

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 6 January 2022 10:31 AM
To: Claims
Cc: Admin A
Subject: RE: ACCEPT - FINAL REVISION - SKM5766S - TP LONPAC - SURVEYED 17 JUN 21
Attachments: DV_SKM5766S.pdf

Without Prejudice

Dear Sirs/Mdm,

Thank you for your acceptance.

Please duly sign the **documents** enclosed and return to us (LKK) for our necessary action.

“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: Wednesday, 5 January 2022 2:57 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: ACCEPT - FINAL REVISION - SKM5766S - TP LONPAC - SURVEYED 17 JUN 21

Dear Hsiao Tong,

We accept your settlement offer as below:

1. Cost of Repair (w/GST)	\$ 14,836.94
2. Loss of Rental (10days x \$51.79) (w/GST)	\$ 554.15
3. LTA/GIA Search Fee	\$ 2.00
Total	\$ 15,393.09

Kindly forward us DV if necessary for our completion.

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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Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]
Sent: Wednesday, 8 December 2021 3:34 PM
To: Claims
Cc: Admin A
Subject: RE: LOD - FINAL REVISION - SKM5766S - TP LONPAC - SURVEYED 17 JUN 21

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We are prepared to improve our offer as follows: -

1. Cost of Repair (w/GST)	\$ 14,836.94
2. Loss of Rental (10days x \$51.79) (w/GST)	\$ 554.15
3. LTA/GIA Search Fee	\$ 2.00
Total	\$ 15,393.09

*Our surveyor recommended 7 days for repair.

Please confirm acceptance.

“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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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: Tuesday, 30 November 2021 11:04 AM

To: Claims <claims@premiumauto.com.sg>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: LOD - FINAL REVISION - SKM5766S - TP LONPAC - SURVEYED 17 JUN 21

Without Prejudice

Hi,

We are reviewing the matter and 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.”

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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 <claims@premiumauto.com.sg>

Sent: Tuesday, 30 November 2021 10:59 am

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>

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

Subject: RE: LOD - FINAL REVISION - SKM5766S - TP LONPAC - SURVEYED 17 JUN 21

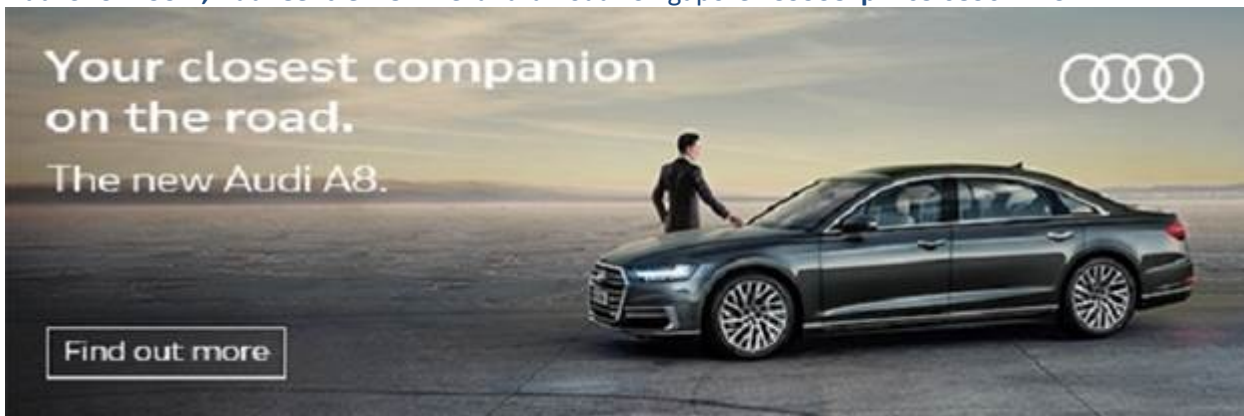
Hi Hsiao Tong,

Any updates?

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
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From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 18 November 2021 10:21 AM
To: 'Hsiao Tong (LKKAUTO)' <chewht@lkkauto.com>; 'Adrian Ling (LKKAUTO)' <adrianling@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: LOD - FINAL REVISION - SKM5766S - TP LONPAC - SURVEYED 17 JUN 21

Hi Hsiao Tong,

Any updates?

Thank you.

**Best Regards,
Nadia Hani
Claims Administrator**

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

Sent: Tuesday, 9 November 2021 2:42 PM

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

Cc: claims@premiumauto.com.sg

Subject: RE: LOD - FINAL REVISION - SKM5766S - TP LONPAC - SURVEYED 17 JUN 21

Dear Hsiao Tong,

The breakdown of no. of days is reflected in the rental bill.

10/6 to 24/6 - \$775.81

24/6 to 1/7 - \$387.91

Thank you.

