

EQ Insurance Company Ltd
5 Maxwell Road,
#17-00, Tower Block, MND Complex
Singapore 069110
Attn: Motor Claims
Yr Ref: DM20HO01366/JT

Norah Khai
6768 9911
6841 1183
Nora.khai@premiumauto.com.sg
Body & Paint Dept
PA/TP /0646/2020/NH

From
Telephone +65 -
Telefax +65 -
Email
Our Dept
Our Ref

19-May-2021

Date
1 Total Pages

Dear Sir,

RE: INSURANCE CLAIM FOR SLR 4765 M - Audi Q2 1.0 TFSSI S-TRONIC

With reference to the above-mentioned vehicle, no. **SLR 4765 M**, claimant, **Mr. Sim Shao Quan**, please find the related document per attached.

1. A copy of the Original invoice no. 85016259 – S\$ 2,576.56.
2. A copy of Discharge Voucher duly signed by client.
3. A copy of the Letter of Authorisation duly signed by client.
4. Loss of Use – S\$ 180.00 (S\$ 60.00 x 3 Working days)
5. A copy of the GIA search – S\$ 2.00

Premium Automobiles Pte Ltd,
Showroom
9 Leng Kee Road
Singapore 159090
Telephone (65) 6566 1111
Telefax (65) 6471 3733

Service & Parts Centres
55 Ubi Rd 1
Singapore 408699
Telephone (65) 6336 2323
Telefax (65) 684 11183

Based on the above document, we would appreciate you could expedite the payment soonest possible.

If you require any further clarification, please do not hesitate to contact me at 6768 9911.

Regards

This is a computer-generated document. No signature is required.

Norah Khai
Claims Dept

Encl
Eq Insurance – SLR 4765 M

Authorization Letter

PA/TP/0646/2020/TF

20 Nov 2020

Mr. Sim Shao Quan
96B Henderson Road
#38-72
Singapore 152096

EQ Insurance Company Limited

22 Gemmill Lane
Singapore 069257
Motor Claims Dept
Your Ref: DM20H001366/JT

Dear Sir/Madam,

**ACCIDENT INVOLVING VEHICLES SLR 4765 M AND SKP 5546 U
AT CLUB STREET LAMP POST NO. 10 ON 15 SEP 2020.**

I am the registered owner of SLR 4765 M.

I confirmed that I will be claiming for Loss of Usage and hereby authorized your esteemed company to settle the Loss of Usage directly with Premium Automobiles Pte Ltd.

Your kind attention will be greatly appreciated.

Yours faithfully,



Mr. Sim Shao Quan

Copy to Norah Khai, Premium Automobiles Pte Ltd

Premium Automobiles Pte Ltd



Audi Centre Singapore
281 Alexandra Road
Singapore 159938
Main Telephone 6836 2223
Main Telefax 6471 3733

Alexandra Service Centre
281 Alexandra Road
Singapore 159938
Main Telephone 6388 2223
Main Telefax 6475 1023

Ubi Service Centre
55 Ubi Road 1
Singapore 408699
Main Telephone 6388 2323
Main Telefax 6841 1183

Customer Service
Service Appointment 6366 2323
24-hour Breakdown Service 9828 1233
Email customer.care@premiumauto.com.sg

INS TAX INVOICE

Page 1 11:48

Company Reg. No. 199902271W
GST Reg. No. 199902271W

EQ INSURANCE COMPANY LTD MOTOR CLAIM DEPT 5 MAXWELL ROAD, #17-00, TOWER BLOCK, MND COMPLEX, SINGAPORE 069110 069110	Invoice No: 85016259 Date: 03/05/2021 Order: SLR4765M Term: 30	Account: E0008 (T 0) EQ INSURANCE COMPANY LTD MOTOR CLAIM DEPT 5 MAXWELL ROAD, #17-00, TOWER BLOCK, MND COMPLEX, SINGAPORE 069110
--	---	---

Regn No: SLR4765M (V 34564) Regn Date: 16/08/2017 Mileage: 40338 WIP No.: 49666

Model: Q2 1.0 TFSI S tronic GABANG Chassis: WAUZZZGA9JA001351 Engine: CHZ 397933 Dept: U

You have been assisted by :- UB-Muhd Nursyafiq (49)

