

Vic (LKKAUTO)

From: Mastura <mastura@premiumauto.com.sg>
Sent: Tuesday, 27 February, 2018 12:53 PM
To: Vic (LKKAUTO); 'Claims Dept'
Cc: Asher Sng (LKKAUTO); Shu Pei (LKKAUTO)
Subject: LOD - ACCIDENT INVOLVING SLU 1638 B AND YOUR INSURED (AIG) SKS9515S DATED ON 26122017 ***LKK REF:CC3/AIG17024597/hb3
Attachments: SAftersales18022712440.pdf

Dear Vic,

Above attachment is for your perusal. We will pass the LOD to Adrian by hand 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: Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]
Sent: Thursday, 4 January 2018 12:12 PM
To: Claims Dept <claims@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Shu Pei (LKKAUTO) <shupeil@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SLU 1638 B AND YOUR INSURED (AIG) SKS9515S DATED ON 26122017 ***LKK REF:CC3/AIG17024597/hb3

Your Ref: SLU 1638B
Our Ref: CC3/AIG17024597/hb3

“WITHOUT PREJUDICE”

Dear Jeffery,

ACCIDENT INVOLVING VEHICLES SKS 9515S AND SLU 1638B ON 26/12/2017

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 at \$60/\$100 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.

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

Sent: Tuesday, 2 January, 2018 6:43 PM

To: Vic (LKKAUTO)

Cc: Admin A; Asher Sng (LKKAUTO); Shu Pei (LKKAUTO); claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SLU 1638 B AND YOUR INSURED (AIG) SKS9515S DATED ON 26122017 ***LKK
REF:CC3/AIG17024597/hb3

Dear all,

Happy New Year!

Can we have updates on to this car?

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: Friday, 29 December, 2017 9:31 AM

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

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

Subject: RE: ACCIDENT INVOLVING SLU 1638 B AND YOUR INSURED (AIG) SKS9515S DATED ON 26122017 ***LKK
REF:CC3/AIG17024597/hb3

Without Prejudice

Dear Tony,

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.

"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 9:05 AM

To: Shu Pei (LKKAUTO)

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

Subject: RE: ACCIDENT INVOLVING SLU 1638 B AND YOUR INSURED (AIG) SKS9515S DATED ON 26122017 ***LKK
REF:CC3/AIG17024597/hb3

Good Morning Vic,

Kindly assist to check how was the liability clearance status?

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

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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: Thursday, 28 December, 2017 9:20 PM

To: 'Shu Pei (LKKAUTO)' <shupeil@lkkauto.com>; 'Mastura' <mastura@premiumauto.com.sg>

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

<AsherSng@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SLU 1638 B AND YOUR INSURED (AIG) SKS9515S DATED ON 26122017 ***LKK
REF:CC3/AIG17024597/hb3

Dear all,

Attached is the estimate for your kind reference.

Kindly assist in 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

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From: Shu Pei (LKKAUTO) [<mailto:shupeil@lkkauto.com>]

Sent: Thursday, 28 December, 2017 3:30 PM

To: Mastura <mastura@premiumauto.com.sg>

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

Subject: RE: ACCIDENT INVOLVING SLU 1638 B AND YOUR INSURED (AIG) SKS9515S DATED ON 26122017 ***LKK
REF:CC3/AIG17024597/hb3

Dear Mastura,

We refer to the above matter.

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

Kindly note that for liability, claim negotiation and settlement, please contact Vic at 6841 2096.

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

Thank you

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

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Mastura [<mailto:mastura@premiumauto.com.sg>]

Sent: Wednesday, 27 December, 2017 8:42 PM

To: Shu Pei (LKKAUTO) <shupeil@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>; Admin A <[5](mailto:admin-</p></div><div data-bbox=)

a@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SLU 1638 B AND YOUR INSURED (AIG) SKS9515S DATED ON 26122017

Dear Shu Pei,

Our client is claiming against **AIG (your insured)**.

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

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From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Wednesday, 27 December 2017 7:36 PM

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

Cc: 'Mastura' <mastura@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SLU 1638 B AND YOUR INSURED SKS9515S DATED ON 26122017

Dear Mastura,

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.

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@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: Wednesday, 27 December, 2017 7:32 PM
To: Admin A <admin-a@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>
Cc: 'Mastura' <mastura@premiumauto.com.sg>
Subject: ACCIDENT INVOLVING SLU 1638 B AND YOUR INSURED SKS9515S DATED ON 26122017

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 the GIA report for direct settlement for your reference.

We will forward you the estimate once is available.

Best Regards,
Mastura
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
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