

Re: LOD - ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3 - VEHICLE IN

Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Thu 13/5/2021 12:19 PM

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

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

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We confirm settlement as follows: -

1. Cost of Repair (w/GST)	\$ 5,821.31
2. Loss of Use (5days x \$60.00)	\$ 300.00
3. LTA/GIA Search Fee	\$ 2.00
Total	\$ 6,123.31

We will proceed to close file.

"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 | 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: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Wednesday, 12 May 2021 10:16 AM

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

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

Subject: Re: LOD - ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3 - VEHICLE IN

Without Prejudice

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,

FYNA, CC3/AIG20010703/R1ps3

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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

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

Sent: Wednesday, May 12, 2021 9:24 AM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

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

Subject: RE: LOD - ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3 - VEHICLE IN

Dear Su Li,

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

Thank you.

Best Regards,

Nadia Hani

Claims Administrator

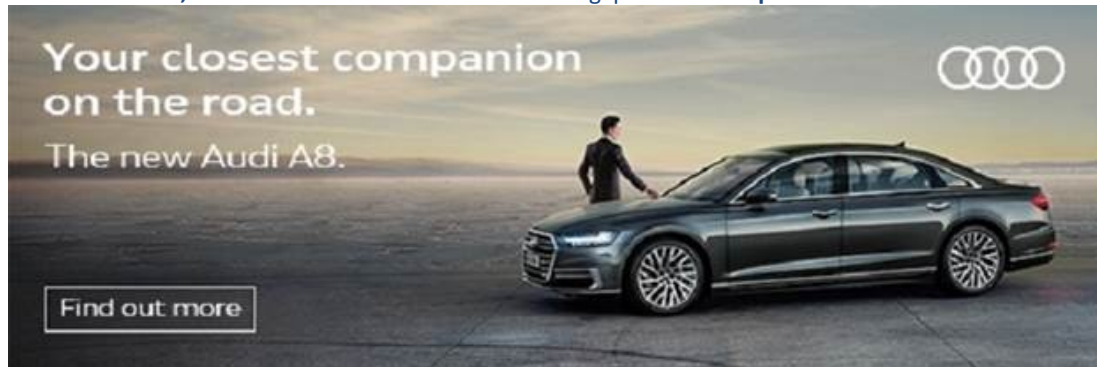
Premium Automobiles Pte Ltd (Reg No 199902271W)

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: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Friday, 30 April 2021 2:51 PM

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

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

Subject: Fw: LOD - ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3 - VEHICLE IN

Without Prejudice

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,

FYNA, CC3/AIG20010703/R1ps3

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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

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

Sent: Friday, April 30, 2021 2:45 PM

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

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

Subject: RE: LOD - ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3 - VEHICLE IN

Dear Khanchna,

URGENT

Attached LOD for your perusal. We will be submitting the original documents to Adrian by hand.

Please arrange for settlement upon receipt.

Thank you.

Best Regards,
Nadia Hani
Claims Administrator

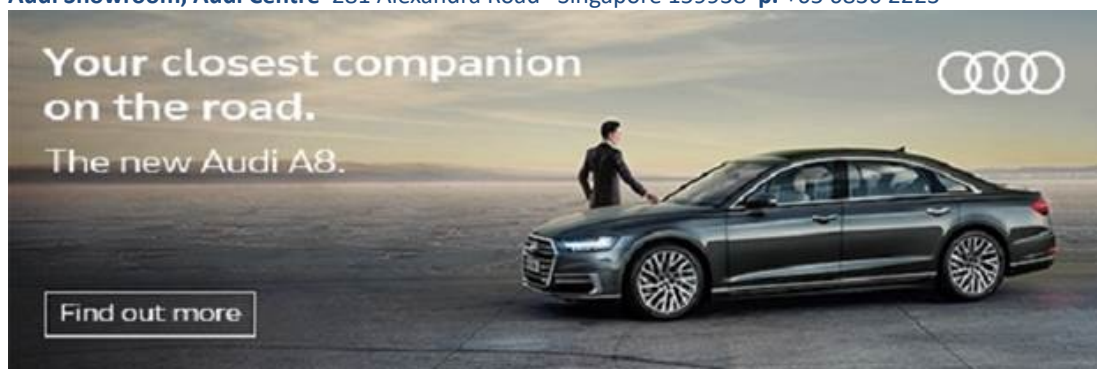
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From: Claims <claims@premiumauto.com.sg>

Sent: Thursday, 15 October 2020 6:55 PM

To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>; 'Hsiao Tong (LKKAuto)'

<chewht@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3 - VEHICLE IN

Dear Khanchna,

We shall proceed with direct settlement with liability 100 % in our client favour.