		Details	Qty	Unit Price	Amount
S	BODYWORK	M: TO REMOVE AND TRANSFER REAR PARKING AID. CHECK FUNCTION AND RENEW ACCORDING TO DAMAGE.	280.00	1.00	280.00
S	BODYWORK	M: TO DISMANTLE AND REPAIR REAR BUMPER. REORGANISE CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED.	800.00	1.00	800.00
S	BODYWORK	M: TO RESPRAY REAR BUMPER.	800.00	1.00	800.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
X	A81A853817 4W3	COVER	1.00	168.00	168.00
X	A81A853818 4W3	COVER	1.00	168.00	168.00

Parts 336.00
Labour 0.00
Sublet 2,072.00
Menus 0.00
Lubricant 0.00



Sub-Total 2,408.00

7% GST 168.56

Grand Total 2,576.56

Received by

For & on behalf of
Premium Automobiles Pte Ltd

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-20-110578

Date of Request: 15/09/2020

Your Ref No:

Online Purchase

Premium Automobiles Pte Ltd
55 Ubi Road 1
Singapore 408699

Dear Sir/Madam,

Enquiry Date 15/09/2020
Enquiry By Chang Chee Sing
TP Vehicle No. SKP5546U
Accident Date 15/09/2020

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SKP5546U	EQ Insurance Company Ltd	19/09/2019-18/09/2020	6223 9433

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

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**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-20-110578
Date of Request: 15/09/2020

Your Ref No: Online Purchase

Premium Automobiles Pte Ltd
55 Ubi Road 1
Singapore 408699

Dear Sir/Madam,

Enquiry Date 15/09/2020
Enquiry By Chang Chee Sing
TP Vehicle No. SKP5546U
Accident Date 15/09/2020

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ [X] GIRO ☐ [] Cash ☐ [] Cheque



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/EQI20010129/Apa3

05 Nov 2020

TAY AH BEE

19 PASIR RIS TERRACE
PASIR RIS BEACH PARK
SINGAPORE 518663

Dear Sir/Madam,

ACCIDENT INVOLVING SKP 5546U(EQ) AND SLR 4765M ON 15/09/2020

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, EQ Insurance Company Ltd to deal with the third party claim against your policy.

We have received a claim from SLR 4765M against your insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour as your vehicle had collided onto third party parked vehicle. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 7 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

CHEW HSIAO TONG
Case Handler
DID: 6742 3197
FAX: 6741 4108
EMAIL: chewht@lkkauto.com

*c.c. EQ INSURANCE COMPANY LIMITED
(Motor Claims Dept)*

Hsiao Tong (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 10 June 2021 10:38 AM
To: Hsiao Tong (LKKAUTO); Admin A; 'Jaime Tay'
Cc: 'Claims'
Subject: RE: ACCEPT - ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Dear Hsiao Tong,

We accept your offer of S\$2,758.56 in settlement.

You may refer for payment below:

Account Name	Premium Automobiles Pte Ltd
Account Number	020-011138-0
Bank Name	The Development Bank of Singapore Limited
Bank & Branch Code	7171

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 **m.** +65 8826 8736
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) <chewht@lkkauto.com>
Sent: Thursday, 10 June 2021 8:25 AM
To: Claims <claims@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Jaime Tay <jaime.tay@eqinsurance.com.sg>
Subject: RE: LOD - ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Without Prejudice

Dear Sirs/Mdm,

We refer to our email dated 20 May 2021.

Please reply. 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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Thursday, 20 May 2021 2:33 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Jaime Tay <jaime.tay@eqinsurance.com.sg>

Subject: Re: LOD - ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Without Prejudice

Dear Sirs/mdm,

Thank you for your email.

We confirm settlement as follows: -

1. Cost of Repair (w/GST)	\$ 2,576.56
2. Loss of Use (3days x \$60.00)	\$ 180.00
3. LTA/GIA Search Fee	\$ 2.00
Total	\$ 2,758.56

EQ is moving to E-payment modes. **Kindly let us have your company's bank details for our necessary action: -**

Account Name	
Account Number	

Bank Name	
Bank & Branch Code	

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,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
 Phone: 6742 3197 | email: chewht@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: Thursday, 20 May 2021 9:55 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; Admin A <admin-a@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: LOD - ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Dear Hsiao Tong,

Attached LOD for your perusal.