**Best Regards,
Nadia Hani
Claims Administrator**

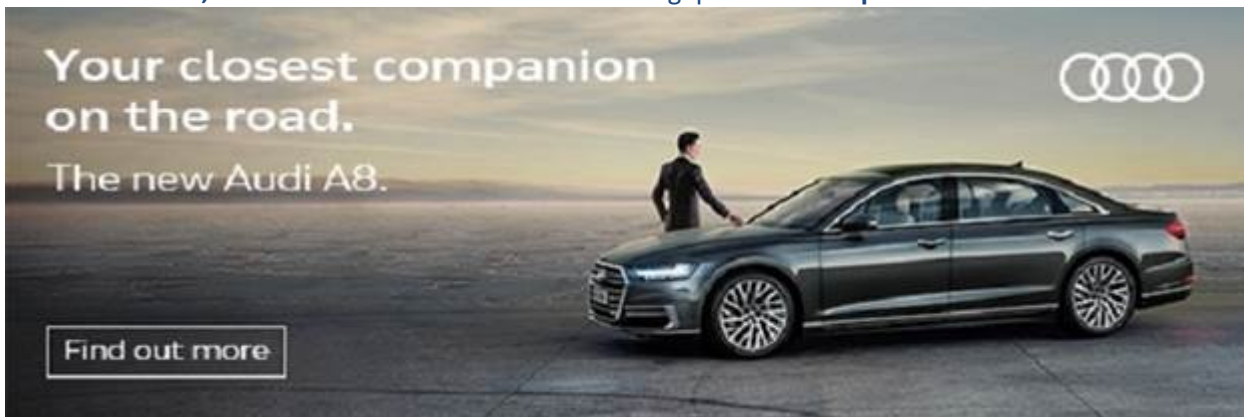
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9911 **m.** +65 8826 8736

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, 26 October 2021 11:24 AM
To: Claims <claims@premiumauto.com.sg>
Cc: Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Re: LOD - FINAL REVISION - SKM5766S - TP LONPAC - SURVEYED 17 JUN 21

Without Prejudice

Hi,

Kindly let us have the breakdown of number of days and counter propose for our review.

Thank you.

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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 <claims@premiumauto.com.sg>
Sent: Tuesday, 5 October 2021 5:15 pm
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>;
claims@premiumauto.com.sg <claims@premiumauto.com.sg>
Subject: LOD - FINAL REVISION - SKM5766S - TP LONPAC - SURVEYED 17 JUN 21

Dear Hsiao tong,

Our client is not agreeable to your offer on the rental. His invoice is S\$ 51.79 per day.

Kindly take note that his car was tow in since day 1.

Most appreciate if you can adjust the offer for amicable settlement.

Thank you.

Best Regards,
Jennis Tan
Claims Administrator

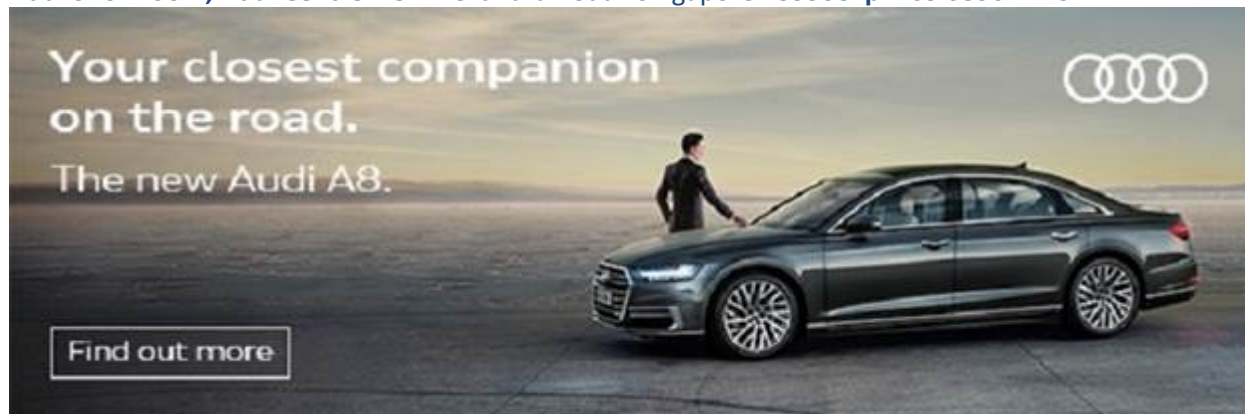
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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Friday, 1 October 2021 11:52 AM

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

Cc: Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: LOD - FINAL REVISION - SKM5766S - TP LONPAC - SURVEYED 17 JUN 21

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 14,836.94
2. Loss of Rental (9days x \$51.79) (w/GST)	\$ 498.74
3. LTA/GIA Search Fee	\$ 2.00
Total	\$ 15,337.68

*Our surveyor recommended 7 days for repair.

