

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 3 February 2022 4:14 PM  
**To:** Claims  
**Cc:** Admin A; CS A Team; Adrian Ling (LKKAuto)  
**Subject:** RE: LOD - ACCIDENT INVOLVING SKL 9086 A AND YOUR INSURED EZ 28 A DATED 06/11/2021 LKK REF : CC3/AIG21011357/ps3  
**Attachments:** DV\_SKL9086A.pdf

### Without Prejudice

Dear Sirs/Mdm,

We confirm settlement at **\$3,271.74(all-in)** as per your LOD.

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."**

***"Wishing You Happiness & Prosperity Chinese New Year 2022"***

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

S(408933)

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

**Sent:** Monday, 24 January 2022 10:59 AM

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

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

**Subject:** RE: LOD - ACCIDENT INVOLVING SKL 9086 A AND YOUR INSURED EZ 28 A DATED 06/11/2021 LKK REF : CC3/AIG21011357/ps3

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,  
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](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)  
**Audi Showroom, Audi Centre** 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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**From:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Thursday, 18 November 2021 3:43 PM  
**To:** 'Hsiao Tong (LKKAUTO)' <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** RE: ACCIDENT INVOLVING SKL 9086 A AND YOUR INSURED EZ 28 A DATED 06/11/2021 LKK REF : CC3/AIG21011357/ps3

Dear Hsiao Tong,

Noted. We accept your offer on the direct settlement for property damage with 100% liability in our client's favor.  
We propose LOU \$100/day or LOR \$160/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](http://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, 18 November 2021 12:39 PM  
**To:** Claims Dept  
**Cc:** Admin A  
**Subject:** Re: ACCIDENT INVOLVING SKL 9086 A AND YOUR INSURED EZ 28 A DATED 06/11/2021 LKK REF : CC3/AIG21011357/ps3

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."**

**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](mailto:chewht@lkkauto.com) | fax: 6741 4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Wednesday, 17 November 2021 3:35 pm  
**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Subject:** RE: ACCIDENT INVOLVING SKL 9086 A AND YOUR INSURED EZ 28 A DATED 06/11/2021 LKK REF : CC3/AIG21011357/ps3

Dear Hsiao Tong,

Any update for direct settlement?

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 [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Tuesday, 16 November 2021 2:44 PM  
**To:** 'Hsiao Tong (LKKAuto)'  
**Cc:** 'Admin A'; 'Su Li (LKK Auto)'; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: ACCIDENT INVOLVING SKL 9086 A AND YOUR INSURED EZ 28 A DATED 06/11/2021 LKK REF : CC3/AIG21011357/ps3

Dear all ,

Attached revise estimate for your kind reference.

**Thank you**  
**Best Regards,**  
**Zoey Kum**  
**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](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)  
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**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Tuesday, 16 November 2021 10:15 AM  
**To:** 'Hsiao Tong (LKKAuto)' <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Su Li (LKK Auto)' <[suli@lkkauto.com](mailto:suli@lkkauto.com)>;  
[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** RE: ACCIDENT INVOLVING SKL 9086 A AND YOUR INSURED EZ 28 A DATED 06/11/2021 LKK REF : CC3/AIG21011357/ps3

Dear Hsiao Tong,

Please find the attached GIA addendum for your reference.

Thank you.

**Best regards,**  
**George Wong**  
**Claims advisor**

❖ **PREMIUM AUTOMOBILES**  
(Reg No 199902271W)  
281 Alexandra Road Singapore 159938  
p. +65 6366 2323 d. 66900293  
e. [Claims@premiumauto.com.sg](mailto:Claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)



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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Thursday, 11 November 2021 9:19 am

**To:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: ACCIDENT INVOLVING SKL 9086 A AND YOUR INSURED EZ 28 A DATED 06/11/2021 LKK REF : CC3/AIG21011357/ps3

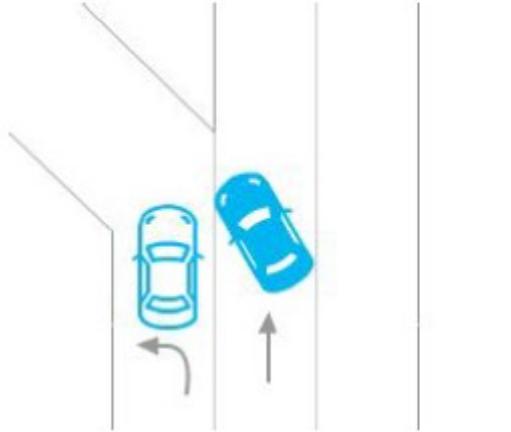
Without Prejudice

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



## CIRCUMSTANCES OF ACCIDENT

I was on a turning lane and realized it was wrong and i signaled to go straight and hit a car that was going straight. .

Please 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.***

***\*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**

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**From:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Wednesday, November 10, 2021 6:53 PM  
**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: ACCIDENT INVOLVING SKL 9086 A AND YOUR INSURED EZ 28 A DATED 06/11/2021 LKK REF : CC3/AIG21011357/ps3

Dear Su Li,

Kindly assist to check has AIG insured file the report?

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

◆ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

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e.<mailto:claims@premiumauto.com.sg> w. [www.audi.com.sg](http://www.audi.com.sg)

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**From:** Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]  
**Sent:** Monday, 8 November 2021 3:57 PM  
**To:** Claims; Hsiao Tong (LKKAuto)  
**Cc:** Admin A  
**Subject:** Re: ACCIDENT INVOLVING SKL 9086 A AND YOUR INSURED EZ 28 A DATED 06/11/2021 LKK REF : CC3/AIG21011357/ps3

Without Prejudice

Dear Sir/Madam,

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 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**

---

**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Monday, November 8, 2021 3:19 PM  
**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** ACCIDENT INVOLVING SKL 9086 A AND YOUR INSURED EZ 28 A DATED 06/11/2021

Dear all,

Kindly assist in the liability clearance for the above mentioned case. We propose for 100% direct settlement in our clients favour.

We herein attached the GIA report for your kind reference.

we will forward you the estimate once is available.

Aside to Summer,

Please arrange survey on 16/11/2021@2PM at Ubi 55 Road 1, owner waiting.

Do note that we are claiming against AIG.

Thank you

Best regards,  
George Wong  
Claims advisor

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(Reg No 199902271W)

281 Alexandra Road Singapore 159938

p. +65 6366 2323 d. 66900293

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