

Vic (LKKAUTO)

From: Mastura <mastura@premiumauto.com.sg>
Sent: Tuesday, 30 January, 2018 2:23 PM
To: Vic (LKKAUTO); 'Claims Department'
Cc: Asher Sng (LKKAUTO)
Subject: LOD - ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017 LKK REF CC3/AIG17022232/Aha3
Attachments: SAftersales18013014020.pdf

Dear Claims team,

Above attachment is for your perusal. We will pass the LOD by hand to Adrian shortly.

Thank you.

Best Regards,
Mastura
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183
e. mastura@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 Dept [mailto:claims@premiumauto.com.sg]
Sent: Wednesday, 20 December 2017 8:47 AM
To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>
Cc: 'Asher Sng (LKKAUTO)' <AsherSng@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017 LKK REF CC3/AIG17022232/Aha3

Dear Vic,

Thank you for the DS.

We accept 100% DS in our clients favour.

Many thanks!

Best regards,
Jeffery Tan

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: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Tuesday, 19 December, 2017 5:26 PM

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

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017 LKK REF CC3/AIG17022232/Aha3

Your Ref: SKB 2000X

“WITHOUT PREJUDICE”

Our Ref: CC3/AIG17022232/ha3

Dear Tony,

ACCIDENT INVOLVING VEHICLES SLF 8849S AND SKB 2000X ON 19/11/2017

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both party, the liability is clear subject to the BOLA guideline settlement.

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.

We propose LOU/R @ \$80 / \$120 daily (subject to our principal's approval).

Kindly forward the LOD and all supporting documents to us if available to proceed with the settlement.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

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

Sent: Tuesday, 19 December, 2017 4:58 PM

To: Vic (LKKAuto)

Cc: Asher Sng (LKKAuto); Admin A; assignments; claims@premiumauto.com.sg

Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017 LKK REF CC3/AIG17022232/Aha3

Dear Vic,

Any update?

Thank you.

Best Regards,

Tony Foong

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9828 **f.** +65 6841 1183

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

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



http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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

Sent: Monday, 18 December, 2017 8:19 AM

To: 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>

Cc: 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017 LKK REF CC3/AIG17022232/Aha3

Dear Vic,

Any update from AIG for this?

Many thanks!

Best regards,
Jeffery Tan

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

Sent: Thursday, 14 December, 2017 11:05 AM

To: 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>

Cc: 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017 LKK REF CC3/AIG17022232/Aha3

Dear Vic,

Our client have inform us, your insured have file the report.

Can assist urgently on the liability clearance status?

Thank you and Have a nice day ahead!

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183



http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 13 December, 2017 9:39 AM
To: 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>
Cc: 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017 LKK REF CC3/AIG17022232/Aha3

Dear Vic,

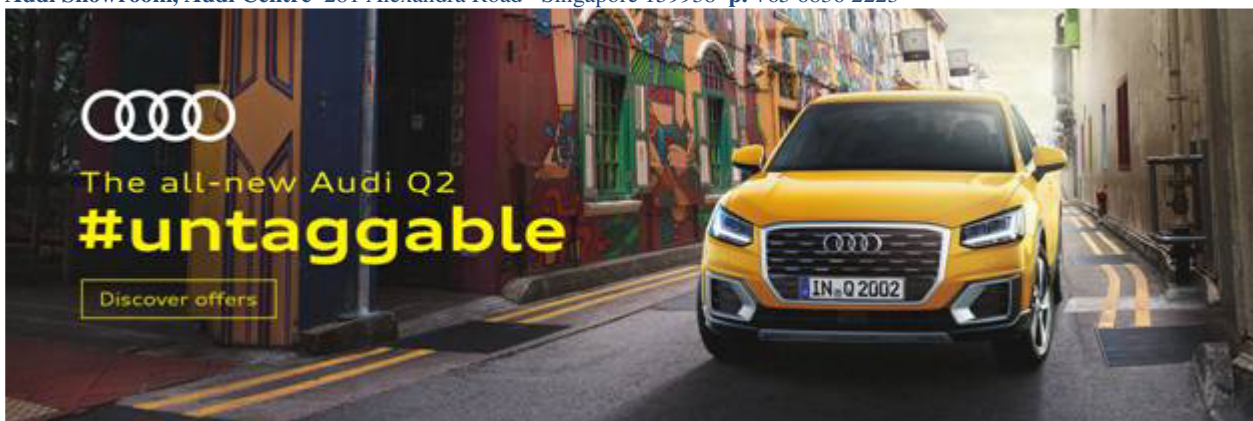
Any update on the matter?

We need to update our client accordingly.

Many thanks!

Best regards,
Jeffery Tan

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: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]
Sent: Tuesday, 12 December, 2017 12:53 PM
To: Claims Dept <claims@premiumauto.com.sg>
Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017 LKK REF CC3/AIG17022232/Aha3

Without Prejudice

Dear Jeffery,

We refer to your below email.

