

## Vic (LKKAUTO)

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**From:** Vic (LKKAUTO)  
**Sent:** Friday, 2 March, 2018 11:35 AM  
**To:** Claims Department  
**Cc:** Admin A; Vic (LKKAUTO); Asher Sng (LKKAUTO); Nora Khai; Shirley Hiew (LKK Auto)  
**Subject:** RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018 \*\*\* LKK REF - CC4/LPC18002213/hs3

Your Ref: SCZ 8610P  
Our Ref: CC4/LPC18002213/hs3

“WITHOUT PREJUDICE”

Dear Kee Siang,

### ACCIDENT INVOLVING VEHICLES SKM 9190B AND SCZ 8610P ON 02/02/2018

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.

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](mailto: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.*

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

**Sent:** Thursday, 1 March 2018 8:53 PM

**To:** 'Claims Department' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>;

'Nora Khai' <[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

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

**Subject:** RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018 \*\*\* LKK REF - CC4/LPC18002213/es3

Dear all,

Any update ?

Thank you

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](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)

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

**Sent:** Tuesday, 27 February, 2018 8:55 PM

**To:** 'Claims Department'; 'Shirley Hiew (LKK Auto)'; 'Nora Khai'; 'Asher Sng (LKKAuto)'

**Cc:** 'Vic (LKKAuto)'; 'Admin A'

**Subject:** RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018 \*\*\* LKK REF - CC4/LPC18002213/es3

Dear all,

Kindly update us if you have any update from your end.?

Thank you

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

**Sent:** Monday, 26 February, 2018 7:27 PM

**To:** 'Shirley Hiew (LKK Auto)'; 'Nora Khai'; 'Asher Sng (LKKAuto)'

**Cc:** 'Vic (LKKAuto)'; 'Admin A'; 'Claims Dept'

**Subject:** RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018 \*\*\* LKK REF - CC4/LPC18002213/es3

Dear all,

Can we have an update for above mention case ?

Thank you

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](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

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

**Sent:** Sunday, 25 February, 2018 3:50 PM

**To:** 'Shirley Hiew (LKK Auto)'; 'Nora Khai'; 'Asher Sng (LKKAuto)'

**Cc:** 'Vic (LKKAuto)'; 'Admin A'

**Subject:** RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018 \*\*\* LKK REF - CC4/LPC18002213/es3

Dear Shirley,

Kindly advise have your insured filed the report?

Thank you

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

**Sent:** Thursday, 22 February, 2018 3:14 PM

**To:** Claims Department; 'Nora Khai'; Asher Sng (LKKAuto)

**Cc:** Vic (LKKAuto); Admin A

**Subject:** RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018 \*\*\* LKK REF - CC4/LPC18002213/es3

Dear Kee Siang,

Kindly informed that we checked and spoken with our principal by today.

our insured yet report till dated.

Thank you.

Best Regards,

Shirley Hiew | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@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, 22 February 2018 10:03 AM

**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>; 'Nora Khai' <[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018 \*\*\* LKK REF - CC4/LPC18002213/es3



Dear all,

Kindly let us have update have your insured filed the report ?

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

**Sent:** Monday, 19 February, 2018 11:31 AM

**To:** Nora Khai; 'Claims Department'; Asher Sng (LKKAuto)

**Cc:** Vic (LKKAuto); Admin A

**Subject:** RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018 \*\*\* LKK REF - CC4/LPC18002213/es3

Dear Nora,

Kindly inform that our insured yet report till dated.

Our principal will update us once done.

Thank you.

Best Regards,

Shirley Hiew | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com) | fax: 6741-4108

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---

**From:** Nora Khai [<mailto:nora.khai@premiumauto.com.sg>]

**Sent:** Sunday, 18 February 2018 11:07 AM

**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>; 'Claims Department' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Subject:** RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018 \*\*\* LKK REF - CC4/LPC18002213/es3

Dear Shirley,

Happy Chinese New Year to you .

Thank you for your kind email below. Kindly help to check again if by chance the report has been made after the 12<sup>th</sup> February .

Many Thanks.

