

## Vic (LKKAUTO)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Monday, 2 September, 2019 5:36 PM  
**To:** Vic (LKKAUTO)  
**Cc:** Admin A; claims@premiumauto.com.sg; 'Nora Khai PA'  
**Subject:** RE: LOD - ACCIDENT INVOLVING SLB 2101 B AND YOUR INSURED GBG5295Y DATED ON 05/04/2018 \*\*\* LKK REF: CC3/AIG18006353/Gha3

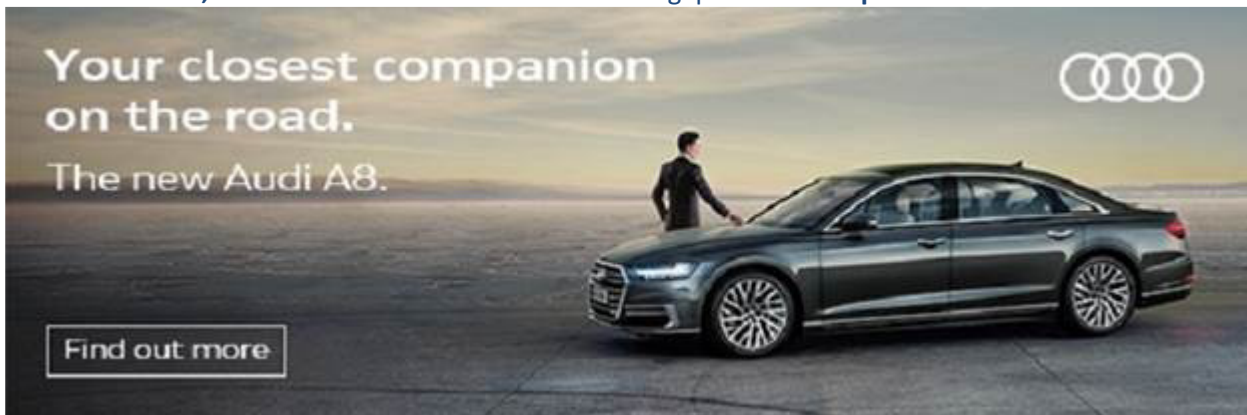
Dear Vic,

We received your offer for the above claim. We maintain counter propose to follow our LOD.

Thank You.

**Best Regards,  
Kelvin Khoo  
Claims Advisor**

**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



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**From:** Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]  
**Sent:** Monday, 2 September, 2019 4:45 PM  
**To:** Claims <claims@premiumauto.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>  
**Subject:** RE: LOD - ACCIDENT INVOLVING SLB 2101 B AND YOUR INSURED GBG5295Y DATED ON 05/04/2018 \*\*\* LKK REF: CC3/AIG18006353/Gha3

Without Prejudice

Dear Kelvin,

We refer to your below email and to your LOD.

Purely for an amicable settlement on a without prejudice basis and without admission of liability to our Insured's part, we have our principal's mandate and we propose for a global sum of **\$20,000.00** (all in) to settle your client's claim.

For your acceptance please.

Thank you.

*"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters."*

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)



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**From:** Mei Kwan (LKKAuto)

**Sent:** Thursday, 22 August, 2019 3:24 PM

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

**Cc:** Admin A; CS A Team

**Subject:** RE: LOD - ACCIDENT INVOLVING SLB 2101 B AND YOUR INSURED GBG5295Y DATED ON 05/04/2018 \*\*\* LKK  
REF: CC3/AIG18006353/Gha3

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

Dear Sir / Madam,

Thank you for your email.

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

**Hi Vic,**

**Kindly assist.**

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

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

**Sent:** Thursday, 22 August, 2019 1:04 PM

**To:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: LOD - ACCIDENT INVOLVING SLB 2101 B AND YOUR INSURED GBG5295Y DATED ON 05/04/2018 \*\*\* LKK  
REF: CC3/AIG18006353/ua3

Dear All,

Attached LOD for your perusal. We will pass to original by hand to Adrian.

Thank You.

**Best Regards,**  
**Kelvin Khoo**  
**Claims Advisor**

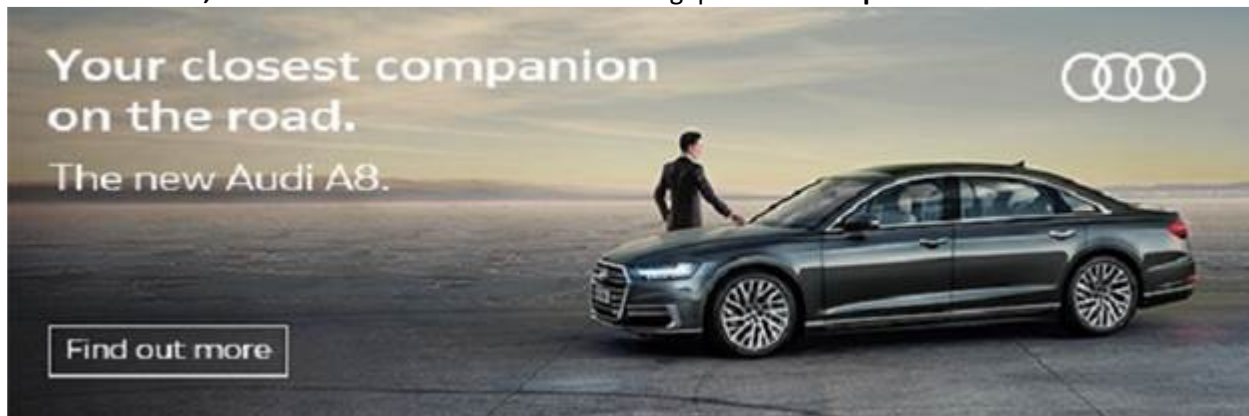
**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

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**From:** Thin Thin (LKKAuto) [<mailto:thinthin@lkkauto.com>]

**Sent:** Monday, 9 April, 2018 5:10 PM

**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

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

**Subject:** RE: ACCIDENT INVOLVING SLB 2101 B AND YOUR INSURED GBG5295Y DATED ON 05/04/2018 \*\*\* LKK REF: CC3/AIG18006353/ua3

**"Without Prejudice"**

Dear Tony,

**ACCIDENT INVOLVING SLB 2101B AND GBG 5295Y ON 05/04/2018**

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear 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.

