

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 26 April 2022 3:34 PM
To: Claims Dept
Cc: CS A Team; Admin A
Subject: RE: ACCIDENT INVOLVING SDX 7177 D AND YOUR INSURED GBL 5691 K ON 1/4/2022 *** LKK REF: CC3/AIG22003054/Gpa3
Attachments: LEONG CHIN HENG, SEBASTIAN - Mutual Settlement Form for Motor Accident (....pdf)

Without Prejudice

Hi Tony,

Please be informed that our insured driver has private settled with your client.
Attached is a copy of private settlement form submitted by our insured for your easy reference.

In view of this, we will proceed to close file at our end.

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 Dept <claims@premiumauto.com.sg>
Sent: Friday, 22 April 2022 11:28 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING SDX 7177 D AND YOUR INSURED GBL 5691 K ON 1/4/2022 *** LKK REF: CC3/AIG22003054/Gpa3

Dear Hsiao Tong,

This BOLA doesn't apply on this scenario as your insured is park at the road side and reverse.

Kindly review again.

Thank you.

Best Regards,
Tony Foong
Senior 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: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Friday, 22 April 2022 11:14 AM

To: Claims Dept

Cc: CS A Team; Admin A



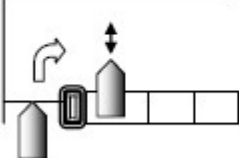
Subject: RE: ACCIDENT INVOLVING SDX 7177 D AND YOUR INSURED GBL 5691 K ON 1/4/2022 *** LKK REF: CC3/AIG22003054/Gpa3

Without Prejudice

Dear Sirs/Mdm,

Thank you for your email.

We are of the view that BOLA 24(b) is applicable for this matter.

	SCENARIO	DESCRIPTION	 X	 Y
24.	(b)  With or without pillar	Vehicle X – Reversing in /out of parking lot – Moving in/out of parking lot Vehicle Y – Going down / up a slope or rounding a corner Reason: Both vehicles should exercise caution	50%	50%

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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 Dept <claims@premiumauto.com.sg>

Sent: Friday, 22 April 2022 9:35 AM

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

Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SDX 7177 D AND YOUR INSURED GBL 5691 K ON 1/4/2022 *** LKK REF: CC3/AIG22003054/Gpa3

Morning Hsiao Tong,

Any update for this case?

Thank you.

Best Regards,

Tony Foong

Senior 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: Wednesday, 20 April 2022 2:06 PM

To: 'Hsiao Tong (LKKAUTO)'

Cc: 'CS A Team'; 'Admin A'; 'Claims Dept'

Subject: RE: ACCIDENT INVOLVING SDX 7177 D AND YOUR INSURED GBL 5691 K ON 1/4/2022 *** LKK REF: CC3/AIG22003054/Gpa3

Dear Hsiao Tong,

Attached video footage for your kind reference.

Your insured should be caution any incoming car before reversing.

We view that our insured is not at fault, please review again.

Thank you.

Best Regards,

Tony Foong

Senior Claims Advisor

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

Sent: Wednesday, 20 April 2022 1:36 PM

To: Claims Dept

Cc: CS A Team; Admin A

Subject: Re: ACCIDENT INVOLVING SDX 7177 D AND YOUR INSURED GBL 5691 K ON 1/4/2022 *** LKK REF: CC3/AIG22003054/Gpa3

Without Prejudice

Dear Sirs/Mdm,

Please be informed that liability is unclear.

We would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

“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 | fax: -

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

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

Sent: Tuesday, 19 April 2022 1:59 pm

To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

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

Subject: RE: ACCIDENT INVOLVING SDX 7177 D AND YOUR INSURED GBL 5691 K ON 1/4/2022 *** LKK REF: CC3/AIG22003054/Gpa3

Dear all,

Kindly assist following up direct settlement for this case.

Thank you.

