Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)

Sent: Thursday, 1 October 2020 3:38 PM

To: 'Claims Dept'
Cc: Admin A

Subject: RE: ACCIDENT BETWEEN SKK 8029 C AND YOUR INSURED SMP 1284 C ON

21/9/2020 *** LKK REF: CC3/AIG20010159/pa3

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.

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)

Sent: Tuesday, 29 September 2020 2:22 PM **To:** 'Claims Dept' <claims@premiumauto.com.sg>

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

Subject: RE: ACCIDENT BETWEEN SKK 8029 C AND YOUR INSURED SMP 1284 C ON 21/9/2020 *** LKK REF:

CC3/AIG20010159/pa3

Without Prejudice

Dear Sirs/Mdm,

We are checking with AIG if insured had reported.

We will get back to you asap.

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 Dept < claims@premiumauto.com.sg>

Sent: Tuesday, 29 September 2020 2:19 PM

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

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

Subject: RE: ACCIDENT BETWEEN SKK 8029 C AND YOUR INSURED SMP 1284 C ON 21/9/2020 *** LKK REF:

CC3/AIG20010159/pa3

Dear Hsiao Tong,

Any update?

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: Monday, 28 September 2020 8:59 AM **To:** 'Claims Dept'; 'Hsiao Tong (LKKAuto)'

Cc: 'Admin A'

Subject: RE: ACCIDENT BETWEEN SKK 8029 C AND YOUR INSURED SMP 1284 C ON 21/9/2020 *** LKK REF:

CC3/AIG20010159/pa3

Dear Hsiao Tong,

Have your insured file the report?

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

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

Sent: Thursday, 24 September 2020 4:38 PM

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

Subject: RE: ACCIDENT BETWEEN SKK 8029 C AND YOUR INSURED SMP 1284 C ON 21/9/2020 *** LKK REF:

CC3/AIG20010159/pa3

Dear Hsiao Tong,

Attached video footage for your kind reference?

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

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

Sent: Thursday, 24 September 2020 3:54 PM

To: 'Claims Dept'
Cc: Admin A

Subject: RE: ACCIDENT BETWEEN SKK 8029 C AND YOUR INSURED SMP 1284 C ON 21/9/2020 *** LKK REF:

CC3/AIG20010159/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that our insured had yet lodge the accident report.

We are following up and will get back to you.

Meantime, we would like to request a copy of video footage as stated in you client's accident report for our 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: Mei Kwan (LKKAuto) < Meikwan@lkkauto.com>
Sent: Wednesday, 23 September 2020 5:51 PM

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

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

Subject: RE: ACCIDENT BETWEEN SKK 8029 C AND YOUR INSURED SMP 1284 C ON 21/9/2020 *** LKK REF:

CC3/AIG20010159/pa3

Dear Tony,

We refer to the above matter.

Please be informed that we are currently **pending for our principal to release OI GIA report.**

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong via email.

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.

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)

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Tuesday, 22 September, 2020 5:53 PM

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

Subject: RE: ACCIDENT BETWEEN SKK 8029 C AND YOUR INSURED SMP 1284 C ON 21/9/2020

Dear Tony,

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 Dept < claims@premiumauto.com.sg>

Sent: Tuesday, 22 September, 2020 3:09 PM

To: 'Claims' <<u>claims@premiumauto.com.sg</u>>; 'Summer Lee (LKK Auto)' <<u>admin-d@lkkauto.com</u>>; 'Admin A' <<u>admin-</u>

a@lkkauto.com>; 'Summer Lee (LKK Auto)' <admin-d@lkkauto.com>

Subject: RE: ACCIDENT BETWEEN SKK 8029 C AND YOUR INSURED SMP 1284 C ON 21/9/2020

Dear Summer,

Kindly reschedule the survey appoint to tomorrow 2.30pm at Ubi.

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: Tuesday, 22 September 2020 11:10 AM

To: 'Summer Lee (LKK Auto)'; 'Admin A'; 'Summer Lee (LKK Auto)'

Cc: 'Claims'

Subject: ACCIDENT BETWEEN SKK 8029 C AND YOUR INSURED SMP 1284 C ON 21/9/2020

Dear All,

Kindly register OD claim for this vehicle. Attached is the GIA report for your reference.

We will forward you the estimate once it is available.

Kindly arrange survey on 23/9/2020, 10:30-11:30AM, Owner waiting.

Address: 55 Ubi Road 1, S408699

Best Regards, Raymond Ting Estimator

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



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