**\*\*Note\*\***

**LOR:\$100.00**

**LOU:\$60.00 (subjected to our Principal approval)**

Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.

Best Regards,

**Thin Thin Hlaing** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2360 | email: [thinthin@lkkauto.com](mailto:thinthin@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:** Monday, 9 April 2018 4:52 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Thin Thin (LKKAuto) <[thinthin@lkkauto.com](mailto:thinthin@lkkauto.com)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: ACCIDENT INVOLVING SLB 2101 B AND YOUR INSURED GBG5295Y DATED ON 05/04/2018 \*\*\* LKK REF: CC3/AIG18006353/ua3

Dear Thin Thin,

Can advise on liability clearance status?

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

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

**Sent:** Monday, 9 April, 2018 4:36 PM

**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

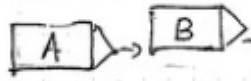
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Thin Thin (LKKAUTO) <[thinthin@lkkauto.com](mailto:thinthin@lkkauto.com)>; Vivian Lau (LKKAUTO) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Subject:** RE: ACCIDENT INVOLVING SLB 2101 B AND YOUR INSURED GBG5295Y DATED ON 05/04/2018 \*\*\* LKK REF: CC3/AIG18006353/ua3

Dear Tony,

OI reported. Please refer to the below OI's sketch plan and statement.

## SKETCH PLAN



A: GBG 5295Y

B: SLB 2101B.

## DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

Vehicle B in front suddenly jam brake, I could
not stop in time as a result collided onto veh. B's
rear portion.

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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---

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

**Sent:** Monday, 9 April, 2018 3:52 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Thin Thin (LKKAuto) <[thinthin@lkkauto.com](mailto:thinthin@lkkauto.com)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: ACCIDENT INVOLVING SLB 2101 B AND YOUR INSURED GBG5295Y DATED ON 05/04/2018 \*\*\* LKK REF: CC3/AIG18006353/ua3

Dear Mei Kwan,

Have your insured file the report?

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, 6 April, 2018 11:27 AM  
**To:** Nora Khai <[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>; 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** 'Mastura' <[mastura@premiumauto.com.sg](mailto:mastura@premiumauto.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Thin Thin (LKKAuto) <[thinthin@lkkauto.com](mailto:thinthin@lkkauto.com)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Subject:** RE: ACCIDENT INVOLVING SLB 2101 B AND YOUR INSURED GBG5295Y DATED ON 05/04/2018 \*\*\* LKK REF: CC3/AIG18006353/ua3

Dear Sir/ Madam,

We refer to the above matter.

Please be informed that our insured has yet to report the accident.

We will send a letter to our insured and informed him to fill the accident report as soonest possible.

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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---

**From:** Mei Kwan (LKKAuto)  
**Sent:** Friday, 6 April, 2018 9:04 AM  
**To:** Nora Khai <[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>; 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** 'Mastura' <[mastura@premiumauto.com.sg](mailto:mastura@premiumauto.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Thin Thin (LKKAuto) <[thinthin@lkkauto.com](mailto:thinthin@lkkauto.com)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Subject:** RE: ACCIDENT INVOLVING SLB 2101 B AND YOUR INSURED GBG5295Y DATED ON 05/04/2018 \*\*\* LKK REF: CC3/AIG18006353/ua3

Dear Sir / Madam,

We refer to the below email.

Please be informed that we are currently **pending for our principal to release OI GIA report.**

Kindly note that for liability, claim negotiation and settlement, please contact Thin Thin at 6841 2360.

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

**By copy to assignment team.**

**Kindly arrange TP survey on 09/04/2018 (Monday), 2.30 PM.**

*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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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---

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

**Sent:** Friday, 6 April, 2018 8:54 AM

**To:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

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

**Subject:** RE: ACCIDENT INVOLVING SLB 2101 B AND YOUR INSURED GBG5295Y DATED ON 05/04/2018

Kindly also advice on liability and direct settlement.

Thank you.

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

**Sent:** 06 April, 2018 8:53 AM

**To:** 'Claims'; 'Admin A'

**Cc:** 'Mastura'

**Subject:** RE: ACCIDENT INVOLVING SLB 2101 B AND YOUR INSURED GBG5295Y DATED ON 05/04/2018

Dear All,

Attached is the scan of the estimate for your kind reference.

Thank you.

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

**Sent:** 05 April, 2018 6:01 PM

**To:** 'Admin A'; 'Claims'

**Cc:** 'Mastura'

**Subject:** ACCIDENT INVOLVING SLB 2101 B AND YOUR INSURED GBG5295Y DATED ON 05/04/2018

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.

Your TP is insured with **AIG**.

**Do take note, kindly arrange the survey on 09/04/2018 (Monday), 2.30 PM.**

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)

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