We seek to request acceptance of DV and your process of settlement by email/soft copy at this stage due to delays in submission of original documents to your good office. Should you need the original urgently and can only act upon receipt, do acknowledge this email to let us know for our arrangement.

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 **m.** +65 8826 8736
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) <chewht@lkkauto.com>

Sent: Friday, 6 November 2020 9:16 AM

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

Cc: 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: Re: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Without Prejudice

Dear Sirs/Mdm,

Contents noted.

"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 | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Thursday, 5 November 2020 7:32 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; Admin A <admin-a@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Dear Hsiao Tong,

Noted. We accept your offer on direct settlement with 100% liability in our client's favour and

We propose LOU \$60/DAY or LOR \$100/day.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e.<mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



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

Sent: Thursday, 5 November 2020 2:08 PM

To: Claims Dept

Cc: 'Jaime Tay'; Admin A

Subject: Re: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Without Prejudice

Dear Sirs/Mdm,

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 and admission of any liability to our Insured's part. 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 and approved by our principal.

Thank 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."

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***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 | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Thursday, 29 October 2020 9:33 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Dear Hsiao Tong,

Attached PIR result for your kind reference, is there any update on liability clearance?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

 **PREMIUM AUTOMOBILES**
(Reg No 199902271W)
55 Ubi Road 1 Singapore 408699
p. +65 6366 2323, d. +65 67689828
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From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Thursday, 15 October 2020 3:13 PM

To: Claims Dept

Cc: 'Jaime Tay'; Admin A

Subject: RE: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Without Prejudice

Hi Tony,

We refer to your below email.

Please be informed that our insured strongly dispute on this matter. She insisted that no collision and there is no damages to her car.

We have escalated the matter to our principal for further review and will get back to you asap.

You may advise your client to claim OD if necessary. 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 Dept <claims@premiumauto.com.sg>

Sent: Thursday, 15 October 2020 3:10 PM

To: 'Claims Dept' <claims@premiumauto.com.sg>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Cc: 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; Admin A <admin-a@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Dear Hsiao Tong,

Any update?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

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

Sent: Tuesday, 13 October 2020 8:15 AM

To: 'Hsiao Tong (LKKAUTO)'

Cc: 'Jaime Tay'; 'Admin A'; 'Claims Dept'

Subject: RE: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Dear Hsiao Tong,

Any update on liability clearance status?

Thank you.

Best Regards,

Tony Foong
Claims Advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

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p. +65 6366 2323, d. +65 67689828

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

Sent: Thursday, 8 October 2020 2:29 PM

To: Claims Dept

Cc: 'Jaime Tay'; Admin A

Subject: RE: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Without Prejudice

Hi Tony,

We refer to your below email.

Please be informed that our insured strongly dispute on this matter. She insisted that no collision and there is no damages to her car.

We are reviewing the matter and will 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.

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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 Dept <claims@premiumauto.com.sg>

Sent: Wednesday, 7 October 2020 11:17 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; Admin A <admin-a@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Dear Hsiao Tong,

Is there any update on this case?

Thank you.

Best Regards,

Tony Foong

Claims Advisor

❖ **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

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

Sent: Tuesday, 29 September 2020 5:15 PM

To: Claims Dept

Cc: 'Jaime Tay'; Admin A

Subject: RE: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Without Prejudice

Hi Tony,

Received with thanks.

We will engage our insured and get back to you on this matter.

Attached is a copy of insured report for your reference.



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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 Dept <claims@premiumauto.com.sg>

Sent: Tuesday, 29 September 2020 5:08 PM

To: 'Claims Dept' <claims@premiumauto.com.sg>; 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Dear Hsiao Tong,

Attached video footage showing your insured hit our client car and move off.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e.<mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



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

Sent: Tuesday, 29 September 2020 2:46 PM

To: 'Claims Dept'; 'Jaime Tay'; 'Admin A'; 'Hsiao Tong (LKKAuto)'

Subject: RE: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Dear Hsiao Tong,

As request, attached video footage for your kind reference.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

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

Sent: Tuesday, 29 September 2020 2:14 PM

To: 'Claims Dept'; 'Jaime Tay'; 'Admin A'

Subject: RE: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Dear Jaime,

Any update?

Thank you.

