

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Thursday, 5 April, 2018 10:26 AM
To: Claims; 'Nora Khai'
Cc: Admin A; Vic (LKKAUTO); Asher Sng (LKKAUTO)
Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 ***
LKK REF: CC4/ASM18000804/ha3

Without Prejudice

Dear Kee Siang,

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

Please be informed that we are still pending for our principal's instruction on Direct Settlement.

We had already sent our reminders for their immediate action.

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 [mailto:claims@premiumauto.com.sg]
Sent: Thursday, 5 April, 2018 9:30 AM
To: 'Nora Khai'; Vic (LKKAUTO); Asher Sng (LKKAUTO)
Cc: 'Claims'
Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK REF: CC4/ASM18000804/ha3

Dear Vic,

We seek for your kind attention

Any update for above mention case ?

Have your principal AXA agreed to direct settle this case. We wish to have a revert back on this matter urgently.

Our client's had been very tolerant for the inconvenient cause by the accident. Kindly understand the long-suffering driving around with a damage vehicle for almost 3months past.

Thanks for your kind understanding.

Best Regards,
Kee Siang
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: Nora Khai [<mailto:nora.khai@premiumauto.com.sg>]

Sent: Monday, 26 March 2018 1:22 PM

To: 'Vic (LKKAUTO)'; 'Asher Sng (LKKAUTO)'; 'Claims'

Subject: FW: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK Ref: CC4/ASM18000804/ha3

Hi Vic,

We spoke on this case last Friday.

Any good news ?

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

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

Sent: 20 March, 2018 4:40 PM

To: Claims Department; Asher Sng (LKKAUTO)

Cc: assignments; Admin A; Vic (LKKAUTO)

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK REF: CC4/ASM18000804/ha3

Without Prejudice

Dear Kee Siang,

Noted with thanks.

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

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

Sent: Tuesday, 20 March, 2018 4:27 PM

To: Asher Sng (LKKAUTO); Vic (LKKAUTO)

Cc: assignments; Admin A

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK REF: CC4/ASM18000804/ha3

Dear Vic,

As spoken earlier,

Your principals requested for the driver's driving licence. Refer above attached for your perusal.

Kindly assist to forward to your principals urgently and advise can we proceed with direct settlement.

Thank you

Best Regards,
Claims Advisor

Kee Siang

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

Sent: Monday, 19 March, 2018 9:09 AM

To: Claims Department; Vic (LKKAuto)

Cc: assignments; Admin A

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK REF: CC4/ASM18000804/ha3

Without Prejudice

Hi Kee Siang,

We refer to the email below.

Kindly note that our principal is still checking our insured policy validly.

Shall revert to you once the policy issue is clear.

*****Note that the case handler for this case is Vic.***

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

Sent: Monday, 19 March 2018 8:19 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK REF: CC4/ASM18000804/ha3

Dear Asher,

Any update for this case ?

Thank you

Best Regards,
Claims Advisor

Kee Siang

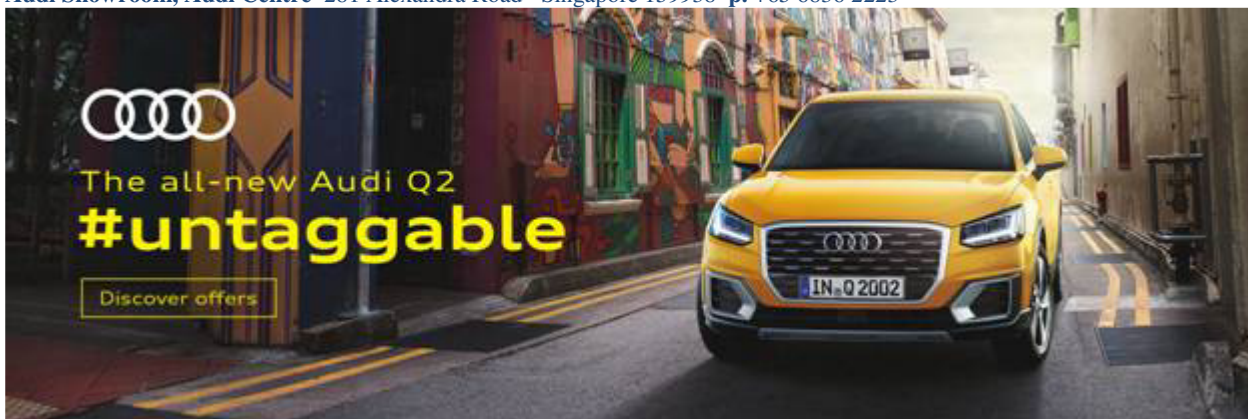
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

