24 PM

To: 'Jaslin Kok (LKK Auto)'

Cc: 'Khanchna (LKK Auto)'; 'Admin A'; 'Premiumauto Claims'

Subject: RE: D20003631MFSH ACCIDENT BETWEEN SKT 8765 M AND YOUR INSURED SHC 7086 X ON 05/09/2020

*** LKK REF: CC4/FCI20009707/Aka3

Dear Khancha,

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: Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]

Sent: Thursday, 10 September 2020 5:58 PM

To: claims@premiumauto.com.sg

Cc: Khanchna (LKK Auto); Admin A

Subject: RE: D20003631MFSH ACCIDENT BETWEEN SKT 8765 M AND YOUR INSURED SHC 7086 X ON 05/09/2020

*** LKK REF: CC4/FCI20009707/Aka3

Dear Sirs / Madam,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.

SKETCH PLAN

A - SHC 7086X
B - SKT 8765M

←
←

← B | A ←
Keppel Rd.

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

* Police repn 7/20200905/2085 *

Brief Details.

On 05/09/2020 at about 2.55pm, I was driving CitiCab (SHC7086X) along AYE about to exit onto Keppel Road. The vehicle in front of me suddenly came to a stop. As it was raining and the road was a downward slope, I could not stop in time and ended up hitting the rear of the vehicle in front of me (SKT8765M). We alighted from our vehicles and exchanged particulars.

At that point in time no Traffic Police and no ambulance attended to us. There was no one injured as well.

Please provide us the following.

- **evidence i.e. video and scene photo**
- **PIR result (if any)**

Please take note that the case handler in-charge is **Khanchna**.

Our respective case handler will look into the matter and get back to you in due course.

To check availability of the case handler, you may contact the undersigned.

*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.

Thank you.

Best Regards,

Jaslin Kok | Admin

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: Claims <claims@premiumauto.com.sg>

Sent: Tuesday, September 8, 2020 8:58 AM

To: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>; Motor_Claims
<Motor_Claims@msfirstcapital.com.sg>

Cc: claims@premiumauto.com.sg

Subject: ACCIDENT BETWEEN SKT 8765 M AND YOUR INSURED SHC 7086 X ON 05/09/2020

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 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 and pictures for your reference and we will send you the estimate once it is ready.

Kindly arrange survey on 9/9 @ 1.30PM. Owner waiting.

Note: Owner has medical claim.

Thank you.

Best Regards,

Nadia

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 8826 8736 **p.** +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

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