Best Regards,

Tony Foong

Claims Advisor

❖ **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

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p. +65 6366 2323, d. +65 67689828

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 28 September 2020 9:27 AM
To: 'Claims Dept'; 'Jaime Tay'; 'Admin A'
Subject: RE: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Dear Jaime,

Have your insured file the report? If yes, kindly advise on liability clearance status.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 23 September 2020 8:13 AM
To: 'Jaime Tay'; 'Admin A'
Cc: 'Claims Dept'
Subject: RE: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Dear Jaime,

Have your insured file the report? If yes, kindly advise on liability clearance status.

Thank you.

Best Regards,
Tony Foong

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e. <mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

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From: Jaime Tay [<mailto:jaime.tay@eqinsurance.com.sg>]

Sent: Tuesday, 22 September 2020 2:40 PM

To: Claims Dept; Admin A

Subject: RE: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

WITHOUT PREJUDICE

SAVE AS TO COSTS

Dear Tony,

Thank you for your email. Arrangement will be made accordingly.

Dear Sirs,

Please assist on PRS and direct settlement. Our insured has not reported the accident. We have spoken to our insured and they will proceed to make the accident report soonest.

Announcement

In line with the Safe Re-opening measures, our operation remains "Business As Usual" – except most of us are on a Work-From-Home arrangement -reachable by phone or email or an arranged video call meeting.

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be conducted on a prior agreed appointment basis.

Regards,

Jaime Tay

Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
www.eqinsurance.com.sg



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

Sent: 18 September 2020 09:38

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>

Cc: 'Claims Dept' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Dear Jaime,

Attached video footage for your kind reference.

Kindly assign this survey to LKK Auto Consultants Pte Ltd.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

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From: Jaime Tay [<mailto:jaime.tay@eqinsurance.com.sg>]

Sent: Thursday, 17 September 2020 5:13 PM

To: Claims Dept

Subject: RE: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020 // EQI REF: DM20HO01366/JT

Without Prejudice

Save As To Costs

Dear Sir,

Our insured did not report the accident. Please let us have your client's evidence of impact.

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Below is a list of motor surveyors in our panel. Please **revert within 2 working days** if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

1) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155	2) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
3) LBS Automotive Appraisal Pte Ltd L.B.S. Auto Consultants Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	4) Priority Services Tel: 62934822 Fax: 62963283 Contact Person: Sharon
5) RT Appraisal Pte Ltd Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	6) LKK Auto Consultants Pte Ltd Tel: 6256-3561 Fax: 6741-4108
7) JP Knights Pte Ltd Tel: 63450068 Fax: 63445328	8) Appraisals Associates Pte Ltd Tel : 67472822 Fax: 67470070
9) Infiniti Appraisal Service Tel : 96684818/90099001 Fax: 64587432	10) Formteam Adjusters Pte Ltd Tel: 65091788 Fax: 65096221

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days.

Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

Announcement

In line with the Safe Re-opening measures, our operation remains "Business As Usual" – except most of us are on a Work-From-Home arrangement -reachable by phone or email or an arranged video call meeting.

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be conducted on a prior agreed appointment basis.

Regards,

Jaime Tay
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
www.eqinsurance.com.sg



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

Sent: 16 September 2020 17:16

To: 'Claims' <claims@premiumauto.com.sg>; EQI PRS <EQIPRS@eqinsurance.com.sg>; Janice Goh <janice.goh@eqinsurance.com.sg>; Jaime Tay <jaime.tay@eqinsurance.com.sg>

Subject: RE: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020

Dear all,

Kindly let us knw, who should we arrange survey with?

The survey date on 18/9/2020@10am, owner waiting

Thank you.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, **d.** +65 67689828

e. <mailto:claims@premiumauto.com.sg> **w.** www.audi.com.sg

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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 16 September 2020 3:47 PM
To: EQIPRS@EQINSURANCE.COM.SG
Cc: 'Claims'
Subject: RE: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020

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: Tuesday, 15 September 2020 3:06 PM
To: EQIPRS@EQINSURANCE.COM.SG
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: ACCIDENT INVOLVING SLR 4765 M AND YOUR INSURED SKP 5546 U DATED 15092020

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 \$60/100 per day.

Attached is the GIA report and estimate for your reference.

Kindly arrange survey on 18/9/2020, @ 10am . Owner waiting.

Address : 55 Ubi Road 1 , S408699

Thank you.

Best Regards,
George Wong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

281 Alexandra Road Singapore 159938

p. +65 6366 2323, option 1

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