Sent: Thursday, 15 March, 2018 8:43 AM

To: Claims Department

Cc: assignments; Admin A; Vic (LKKAuto)

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK REF: CC4/ASM18000804/ha3

Without Prejudice

Hi Kee Siang,

We refer to the email below.

Kindly note that our principal is still checking our insured policy validly.

Shall revert to you once the policy issue is clear.

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

Sent: Thursday, 15 March 2018 8:02 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; 'Claims Department' <claims@premiumauto.com.sg>

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK Ref: CC4/ASM18000804/ha3

Dear Asher,

Have the policy matter cleared ? Kindly advise us.

We hope to hear from you soonest.

Thank you

Best Regards,
Claims Advisor

Kee Siang

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

Sent: Tuesday, 13 March, 2018 8:57 AM

To: Claims Department

Cc: assignments; Admin A; Vic (LKKAuto)

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK Ref: CC4/ASM18000804/ha3

Without Prejudice

Hi Kee Siang,

We refer to the email below.

Kindly note that our principal is still checking our insured policy validly.

Shall revert to you once the policy issue is clear.

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

Sent: Monday, 12 March 2018 10:09 PM

To: 'Claims Department' <claims@premiumauto.com.sg>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

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

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK REF: CC4/ASM18000804/ha3

Dear Vic,

Refer to above mention case have been pending since 8/1/2018. We wish to have an revert urgently.

Kindly advise can we proceed with direct settlement. Do advise the reason of case pending as our client have bring this case

To our higher management.

Thank you

Best Regards,
Claims Advisor

Kee Siang

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Claims Department [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 5 March, 2018 9:49 PM
To: 'Vic (LKKAUTO)'
Cc: 'Asher Sng (LKKAUTO)'; 'assignments'; 'Admin A'; 'Claims'
Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK REF: CC4/ASM18000804/ha3

Dear Vic,

Any update from your principal ?

Thank you

Best Regards,
Claims Advisor

Kee Siang

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: Thursday, 22 February, 2018 9:50 AM
To: Claims Department
Cc: Asher Sng (LKKAUTO); assignments; Admin A; Vic (LKKAUTO)
Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK REF: CC4/ASM18000804/ha3

Without Prejudice

Dear Kee Siang,

We refer to your below email and we thank you for the copy of our Insured's GIA report.

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

Meanwhile, we would like to request for any available evidence from your client.

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

Sent: Thursday, 22 February, 2018 9:05 AM

To: 'Claims Dept'; Vic (LKKAuto)

Cc: Asher Sng (LKKAuto); assignments; Admin A

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK Ref: CC4/ASM18000804/ha3

Dear Vic,

We seek your kind attention and assistance.

Refer above attached is your insured GIA report for your kind reference.

Kindly advise can we proceed with direct settlement urgently.

Thank you and wishing you Happy Cny !!

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 **m.** +65 8777 0600

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

Sent: Monday, 19 February, 2018 7:20 PM

To: 'Vic (LKKAuto)'

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

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK REF: CC4/ASM18000804/ha3

Dear Vic,

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

p. +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

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

Sent: Wednesday, 31 January, 2018 8:53 AM

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

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

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK REF: CC4/ASM18000804/ha3

Without Prejudice

Dear Kee Siang,

We refer to your below email.

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

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

Sent: Tuesday, 30 January, 2018 8:51 PM

To: Vic (LKKAuto)

Cc: Asher Sng (LKKAuto); assignments; Admin A; 'Claims'

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK Ref: CC4/ASM18000804/ha3

Dear all,

Any update for this case ?