To avoid dispute during finalization, kindly advice on LOU/R rate.

**Best Regards,
Kee Siang
Claims Advisor**

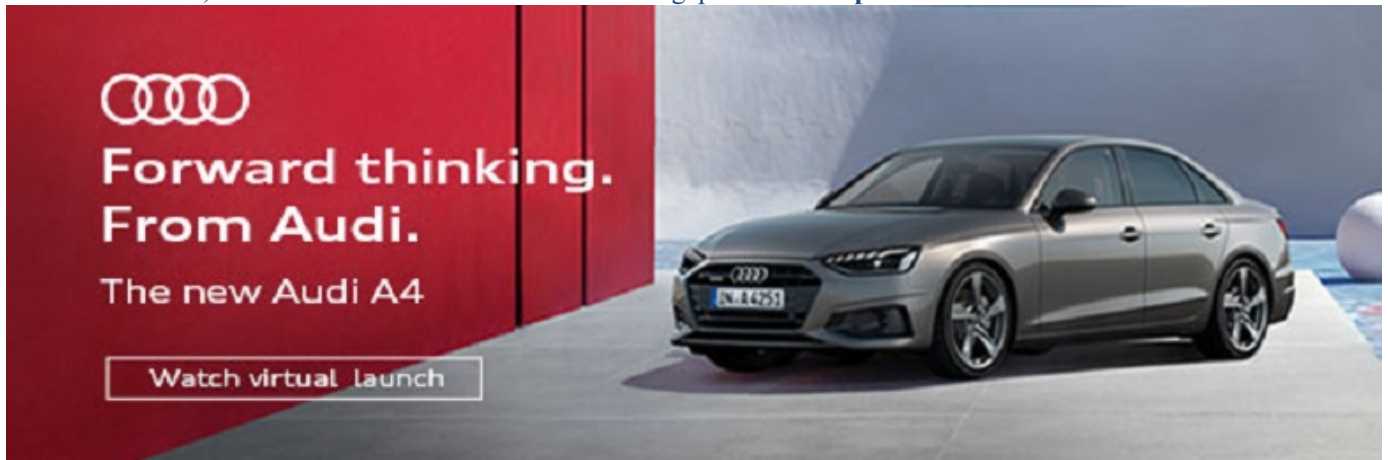
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From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]

Sent: Thursday, 15 October 2020 5:03 PM

To: Claims

Cc: Admin A; Jaslin Kok (LKK Auto); Hsiao Tong (LKKAuto)

Subject: RE: ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3 - VEHICLE IN

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: [mailto:Khanchna@lkkauto.com%7C]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 October 2020 4:55 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3 - VEHICLE IN

Dear Khanchna,

Attached video footage for your kind reference.

Best Regards,

Kee Siang

Claims Advisor

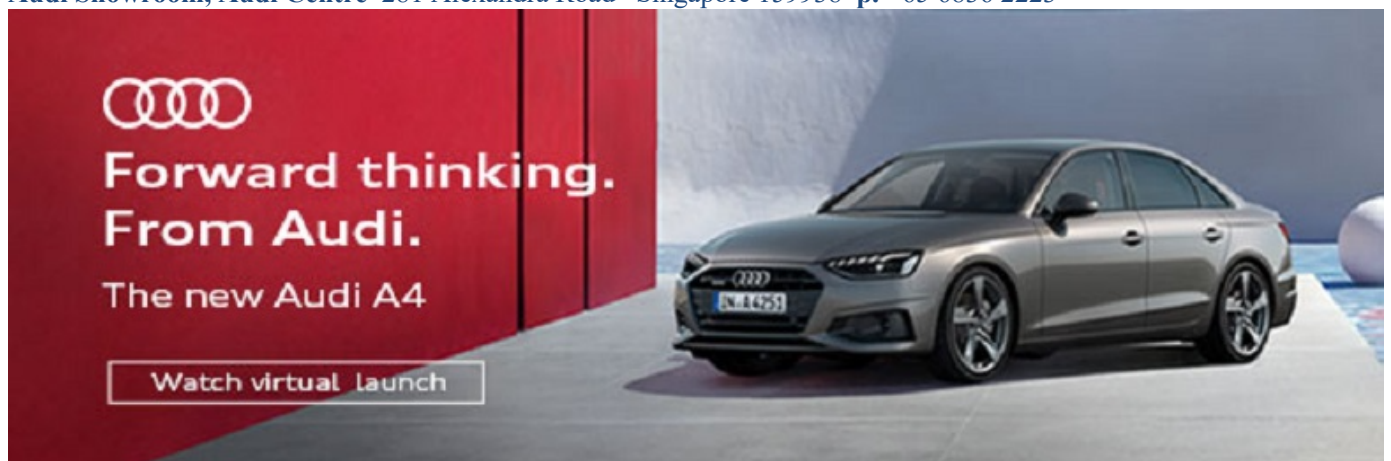
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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e. claims@premiumauto.com.sg **w.** www.audi.com.sg

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

Sent: Thursday, 15 October 2020 12:47 PM

To: 'Khanchna (LKK Auto)'

Cc: 'Admin A'; 'Jaslin Kok (LKK Auto)'; 'Hsiao Tong (LKKAuto)'; 'Claims'

Subject: RE: ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3 - VEHICLE IN

Dear Khancha,

Any update on this case, has your principle insured file the report?

