

Vic (LKKAUTO)

From: Mastura <mastura@premiumauto.com.sg>
Sent: Thursday, 24 May, 2018 9:53 AM
To: Vic (LKKAUTO); 'Claims'
Cc: Asher Sng (LKKAUTO)
Subject: LOD - ACCIDENT INVOLVING SLF 9689 E AND YOUR INSURED SGH9904H DATED ON 03/01/2018 ***LKK REF:CC3/AIG18000203/hb3
Attachments: SAftersales18052411030.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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Sent: Wednesday, 17 January 2018 9:34 AM
To: Claims <claims@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Shu Pei (LKKAUTO) <shupe@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SLF 9689 E AND YOUR INSURED SGH9904H DATED ON 03/01/2018 ***LKK REF:CC3/AIG18000203/hb3

Your Ref: SLF 9689E
Our Ref: CC3/AIG18000203/hb3

“WITHOUT PREJUDICE”

Dear Tony,

ACCIDENT INVOLVING VEHICLES SGH 9904H AND SLF 9689E ON 03/01/2018

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.

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)



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

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

Sent: Tuesday, 16 January, 2018 10:27 PM

To: Vic (LKKAuto)

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

Subject: RE: ACCIDENT INVOLVING SLF 9689 E AND YOUR INSURED SGH9904H DATED ON 03/01/2018 ***LKK
REF:CC3/AIG18000203/hb3

Hi Vic,

Can we have the 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

Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

Sent: Saturday, 13 January, 2018 1:27 PM

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

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

Subject: RE: ACCIDENT INVOLVING SLF 9689 E AND YOUR INSURED SGH9904H DATED ON 03/01/2018 ***LKK
REF:CC3/AIG18000203/hb3

Dear Vic,

Attached your insured GIA report for your kind reference.

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

Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]
Sent: Wednesday, 10 January, 2018 5:54 PM
To: Claims Dept <claims@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SLF 9689 E AND YOUR INSURED SGH9904H DATED ON 03/01/2018 ***LKK
REF:CC3/AIG18000203/hb3

Without Prejudice

Dear Jeffery,

We refer to the 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)



Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 9 January, 2018 10:00 PM
To: Shu Pei (LKKAuto)
Cc: Admin A; Vic (LKKAuto); Asher Sng (LKKAuto); claims@premiumauto.com.sg
Subject: RE: ACCIDENT INVOLVING SLF 9689 E AND YOUR INSURED SGH9904H DATED ON 03/01/2018 ***LKK
REF:CC3/AIG18000203/hb3

Dear all,

Kindly advise AIG insured have filed the report?

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

Sent: Monday, 8 January, 2018 10:58 AM

To: Claims <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 INVOLVING SLF 9689 E AND YOUR INSURED SGH9904H DATED ON 03/01/2018 ***LKK
REF:CC3/AIG18000203/hb3

Dear Jeffery,

We refer to the above matter.

Please be informed that our insured haven't reporting the said accident.

We had sent letter to our insured and informed him to fill the accident report as soonest possible.

Thank you

"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: Saturday, 6 January 2018 10:43 AM

To: Shu Pei (LKKAUTO) <shupeil@lkkauto.com>

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 SLF 9689 E AND YOUR INSURED SGH9904H DATED ON 03/01/2018 ***LKK
REF:CC3/AIG18000203/hb3

Dear Shu Pei,

Attached is our estimate.

Kindly let us know if we can proceed with a Direct Settlement for this.

We will arrange a survey with the client and notify you of the date accordingly.

Many thanks!

Best regards,
Jeffery Tan
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

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

Sent: Thursday, 4 January, 2018 9:48 AM

To: Claims

Cc: 'Mastura'; Admin A; Vic (LKKAUTO); Asher Sng (LKKAUTO)

Subject: RE: ACCIDENT INVOLVING SLF 9689 E AND YOUR INSURED SGH9904H DATED ON 03/01/2018 ***LKK
REF:CC3/AIG18000203/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: shupeilkkauto.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, 3 January 2018 5:26 PM

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

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

Subject: ACCIDENT INVOLVING SLF 9689 E AND YOUR INSURED SGH9904H DATED ON 03/01/2018

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.

Do take note, video has been upload in Merimen and we are claiming against your insured under **AIG** (SGH 9904 H).

Meanwhile, we will forward you the estimate once is available.

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you