Best Regards,

Tony Foong

Senior Claims Advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

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

Sent: Wednesday, 13 April 2022 4:57 PM

To: Claims Dept; Hsiao Tong (LKKAUTO)

Cc: CS A Team; Admin A

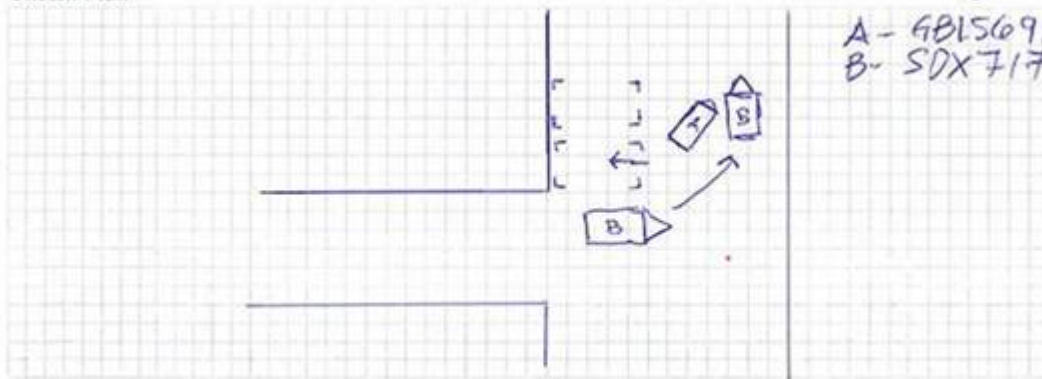
Subject: RE: ACCIDENT INVOLVING SDX 7177 D AND YOUR INSURED GBL 5691 K ON 1/4/2022 *** LKK REF: CC3/AIG22003054/Gpa3

Dear Tony,

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



Describe Circumstances of the Accident:

While reversing into the parking lot, there a vehicle behind me trying to overtake. The moment I reverse my vehicle my front tyre on the right hit the car door on the left front door. Before reversing I already switch ON my hazard light to indicate that I'm going to reverse into the parking lot.

Please provide us evidence i.e. video/ scene photo.

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

Sent: Tuesday, April 12, 2022 5:53 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: RE: ACCIDENT INVOLVING SDX 7177 D AND YOUR INSURED GBL 5691 K ON 1/4/2022

Dear Mei Kwan,

Kindly assist check has your insured filed the report?

Thank you.

Best Regards,

Tony Foong

Senior Claims Advisor

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(Reg No 199902271W)

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

Sent: Friday, 8 April 2022 2:42 PM

To: Claims Dept

Cc: CS A Team; Admin A

Subject: RE: ACCIDENT INVOLVING SDX 7177 D AND YOUR INSURED GBL 5691 K ON 1/4/2022

Without Prejudice

Dear Sirs/Mdm,

Please be informed that our insured has yet lodge the report.

We are following up and will get back to you.

You may advise your client to claim OD if urgent.

Thank you.

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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 Dept <claims@premiumauto.com.sg>
Sent: Friday, 8 April 2022 2:40 PM
To: 'Claims Dept' <claims@premiumauto.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SDX 7177 D AND YOUR INSURED GBL 5691 K ON 1/4/2022

Dear Hsiao Tong,

Has your insured file the report?

Thank you.

Best Regards,
Tony Foong
Senior Claims Advisor

❖ **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 7 April 2022 10:25 AM
To: 'Hsiao Tong (LKKAUTO)'
Cc: 'CS A Team'; 'Admin A'; 'Claims Dept'
Subject: RE: ACCIDENT INVOLVING SDX 7177 D AND YOUR INSURED GBL 5691 K ON 1/4/2022

Dear Hsiao Tong,

Has your insured file the report?

Thank you.

Best Regards,
Tony Foong
Senior Claims Advisor

❖ **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

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From: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]
Sent: Wednesday, 6 April 2022 10:06 AM
To: Claims
Cc: CS A Team; Admin A
Subject: RE: ACCIDENT INVOLVING SDX 7177 D AND YOUR INSURED GBL 5691 K ON 1/4/2022

Without Prejudice

Dear Sirs/Mdm,

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

We would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

“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 (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: Friday, 1 April 2022 4:02 PM
To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: ACCIDENT INVOLVING SDX 7177 D AND YOUR INSURED GBL 5691 K ON 1/4/2022

Dear All,

There was an error in the previous report. Kindly find addendum attached.

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: Friday, 1 April 2022 3:27 PM

To: 'CS A Team' <cs-a@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Summer (LKK Auto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: ACCIDENT INVOLVING SDX 7177 D AND YOUR INSURED GBL 5691 K ON 1/4/2022

Dear all,

Kindly assist in the liability clearance against AIG 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 is the GIA report for your reference and we will send you the estimate once it is ready.

Kindly arrange survey on 7/4/2022 @ 10am. Owner waiting.

Location: 55 Ubi Road 1, Singapore 408699.

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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