Please be informed that we are still pending for our Insured's GIA report.

We will check on the matter.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@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 [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 12 December, 2017 8:50 AM
To: Vic (LKKAuto)
Cc: Asher Sng (LKKAuto); Admin A; assignments
Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017 LKK REF CC3/AIG17022232/Aha3

Dear all,

Any update on this case?

Can we proceed with a DS for this case?

Many thanks!

Best regards,
Jeffery Tan

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

Sent: Monday, 11 December, 2017 8:11 AM

To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>

Cc: 'Asher Sng (LKKAUTO)' <AsherSng@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017 LKK REF CC3/AIG17022232/Aha3

Dear all,

Please follow up and check if the insured have filed the accident report over the weekend.

Many thanks!

Best regards,

Jeffery Tan

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: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]
Sent: Friday, 8 December, 2017 8:44 AM
To: Claims Dept <claims@premiumauto.com.sg>
Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017 LKK REF CC3/AIG17022232/Aha3

Without Prejudice

Dear Jeffery,

Please be informed that we are still pending for our Insured's GIA report.

We will follow up on the matter.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@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 [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 7 December, 2017 9:42 AM
To: Vic (LKKAuto)
Cc: Asher Sng (LKKAuto); Admin A; assignments; claims@premiumauto.com.sg
Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017 LKK REF CC3/AIG17022232/Aha3

Dear all,

Any update on this case? Have your insured filed the accident report?

Please advise urgently.

Many thanks!

Best regards,

Jeffery Tan

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: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Tuesday, 5 December, 2017 11:18 AM

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

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017 LKK REF CC3/AIG17022232/Aha3

Without Prejudice

Dear Tony,

Please be informed that no report was lodge yet.

We were informed by our Insured that he will the report asap.

We will follow up and will get back to you for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

Sent: Tuesday, 5 December, 2017 9:57 AM

To: Vic (LKKAUTO)
Cc: Asher Sng (LKKAUTO); Admin A; assignments
Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017 LKK REF CC3/AIG17022232/Aha3

Dear Vic,

We would like to know has your insured filed the report ?
Kindly advise.

Best Regards,
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

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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]
Sent: Friday, 1 December, 2017 12:58 PM
To: Claims
Cc: Asher Sng (LKKAUTO); Admin A; assignments; Vic (LKKAUTO)
Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017 LKK REF CC3/AIG17022232/Aha3

Without Prejudice

Dear Tony,

We refer to your below email.

We had just spoken to our Insured and he haven't filed the report yet and he will do the filing asap.

We will follow up and will get back to you for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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

Sent: Friday, 1 December, 2017 9:42 AM

To: Vic (LKKAuto)

Cc: Asher Sng (LKKAuto); Admin A; assignments; claims@premiumauto.com.sg

Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017 LKK REF CC3/AIG17022232/Aha3

Dear Vic,

Is there any update for this case?

Thank you and Have a nice day ahead!

Best Regards,

Tony Foong

Claims Advisor

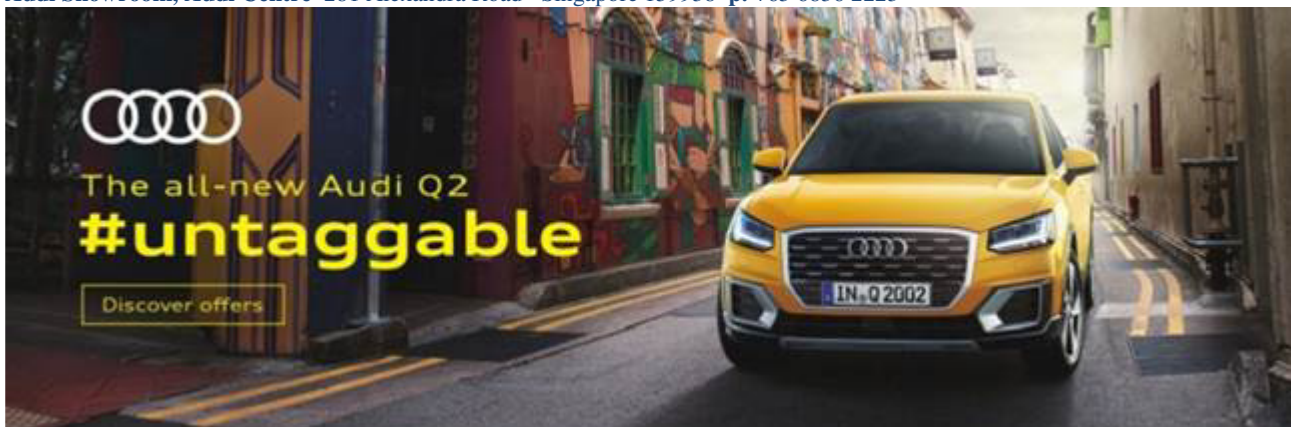
Premium Automobiles Pte Ltd (Reg No 199902271W)

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From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Thursday, 30 November, 2017 12:07 PM

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

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017 LKK REF CC3/AIG17022232/Aha3

Without Prejudice

Dear Tony,

We refer to your below email and the contents were noted.

