

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Friday, 29 December, 2017 9:28 AM
To: Claims
Cc: Admin A; Asher Sng (LKKAUTO); Vic (LKKAUTO); Shirley Hiew (LKK Auto)
Subject: RE: Accident between SLN 1796 P and your insured SHC 5849 A on 21/11/2017
***LKK REF - CC4/AXA17022379/ha3

Without Prejudice

Dear Tony,

We refer to your below email.

Please be informed that our Insured have no evidence.

As such, we are prepared to settle your client's claim at a 50/50 basis in view of conflicting versions.

Thank you.

"Wishes you a Merry Christmas & Happy New Year 2018"

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, 29 December, 2017 9:18 AM
To: Vic (LKKAUTO); Shirley Hiew (LKK Auto)
Cc: Admin A; Asher Sng (LKKAUTO); claims@premiumauto.com.sg; claims@premiumauto.com.sg
Subject: RE: Accident between SLN 1796 P and your insured SHC 5849 A on 21/11/2017 ***LKK REF - CC4/AXA17022379/ha3

Dear Vic,

Any update for this case?

Thank you and Wishing you a Happy New Year 2018!

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: Tuesday, 26 December, 2017 7:45 PM

To: 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>

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

Subject: RE: Accident between SLN 1796 P and your insured SHC 5849 A on 21/11/2017 ***LKK REF - CC4/AXA17022379/ha3

Dear all,

We refer to our earlier email.

Have your checked with the Transcab Driver about this?

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: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 22 December, 2017 10:35 AM
To: 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>;
claims@premiumauto.com.sg
Subject: RE: Accident between SLN 1796 P and your insured SHC 5849 A on 21/11/2017 ***LKK REF - CC4/AXA17022379/ha3

Dear Vic,

Our client does not have any video camera recorder installed in his vehicle.

We believe that most taxis have video camera installed in their vehicle.

Maybe you can try requesting the video from your insured.

Many thanks!

Best regards,
Jeffery Tan

Premium Automobiles Pte Ltd (Reg No 199902271W)
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From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]
Sent: Thursday, 21 December, 2017 8:35 AM
To: Claims Dept <claims@premiumauto.com.sg>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: Accident between SLN 1796 P and your insured SHC 5849 A on 21/11/2017 ***LKK REF - CC4/AXA17022379/ha3

Without Prejudice

Dear Jeffery,

We refer to your below email.

As per our below email dated 27/11/17, we are of the view that this is a conflicting versions.

As such, we would like to request for any evidence from your client to support his version of accident.

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, 21 December, 2017 8:12 AM
To: Shirley Hiew (LKK Auto); Vic (LKKAuto)
Cc: Admin A; Asher Sng (LKKAuto); claims@premiumauto.com.sg
Subject: RE: Accident between SLN 1796 P and your insured SHC 5849 A on 21/11/2017 ***LKK REF - CC4/AXA17022379/ha3

Dear all,

Any update on to this case?

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

Sent: Wednesday, 20 December, 2017 8:46 AM

To: 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>

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

Subject: RE: Accident between SLN 1796 P and your insured SHC 5849 A on 21/11/2017 ***LKK REF - CC4/AXA17022379/ha3

Dear all,

Kindly revert on this case.

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

Sent: Monday, 18 December, 2017 8:20 AM

To: 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>;
claims@premiumauto.com.sg
Subject: RE: Accident between SLN 1796 P and your insured SHC 5849 A on 21/11/2017 ***LKK REF - CC4/AXA17022379/ha3

Dear Vic,

Any update on the matter?

What did AXA say on the matter? Please revert back 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: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 14 December, 2017 12:03 PM
To: 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>;
claims@premiumauto.com.sg
Subject: RE: Accident between SLN 1796 P and your insured SHC 5849 A on 21/11/2017 ***LKK REF - CC4/AXA17022379/ha3

Dear Vic,

Any update on this case? Please let us know your findings so we can update our client accordingly.

Many thanks!

