

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Thursday, 23 November, 2017 9:23 AM
To: Mei Kwan (LKKAuto); 'Claims Department'
Cc: Nora Khai; Vic (LKKAuto); Admin A
Subject: RE: ACCIDENT INVOLVING SLJ 9201 H AND YOUR INSURED SLN 8117 D ON 11/11/2017 *** LKK REF: CC3/AIG17022229/ea3

WITHOUT PREJUDICE

Hi Sir/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.

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 base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

Note: LOU - \$60/day or LOR - \$100/day

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Mei Kwan (LKKAuto)
Sent: Tuesday, 21 November, 2017 7:06 PM
To: 'Claims Department' <claims@premiumauto.com.sg>
Cc: Nora Khai <nora.khai@premiumauto.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SLJ 9201 H AND YOUR INSURED SLN 8117 D ON 11/11/2017 *** LKK REF: CC3/AIG17022229/ea3

Dear Sir / Madam,

We refer to the below email.

Please be informed that we are currently **pending for our insured's report.**

Kindly note that for liability, claim negotiation and settlement, please contact Asher at 6841 6051.

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.

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)

From: Nora Khai [<mailto:nora.khai@premiumauto.com.sg>]

Sent: Monday, 20 November, 2017 9:09 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 'Claims Department' <claims@premiumauto.com.sg>

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

Subject: RE: ACCIDENT INVOLVING SLJ 9201 H AND YOUR INSURED SLN 8117 D ON 11/11/2017

Dear Mei Kwan,

I refer to your email below. I checked the email correspondence email and it is indeed written claiming against AIG(I have marked in yellow).

In future, we will write on the subject.

Thank you.

Best Regards,

Norazima Khairuddin

Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9827 f. +65 6841 1183

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

Sent: 20 November, 2017 8:52 AM

To: Claims Department; Nora Khai

Cc: CS A Team; Admin A

Subject: RE: ACCIDENT INVOLVING SLJ 9201 H AND YOUR INSURED SLN 8117 D ON 11/11/2017

Urgent

Dear Nora,

We refer to your below request.

To avoid any confusion and delay, kindly advise which insurer is your client seeking to claim against for all future incoming cases.

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)

From: Denise Tay (LKKAuto)

Sent: Friday, 17 November, 2017 9:58 AM

To: Claims Department <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>

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

Subject: RE: ACCIDENT INVOLVING SLJ 9201 H AND YOUR INSURED SLN 8117 D ON 11/11/2017

Dear Kee Siang,

Thank you for your email.

Dear CS Admin,

Kindly assist.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

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

Sent: Friday, 17 November, 2017 9:47 AM

To: SUR <sur@lkkauto.com>

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

Subject: ACCIDENT INVOLVING SLJ 9201 H AND YOUR INSURED SLN 8117 D ON 11/11/2017

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 above the GIA report for your reference.
we will forward you the estimate once is available.

Claiming Against AIG

Claims Advisor

Kee Siang

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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