Thank you

Best Regards,
Claims Advisor

Kee Siang

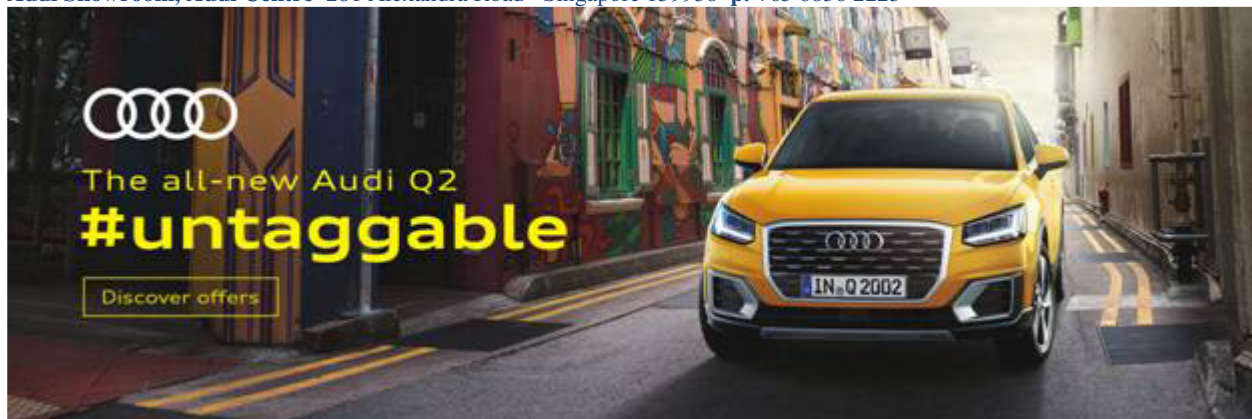
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55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183 m. +65 8777 0600

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

Sent: Monday, 29 January, 2018 8:58 PM

To: 'Vic (LKKAuto)'

Cc: 'Asher Sng (LKKAuto)'; 'assignments'; 'Admin A'; 'Claims'

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK Ref: CC4/ASM18000804/ha3

Dear Vic,

Any update for above mention case ?

Thank you and have a nice day ahead !

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 m. +65 8777 0600

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

Sent: Friday, 26 January, 2018 2:28 PM

To: Claims Department

Cc: Asher Sng (LKKAUTO); assignments; Admin A; Vic (LKKAUTO)

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK REF: CC4/ASM18000804/ha3

Without Prejudice

Dear Kee Siang,

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 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: Friday, 26 January, 2018 2:11 PM

To: Vic (LKKAuto)

Cc: Asher Sng (LKKAuto); assignments; Admin A

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK Ref: CC4/ASM18000804/ha3

Dear all,

Any update for above mention case ?

Thank you

Best Regards,
Claims Advisor

Kee Siang

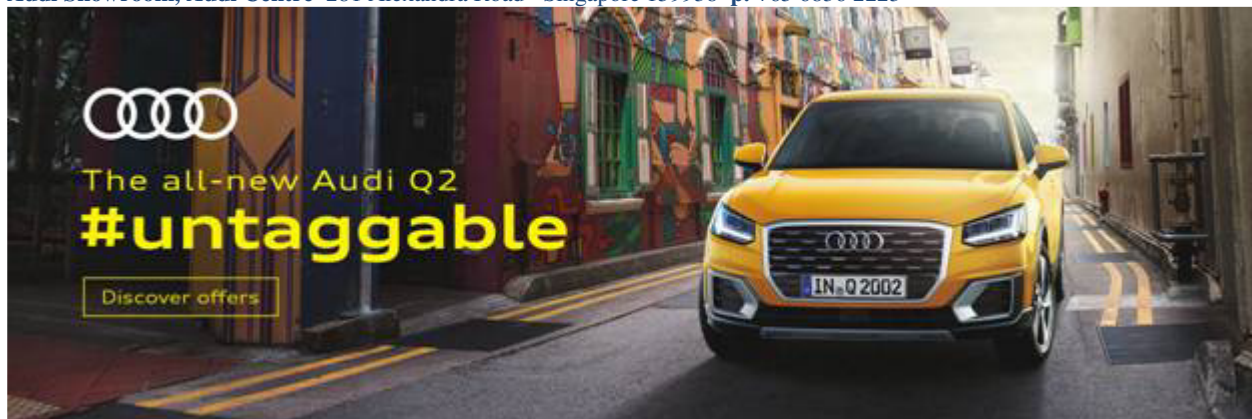
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From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Monday, 22 January, 2018 8:49 AM

To: Claims Dept

Cc: Asher Sng (LKKAuto); assignments; Admin A; Vic (LKKAuto)

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK Ref: CC4/ASM18000804/ha3

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: Saturday, 20 January, 2018 6:01 PM

To: Vic (LKKAuto)

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

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK Ref: CC4/ASM18000804/ha3

Dear Vic,

Any update on this case?