Please confirm acceptance.

"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 <claims@premiumauto.com.sg>
Sent: Saturday, 11 September 2021 11:50 am
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>;
claims@premiumauto.com.sg <claims@premiumauto.com.sg>
Subject: LOD - FINAL REVISION - SKM5766S - TP LONPAC - SURVEYED 17 JUN 21

Dear Hsiao Tong,

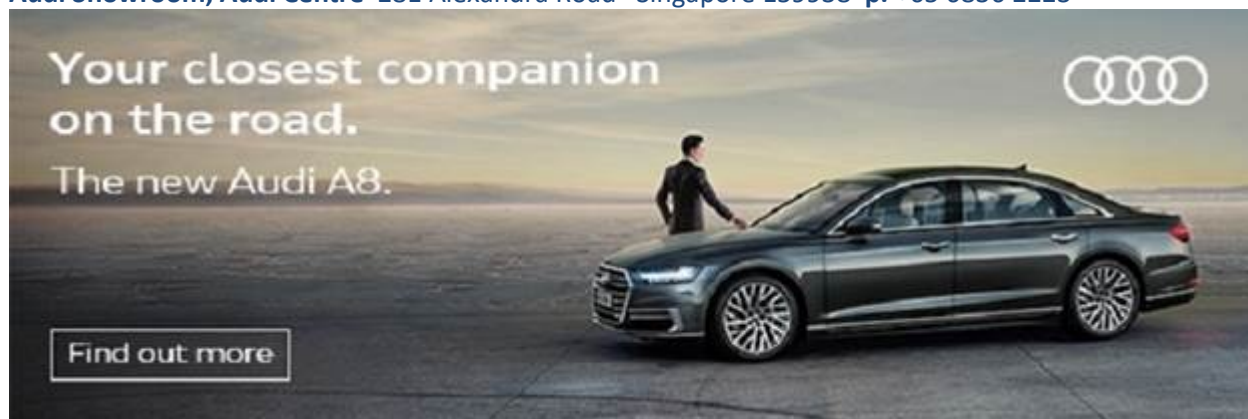
Attached LOD for your perusal. We will be submitting the original documents to Adrian by hand.

Please arrange for settlement upon receipt.

Thank you.

Best Regards,
Jennis Tan
Claims Administrator

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, 10 September 2021 2:54 PM
To: Boo seng yak <boojohnny@gmail.com>; Carrine Leong <carrine.leong@premiumauto.com.sg>;
jiayee.yap@premiumauto.com.sg; Chang Chee Sing <claims@premiumauto.com.sg>

Cc: Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: Re: FINAL REVISION - SKM5766S - TP LONPAC - SURVEYED 17 JUN 21

REMINDER Without Prejudice

Dear Sirs/Mdm,

Further to the below email.

Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Please note that all the finalisation subject to insurer 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.

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

Sent: Tuesday, 31 August 2021 5:19 pm

To: Boo seng yak <boojohnny@gmail.com>; Carrine Leong <carrine.leong@premiumauto.com.sg>;
jiayee.yap@premiumauto.com.sg <jiayee.yap@premiumauto.com.sg>; Chang Chee Sing
<claims@premiumauto.com.sg>

Cc: Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: Re: FINAL REVISION - SKM5766S - TP LONPAC - SURVEYED 17 JUN 21

Without Prejudice

Dear Sirs/Mdm,

Further to the below email.

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Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Monday, 16 August 2021 12:50 pm
To: Boo seng yak <boojohnny@gmail.com>; Carrine Leong <carrine.leong@premiumauto.com.sg>;
jiayee.yap@premiumauto.com.sg <jiayee.yap@premiumauto.com.sg>; Chang Chee Sing
<claims@premiumauto.com.sg>
Cc: Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: Re: FINAL REVISION - SKM5766S - TP LONPAC - SURVEYED 17 JUN 21

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

For COR, recommended amount at **P/P \$13,866.30**(before GST) with **07**repair days.

Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Please note that all the finalisation subject to insurer 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.

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Best Regards,
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Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Boo seng yak <boojohnny@gmail.com>
Sent: Wednesday, 11 August 2021 5:38 PM
To: Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Carrine Leong <carrine.leong@premiumauto.com.sg>; jiayee.yap@premiumauto.com.sg <jiayee.yap@premiumauto.com.sg>; Chang Chee Sing <claims@premiumauto.com.sg>
Subject: FINAL REVISION - SKM5766S - TP LONPAC - SURVEYED 17 JUN 21

Hi Adrian and all,

Revised estimate, re-survey docs and photographs is attached.

Please confirm repair cost of \$13,866.30 @ 7 days exclude 1 Sunday.

Your early closure is well appreciated.

Best regards - Johnny Boo