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](mailto:nora.khai@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

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

**Sent:** 12 February, 2018 9:11 AM

**To:** Claims Department; Asher Sng (LKKAuto); Vic (LKKAuto)

**Subject:** RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018 \*\*\* LKK REF - CC4/LPC18002213/es3

Hi Kee Siang,

Kindly informed that our insured yet to report till dated.

Thank you.

Best Regards,

Shirley Hiew | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com) | fax: 6741-4108

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---

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

**Sent:** Monday, 12 February 2018 8:18 AM

**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018 \*\*\* LKK REF - CC4/LPC18002213/es3

Dear Shirley,

Kindly advise have your insured filed the report ?

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

**Sent:** Friday, 9 February, 2018 2:43 PM

**To:** Claims Department; Asher Sng (LKKAuto); Vic (LKKAuto)

**Subject:** RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018 \*\*\* LKK REF - CC4/LPC18002213/es3

Hi Kee Siang,

Kindly informed that our insured yet to report till dated. Our principal will follow up with our insured to report soon.

Thank you.

Best Regards,

Shirley Hiew | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@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:** Friday, 9 February 2018 1:51 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>; Vic

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

**Subject:** RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B  
DATED ON 02/02/2018 \*\*\* LKK REF - CC4/LPC18002213/es3

Dear Vic,

Any update on liability for above mention case ?

Thank you and have nice 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:** Asher Sng (LKKAUTO) [<mailto:AsherSng@lkkauto.com>]

**Sent:** Thursday, 8 February, 2018 8:51 AM

**To:** Claims Department; Shirley Hiew (LKK Auto); Vic (LKKAUTO)

**Subject:** RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B  
DATED ON 02/02/2018 \*\*\* LKK REF - CC4/LPC18002213/es3

Without Prejudice

Hi Kee Siang,

We refer to the email below.

Please kindly noted that the case handler for this case is Vic 6841 2096.

However our insured yet to report till dated. Our principal will follow up with our insured to report soon.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto: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:** Wednesday, 7 February 2018 9:33 PM

**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018 \*\*\* LKK REF - CC4/LPC18002213/es3

Dear Asher,

Kindly advise have your insured filed the report ?

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

**Sent:** Tuesday, 6 February, 2018 11:18 AM

**To:** Claims; Vic (LKKAuto)

**Cc:** Asher Sng (LKKAuto); Admin A; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** FW: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018 \*\*\* LKK REF - CC4/LPC18002213/es3

Dear Jeffery,

We refer to the above matter.

**We are still pending for our insured's GIA report.**

Kindly note that for liability, claim negotiation and settlement, please contact **Vic** and not Asher at 6841 2096.

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

Thank you.

Best Regards,

Shirley Hiew | Admin

**LKK Auto Consultants Pte Ltd**

---

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

**Sent:** Tuesday, 6 February 2018 11:03 AM

**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Subject:** RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018 \*\*\* LKK REF - CC4/LPC18002213/es3

Dear Shirley

Attached above GIA report as per request.

Aside to asher,

Kindly advise on liability clearance status.

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

**Sent:** Monday, 5 February, 2018 7:02 PM

**To:** Claims; assignments; Asher Sng (LKKAuto)

**Cc:** Claims; Admin A; Vic (LKKAuto)

**Subject:** RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018 \*\*\* LKK REF - CC4/LPC18002213/es3

Dear Jeffery,

We refer to the above matter.

Please forward us a copy of your client's GIA report.

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 Asher at 6841 6051.

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.*

Thank you.

Best Regards,

Shirley Hiew | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [ShirleyHiew@lkkauto.com](mailto: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:** Saturday, 3 February, 2018 2:13 PM

**To:** MT\_Claim\_SG; GERALD POH WEE BIN

**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018

Dear all,

Herein attach the estimate.

Kindly confirm the surveyor firm engage for this case and advise on the liability clearance.

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:** Friday, 2 February, 2018 7:16 PM

**To:** [MT\\_CLAIM@LONPAC.COM](mailto:MT_CLAIM@LONPAC.COM); 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; 'claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Cc:** 'Mastura' <[mastura@premiumauto.com.sg](mailto:mastura@premiumauto.com.sg)>

**Subject:** ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018

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.

We will forward you the estimate once is available.

Please let us know who should we looking for arrange survey.

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](mailto:mastura@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

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



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