Have your insured filed the report?

Kindly advise on the 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: Wednesday, 17 January, 2018 9:24 AM
To: Claims Department <claims@premiumauto.com.sg>
Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK Ref: CC4/ASM18000804/ha3

Without Prejudice

Dear Kee Siang,

Good day!

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

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



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From: Claims Department [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 17 January, 2018 8:48 AM
To: Vic (LKKAUTO)
Cc: Asher Sng (LKKAUTO); assignments; Admin A
Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK Ref: CC4/ASM18000804/ha3

Dear Vic,

Good Morning.

Any update for above mention case?

Thank you and have a nice day ahead !

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 **m.** +65 8777 0600

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: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]
Sent: Monday, 15 January, 2018 8:39 AM
To: Claims Dept
Cc: Asher Sng (LKKAUTO); assignments; Admin A; Vic (LKKAUTO)
Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK REF: CC4/ASM18000804/ha3

Without Prejudice

Dear Jeffery,

We refer to your below email.

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

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: Sunday, 14 January, 2018 1:55 PM

To: Vic (LKKAuto)

Cc: Asher Sng (LKKAuto); Vic (LKKAuto); assignments; Admin A

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK Ref: CC4/ASM18000804/ha3

Dear Vic,

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

Many thanks!

Best regards,
Jeffery Tan

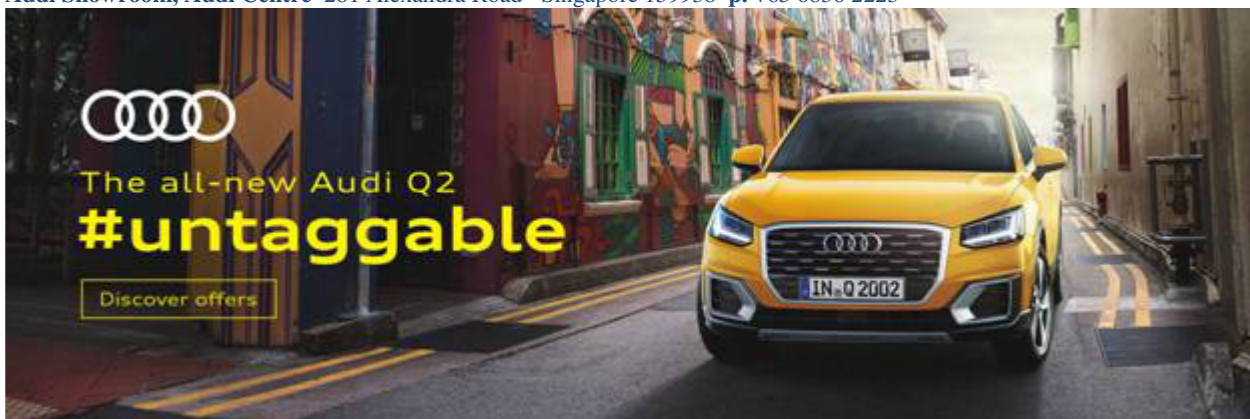
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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Friday, 12 January, 2018 7:52 PM

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

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; assignments

<assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018 *** LKK REF: CC4/ASM18000804/ha3

Dear Jeffrey,

We refer to the above matter.

Please be informed that OI has yet to report the accident.

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.

Meanwhile, please arrange appointment for survey.

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

"Wishing you a Happy New Year 2018"

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

Sent: Thursday, 11 January, 2018 5:38 PM

To: SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>

Cc: claims@premiumauto.com.sg

Subject: Accident between SJK 9825 B and your insured GU 7256 P on 08/01/2018

Dear all,

Kindly assist in the Third Party Direct Settlement for the above mentioned vehicle.

Attached the GIA report and estimate for your kind reference.

Many thanks!

Best regards,

Jeffery Tan

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

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