

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 21 June 2022 9:26 AM
To: Claims
Cc: Admin A; CS A Team
Subject: RE: LOD - EST - ACCIDENT INVOLVING VEHICLE SLP 7146 R AND YOUR INSURED GBE 2555 C ON 16/2/22 LKK REF : CC3/AIG22001596/ps3
Attachments: DV_SLP 7146R.pdf

Without Prejudice

Dear Sirs/Mdm,

We confirm settlement at \$3,763.08(all-in).

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 |

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

S(408933)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 16 June 2022 3:34 PM
To: Claims <claims@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: LOD - EST - ACCIDENT INVOLVING VEHICLE SLP 7146 R AND YOUR INSURED GBE 2555 C ON 16/2/22 LKK REF : CC3/AIG22001596/ps3

Without Prejudice

Dear Sirs/Mdm,

We acknowledge receipt of your email dated 16/06/2022.

We will look into the matter and 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.

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

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Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

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

Sent: Thursday, 16 June 2022 10:55 AM

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

Cc: claims@premiumauto.com.sg

Subject: RE: LOD - EST - ACCIDENT INVOLVING VEHICLE SLP 7146 R AND YOUR INSURED GBE 2555 C ON 16/2/22
LKK REF : CC3/AIG22001596/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 **w.** www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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

Sent: Thursday, 3 March 2022 8:43 AM

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

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

Subject: RE: EST - ACCIDENT INVOLVING VEHICLE SLP 7146 R AND YOUR INSURED GBE 2555 C ON 16/2/22 LKK
REF : CC3/AIG22001596/ps3

Dear Hsiao Tong,

Noted with thanks, We accept your offer on direct settlement with 100% liability in our client's favour and
To avoid dispute on the LOU/LOR rate during final settlement , we propose LOU \$60 /day or LOR \$100/day.

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

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

Sent: Thursday, 3 March 2022 7:48 AM

To: claims@premiumauto.com.sg

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

Subject: RE: EST - ACCIDENT INVOLVING VEHICLE SLP 7146 R AND YOUR INSURED GBE 2555 C ON 16/2/22 LKK
REF : CC3/AIG22001596/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."

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

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

Sent: Wednesday, 2 March 2022 7:01 PM

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

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

Subject: RE: EST - ACCIDENT INVOLVING VEHICLE SLP 7146 R AND YOUR INSURED GBE 2555 C ON 16/2/22 LKK
REF : CC3/AIG22001596/ps3

Dear all,

Any update on direct settlement ?

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 w. www.audi.com.sg

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

Sent: Thursday, 24 February 2022 12:53 PM

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

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

Subject: RE: EST - ACCIDENT INVOLVING VEHICLE SLP 7146 R AND YOUR INSURED GBE 2555 C ON 16/2/22 LKK
REF : CC3/AIG22001596/ps3

Dear all,

Any update on direct settlement ?

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

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

Sent: Tuesday, 22 February 2022 3:00 PM

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

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

Subject: RE: EST - ACCIDENT INVOLVING VEHICLE SLP 7146 R AND YOUR INSURED GBE 2555 C ON 16/2/22 LKK
REF : CC3/AIG22001596/ps3

Dear all,

Attached revise estimate for your kind reference.

kindly advise on direct settlement.

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

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

Sent: Friday, 18 February 2022 2:45 PM

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

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

Subject: Re: EST - ACCIDENT INVOLVING VEHICLE SLP 7146 R AND YOUR INSURED GBE 2555 C ON 16/2/22 LKK
REF : CC3/AIG22001596/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>

Sent: Friday, February 18, 2022 2:41 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Su Li (LKK Auto) <suli@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: EST - ACCIDENT INVOLVING VEHICLE SLP 7146 R AND YOUR INSURED GBE 2555 C ON 16/2/22

Dear Mei Kwan,

Above attached is the correct estimate for your kind reference.

Thank you

**Best Regards,
Jennis Tan
Claims Administrator**

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

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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Friday, 18 February, 2022 2:40 PM

To: claims@premiumauto.com.sg

Cc: Admin A <admin-a@lkkauto.com>; Su Li (LKK Auto) <suli@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING VEHICLE SLP 7146 R AND YOUR INSURED GBE 2555 C ON 16/2/22

Dear Zoey,

As spoken, kindly amend the estimate and resend.

ESTIMATE : ACCIDENT REPAIRS
WORKSHOP : UBI ROAD 1
CONTACT NO : 6366 2323
FAX NO : 6841 1183
REFERENCE : PA/TP/0119/2022/JT
DATE : 17-Feb-22
WIP : 12258

VEHICLE NOT IN WORKSHOP. KINDLY ARRANGE SURVEY 22/2/22
YOUR INSURED VEH NO : GBE 2555 C

NTUC INCOME INSURANCE CO - CLAIMS DEPARTMENT
73 BRAS BASAH ROAD
#05-01 NTUC TRADE UNION HOUSE
SINGAPORE 189556
Attn: Motor Claims Dept
Tel: 6880 4602 - Fax: 6880 4838

OWNER'S NAME : MS TEO CHUAN MING
ADDRESS : 6 BISHAN ST 25
#12-10
SINGAPORE 573975
TELEPHONE : HP +65 97633258
TYPE OF CLAIM : THIRD PARTY CLAIM
POLICY NO : 5100867315-03
VEHICLE NO : SLP 7146 R

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: Claims <claims@premiumauto.com.sg>

Sent: Friday, 18 February, 2022 2:14 PM

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

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

Subject: RE: ACCIDENT INVOLVING VEHICLE SLP 7146 R AND YOUR INSURED GBE 2555 C ON 16/2/22

Dear Su Li,

We will be claiming against AIG.

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

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

Sent: Thursday, 17 February 2022 4:25 PM

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

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

Subject: Re: ACCIDENT INVOLVING VEHICLE SLP 7146 R AND YOUR INSURED GBE 2555 C ON 16/2/22

Without Prejudice

Dear Sir / Madam,

We refer to your below request.

To avoid any confusion, kindly advise which insurer is your client *seeking to claim against*.

**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

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

Sent: Thursday, February 17, 2022 3:02 PM

To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: ACCIDENT INVOLVING VEHICLE SLP 7146 R AND YOUR INSURED GBE 2555 C ON 16/2/22

Dear all,

Kindly assist in the liability clearance for above mentioned case. We are in the opinion that our client is not the proximate cause of the accident.

Therefore, we propose for direct settlement at 100% liability clearance in our clients favour.

Please advise who the officer in-charge we shall liaise with.

Attached are the GIA report for your reference and we will send you the estimate once it is ready.

Kindly arrange survey on 22/2/22 @ 2PM @ Ubi. Owner waiting.

Thank you.

**Best Regards,
Jennis Tan
Claims Administrator**

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

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