We are still yet to receive our Insured's GIA report from our principal.

We will check and will get back for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

Sent: Wednesday, 29 November, 2017 6:35 PM

To: Vic (LKKAuto)

Cc: Asher Sng (LKKAuto); Admin A; assignments; claims@premiumauto.com.sg

Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017

Dear Vic,

We understand your insured have file the report. Kindly assist check on the liability clearance status.

Thank you and Have a nice day ahead!

Best Regards,

Tony Foong

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 28 November, 2017 8:25 AM
To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>
Cc: 'Asher Sng (LKKAUTO)' <AsherSng@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017

Dear Vic,

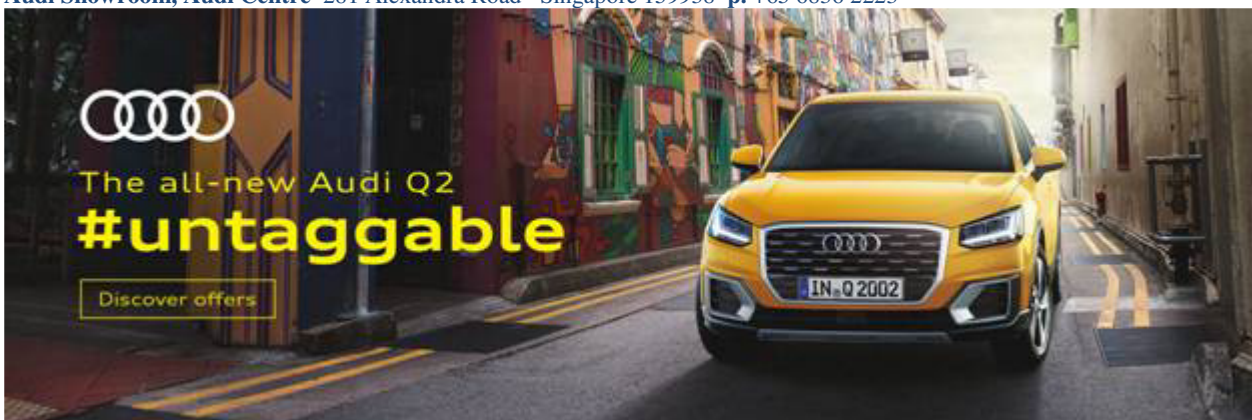
Noted on this.

Kindly follow up with your insured accordingly.

Many thanks!

Best regards,
Jeffery Tan

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: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]
Sent: Monday, 27 November, 2017 8:37 AM
To: Claims Dept <claims@premiumauto.com.sg>
Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017

Without Prejudice

Dear Jeffery,

We refer to your below email.

Please be informed that we are still pending for our Insured's GIA report.

We will check and will get back to you for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 27 November, 2017 8:15 AM
To: Vic (LKKAuto)
Cc: Asher Sng (LKKAuto); Admin A; assignments; claims@premiumauto.com.sg
Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017

Dear all,

Any update on the liability clearance for this case?

Many thanks!

Best regards,
Jeffery Tan

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

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



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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 24 November, 2017 7:41 AM
To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>
Cc: 'Asher Sng (LKKAUTO)' <AsherSng@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017

Dear all,

Any update on this case?

Can we proceed with a Direct Settlement?

Many thanks!

Best regards,
Jeffery Tan

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]
Sent: Wednesday, 22 November, 2017 2:24 PM

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

Cc: claims@premiumauto.com.sg; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017

Without Prejudice

Dear George,

We refer to your below email.

Please be informed that we are still pending for our Insured's GIA report.

We will follow up and will get back to you for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Shirley Hiew (LKK Auto)

Sent: Tuesday, 21 November, 2017 7:33 PM

To: Claims

Cc: claims@premiumauto.com.sg; Vic (LKKAuto); Asher Sng (LKKAuto); Admin A; assignments

Subject: RE: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017

Dear Sir / Madam,

Thank you for your email.

Fyi,

LKK ref	Officer in charge
CC3/AIG17022232/ha3	Vic – 6841 2096

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: ShirleyHiew@lkkauto.com | fax: 6741-4108

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

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

Sent: Tuesday, 21 November, 2017 7:18 PM

To: Admin A <admin-a@lkkauto.com>; Admin-B <admin-b@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: ACCIDENT BETWEEN SKB 2000 X AND YOUR INSURED SLF 8849 S ON 19/11/2017

Dear all ,

Any update on liability clearance status ?
Kindly advise.

Thank you.

Best regards,
George Wong
Claims Department

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9828 **f.** +65 6841 1183

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

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