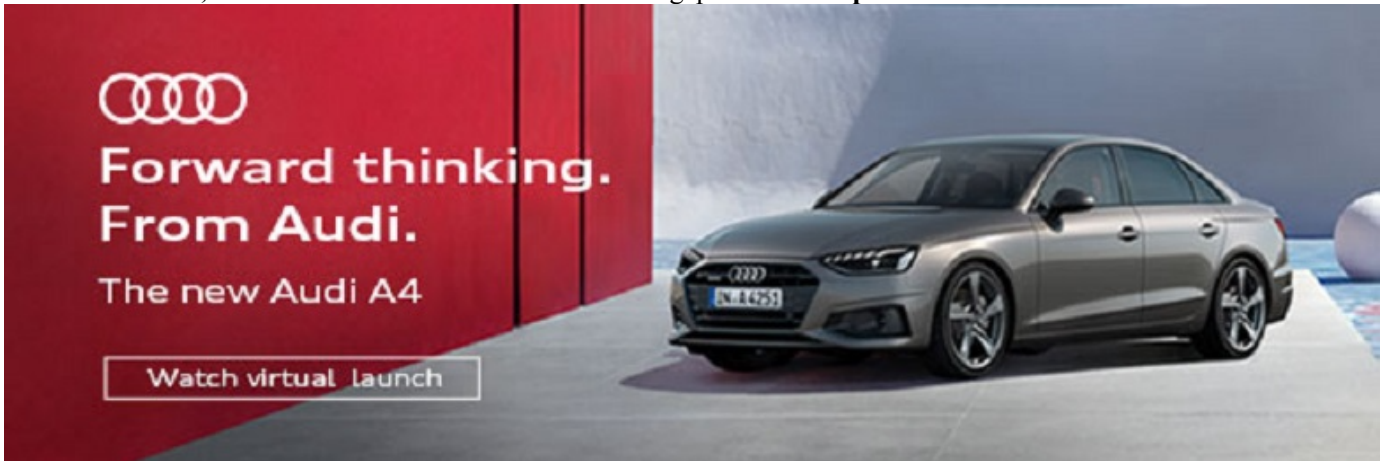
Best Regards,
Kee Siang
Claims Advisor

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

Sent: Wednesday, 14 October 2020 12:38 PM

To: 'Khanchna (LKK Auto)'

Cc: 'Admin A'; 'Jaslin Kok (LKK Auto)'; 'Hsiao Tong (LKKAuto)'; 'Claims'

Subject: RE: ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3 - VEHICLE IN

Dear Khanchna,

We understand the other party just submitted the report yesterday.

Kindly advice on direct settlement urgently for this case?

Best Regards,
Kee Siang
Claims Advisor

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

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

Sent: Monday, 12 October 2020 3:20 PM

To: Claims

Cc: Admin A; Jaslin Kok (LKK Auto); Hsiao Tong (LKKAuto)

Subject: RE: ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3 - VEHICLE IN

WITHOUT PREJUDICE

Dear Kee,

We had checked and our principal said no GIA report yet.

We are following up.

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,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: [<mailto:Khanchna@lkkauto.com>]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: 12 October 2020 3:18 PM

To: 'Claims' <claims@premiumauto.com.sg>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3 - VEHICLE IN

Dear Khanchna,

Any update on this case? Kindly advice on direct settlement urgently on this case

**Best Regards,
Kee Siang
Claims Advisor**

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55 Ubi Road 1 Road Singapore 408699
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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 9 October 2020 11:00 AM
To: 'Khanchna (LKK Auto)'
Cc: 'Admin A'; 'Jaslin Kok (LKK Auto)'; 'Hsiao Tong (LKKAUTO)'; 'Claims'
Subject: RE: ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3 - VEHICLE IN

Dear Kanchna,

We understand that your principle insured had filed the report yesterday evening.

Kindly assist to check again.

