

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Tuesday, 27 February 2018 2:22 PM
To: 'Claims'; Mei Kwan (LKKAuto); 'Nora Khai'
Cc: assignments; Admin A; Vic (LKKAuto)
Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

WITHOUT PREJUDICE

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

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.

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 base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

In order to expedite the claim process, please forward all relevant documents for us (**LKK**) to proceed on negotiate settlement.

****Note: LOR \$100/day or LOU \$50/day (Subject to Principapl approval)**

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 [mailto:claims@premiumauto.com.sg]

Sent: Tuesday, 27 February 2018 9:54 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 'Nora Khai' <nora.khai@premiumauto.com.sg>

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

Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear Asher,

Please refer to the attached video footage. Can We have your opinion on our client vehicle position and your insured should be caution during reversing?

Please revert.

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



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

Sent: Tuesday, 27 February, 2018 9:01 AM

To: Claims <claims@premiumauto.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 'Nora Khai' <nora.khai@premiumauto.com.sg>

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

Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Without Prejudice

Dear Sirs,

We refer to the above matter.

Please be informed that liability is unclear for this matter. Our insured driver reported that your client was too close to our insured vehicle while our insured reversing into the parking lot. 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, we would like to request a copy of **video footage/witness statement/scene photos**(if any) in order for us to look into the matter.

We shall revert upon hearing from you.

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

Sent: Monday, 26 February 2018 6:50 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 'Nora Khai' <nora.khai@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>; claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear All,

Any update?

Thank you.

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: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Tuesday, 20 February, 2018 2:43 PM
To: Nora Khai <nora.khai@premiumauto.com.sg>; 'Claims' <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 INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear Norah,

We refer to the above matter.

In the midst of clear our insured / liability.

Attached here with our insured's sketch plan and statement for your perusal.

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: Nora Khai [<mailto:nora.khai@premiumauto.com.sg>]
Sent: Tuesday, 20 February, 2018 2:03 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 'Claims' <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 INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear All,

Can I have an update on this case please.

Thank you.

Best Regards,

Norazima Khairuddin
Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Nora Khai [<mailto:nora.khai@premiumauto.com.sg>]
Sent: 17 February, 2018 10:37 AM
To: 'Mei Kwan (LKKAuto)'; 'Claims'
Cc: 'Asher Sng (LKKAuto)'; 'assignments'; 'Admin A'; 'Vic (LKKAuto)'
Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear Mei Kwan,

Happy Chinese New year.

I am following up on behalf of Tony. Appreciate if you can update us on this case and if there is any new development to this case?

Hope to hear from you soon.

Thank you.

Best regards,

Norazima Khairuddin
Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)
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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: 13 February, 2018 5:32 PM
To: Claims
Cc: Asher Sng (LKKAuto); assignments; Admin A; Vic (LKKAuto)
Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear Tony,

Still pending for OI's GIA report and AXA's instruction for direct settlement.

We will send a chaser to AXA.

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 [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 13 February, 2018 5:13 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear Mei Kwan,

Is there any update for this case?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Friday, 9 February, 2018 2:06 PM

To: Claims Dept <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 INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear Jeffrey,

We will check and revert to you.

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: Friday, 9 February, 2018 12:09 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear all,

Kindly assist in the liability clearance.

Survey was carried out earlier this morning. We hope to hear from you soon.

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, 7 February, 2018 9:00 PM

To: 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>

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

Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear all,

Attached is the estimate for your kind reference.

We will arrange the survey with Adrian on 09/02/2018 @ 10am.

Many thanks!

Best regards,
Jeffery Tan

Premium Automobiles Pte Ltd (Reg No 199902271W)

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

Sent: Tuesday, 6 February, 2018 6:56 PM

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

Cc: 'Mastura' <mastura@premiumauto.com.sg>; Nora Khai <nora.khai@premiumauto.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that we are currently **pending for OI's GIA report and AXA's instruction for direct settlement.**

Please provide us :-

- estimated cost of repair
- GIA report
- evidence to support your claim if any.

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 TP survey.

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

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)