Best regards,
Jeffery Tan

Premium Automobiles Pte Ltd (Reg No 199902271W)
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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]

Sent: Wednesday, 13 December, 2017 9:48 AM

To: 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>

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

Subject: RE: Accident between SLN 1796 P and your insured SHC 5849 A on 21/11/2017 ***LKK REF - CC4/AXA17022379/ha3

Dear Vic,

Any update from AXA for this case?

Many thanks!

Best regards,
Jeffery Tan

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55 Ubi Road 1 Road Singapore 408699

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From: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

Sent: Monday, 11 December, 2017 9:00 AM

To: Claims Dept <claims@premiumauto.com.sg>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: RE: Accident between SLN 1796 P and your insured SHC 5849 A on 21/11/2017 ***LKK REF - CC4/AXA17022379/ha3

Dear Jeffrey,

Thanks for your email.

Our respective case handler, Hsiao Tong will look into the matter and revert to you in due course.

Hi Vic

FYNA please.

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 Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 11 December, 2017 8:28 AM
To: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: Accident between SLN 1796 P and your insured SHC 5849 A on 21/11/2017

Dear all,

How is the case progressing?

Have your side come to a conclusion on the matter?

Kindly revert back on the matter urgently.

Many thanks!

Best regards,
Jeffery Tan

Premium Automobiles Pte Ltd (Reg No 199902271W)
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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 7 December, 2017 9:15 AM
To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; 'Asher Sng (LKKAUTO)' <AsherSng@lkkauto.com>
Subject: RE: Accident between SLN 1796 P and your insured SHC 5849 A on 21/11/2017

Dear all,

Any update on to this case? Kindly revert on the matter.

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: Tuesday, 5 December, 2017 7:57 PM
To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; 'Asher Sng (LKKAUTO)' <AsherSng@lkkauto.com>;

claims@premiumauto.com.sg

Subject: RE: Accident between SLN 1796 P and your insured SHC 5849 A on 21/11/2017

Dear Vic,

Any update on to this case?

Kindly revert back on the matter so we can 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: Monday, 27 November, 2017 11:27 AM

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

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

Subject: RE: Accident between SLN 1796 P and your insured SHC 5849 A on 21/11/2017

Your Ref: SLN 1796P

“WITHOUT PREJUDICE”

Our Ref: CC4/AXA17022379/ha3

Dear Jeffery,

ACCIDENT INVOLVING VEHICLES SHC 5849A AND SLN 1796P ON 21/11/2017

We refer to the above matter.

We are of the opinion that this is a case of **conflicting versions**. There is no conclusive evidence yet to substantiate either party's version. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, kindly forward to us **with any evidence** (if any) your client have to support your claim.

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 8:29 AM

To: 'AXA SGP - Motor Survey' <motor.survey@axa.com.sg>; 'CST' <cst@axa.com.sg>

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

Subject: RE: Accident between SLN 1796 P and your insured SHC 5849 A on 21/11/2017

Dear all,

Any update on the liability clearance for 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

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: Thursday, 23 November, 2017 2:50 PM
To: 'AXA SGP - Motor Survey' <motor.survey@axa.com.sg>; 'CST' <cst@axa.com.sg>
Cc: claims@premiumauto.com.sg
Subject: RE: Accident between SLN 1796 P and your insured SHC 5849 A on 21/11/2017

Dear all,

Kindly revert back on the matter.

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: Wednesday, 22 November, 2017 4:40 PM
To: 'AXA SGP - Motor Survey' <motor.survey@axa.com.sg>; 'CST' <cst@axa.com.sg>
Cc: claims@premiumauto.com.sg
Subject: Accident between SLN 1796 P and your insured SHC 5849 A on 21/11/2017

Dear all,

Kindly assist in the liability clearance for the above mentioned vehicle.

We propose for a 100% Direct Settlement in our clients favour.

Herein attach the GIA Report for your kind reference.

Please also assist to arrange and confirm the survey arrangement for the vehicle on 24/11/2017 @ 10am here in 55 Ubi Road 1. Please confirm the survey arrangement.

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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