**Best Regards,
Kee Siang
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: Thursday, 8 October 2020 4:12 PM

To: Claims

Cc: Admin A; Jaslin Kok (LKK Auto); Hsiao Tong (LKKAuto)

Subject: RE: ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3 - VEHICLE IN

Without Prejudice

Dear Kee,

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 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: [<mailto:Khanchna@lkkauto.com>] 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: 8 October 2020 4:00 PM

To: 'Claims' <claims@premiumauto.com.sg>; Su Li (LKK Auto) <suli@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3 - VEHICLE IN

Dear all,

Kindly assist on liability clearance for above mention urgently.

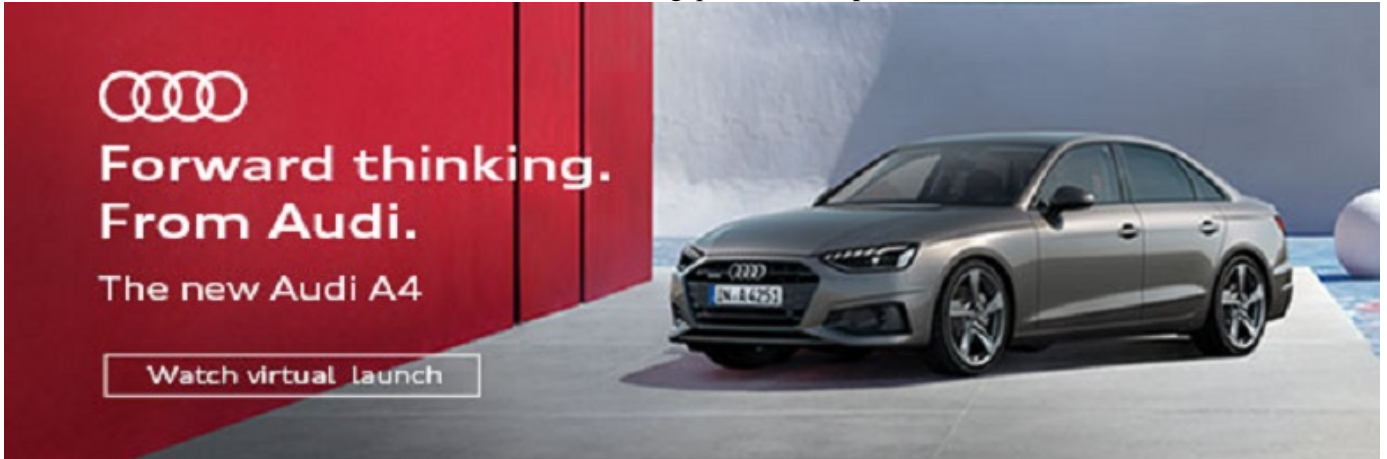
Best Regards,
Kee Siang
Claims Advisor

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55 Ubi Road 1 Road Singapore 408699

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

Sent: Thursday, 8 October 2020 8:42 AM

To: 'Claims'; 'Su Li (LKK Auto)'; 'Khanchna (LKK Auto)'

Cc: 'Admin A'; 'Jaslin Kok (LKK Auto)'; 'Hsiao Tong (LKKAuto)'; 'Premiumauto Claims'

Subject: RE: ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3

Dear all,

Kindly assist on liability clearance urgently.

Best Regards,
Kee Siang
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
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p. +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

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

Sent: Tuesday, 6 October 2020 3:01 PM

To: 'Su Li (LKK Auto)'; 'Khanchna (LKK Auto)'

Cc: 'Admin A'; 'Jaslin Kok (LKK Auto)'; 'Hsiao Tong (LKKAuto)'; 'Claims'

Subject: RE: ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3

Dear all,

Attached is the correct estimate for your reference.

Best Regards,

Syafiq

Claims Admin Assistant

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Tuesday, 6 October 2020 2:48 PM

To: 'Su Li (LKK Auto)' <suli@lkkauto.com>; 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3

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
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From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Tuesday, 6 October 2020 9:18 AM
To: Claims <claims@premiumauto.com.sg>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020 LKK REF : CC3/AIG20010703/ks3

Without Prejudice

Dear Sirs / Madam,

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 Khanchna via email.

Our respective case handler will look into the matter and revert 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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 **Email:** [mailto:SuLi@lkkauto.com%7C]SuLi@lkkauto.com| **Fax :** 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

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

Sent: Monday, 5 October 2020 7:32 PM

To: Admin-D (LKKAuto); Admin A; SUR

Cc: 'Claims'

Subject: ACCIDENT BETWEEN SLV 500 R AND YOUR INSURED GW 7288 L ON 5/10/2020

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

Kindly arrange survey on 6/10/2020, 2PM at 24 Benoi Sector.

Vehicle is in our compound.

We are claiming against AIG.

Best Regards,

Syafiq

Claims Admin Assistant

Premium Automobiles Pte Ltd (Reg No 199902271W)

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