

Veron Chen (LKKAUTO)

From: Mastura <mastura@premiumauto.com.sg>
Sent: Saturday, 4 August 2018 9:12 AM
To: 'Tan, Rachel'; 'Claims'
Cc: Veron Chen (LKKAUTO); Mei Kwan (LKKAUTO)
Subject: LOD - SDF 3188 T AND YOUR INSURED PC5334Z (GA) DATED ON 28/04/2018
Attachments: SAftersales18080410101.pdf

Dear Claims team,

Above attachment is for your perusal. We will be mailing the LOD to Great American Ins office 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



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From: Tan, Rachel <Rachel.Tan@sg.gaig.com>
Sent: Tuesday, 8 May 2018 10:14 AM
To: Claims <claims@premiumauto.com.sg>
Subject: RE: RE: SDF 3188 T AND YOUR INSURED PC5334Z (GA) DATED ON 28/04/2018

Without Prejudice

Dear Sir

Please submit your Letter of Demand for review of rates.

Regards
Rachel Tan
Executive, Motor Claims, Great American Insurance Company

Tel: 6804 7846

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

Sent: Monday, May 7, 2018 1:33 PM

To: Tan, Rachel <Rachel.Tan@sg.gaig.com>

Cc: claims@premiumauto.com.sg

Subject: [External] RE: SDF 3188 T AND YOUR INSURED PC5334Z (GA) DATED ON 28/04/2018

Dear Rachel,

Noted. Apologized that I was confused.

We will proceed with direct settlement liability 100% on our client's favour.

Kindly advise on LOU/R rate.

Thank you.

Best Regards,

Kee Siang

Claims Advisor

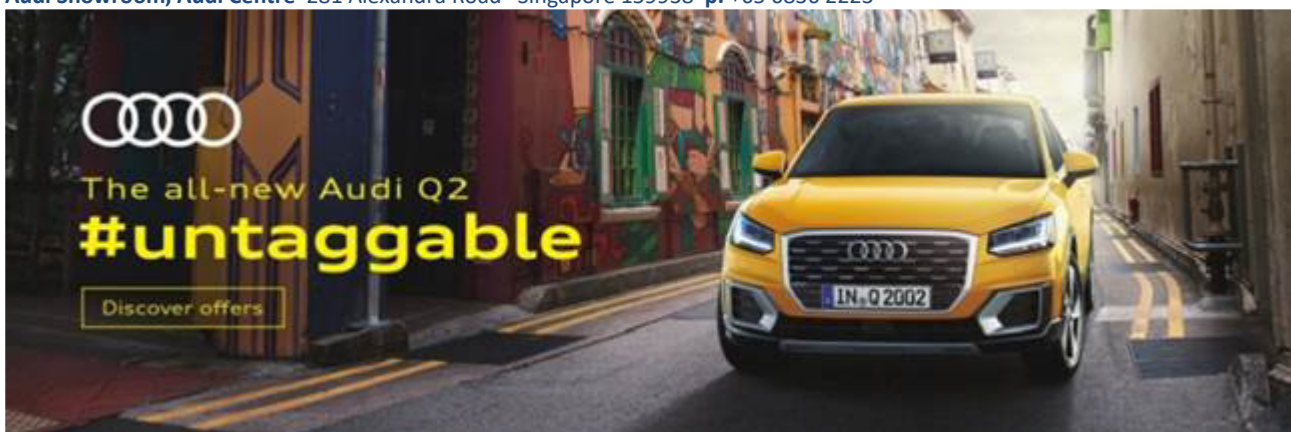
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http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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From: Tan, Rachel [<mailto:Rachel.Tan@sg.gaig.com>]

Sent: Monday, 7 May, 2018 9:45 AM

To: claims@premiumauto.com.sg

Subject: RE: SDF 3188 T AND YOUR INSURED PC5334Z (GA) DATED ON 28/04/2018

Without Prejudice

Dear Kee Siang

I called but you were not at your desk.

My email on 2 May 2018 indicates that liability is not in my policyholder's favor.

Regards

Rachel Tan
Executive, Motor Claims, Great American Insurance Company
Tel: 6804 7846

From: Claims <claims@premiumauto.com.sg>
Sent: Friday, May 04, 2018 11:33 AM
To: Ng, Sharon <Sharon.Ng@sg.gaig.com>
Cc: claims@premiumauto.com.sg
Subject: [External] FW: RE: ACCIDENT INVOLVING SDF 3188 T AND YOUR INSURED PC5334Z DATED ON 28/04/2018

Dear Sharon,

As spoken earlier,

Kindly assist on this case. Kindly advise why liability is unclear.

Thank you.

Best Regards,
Kee Siang
Claims Advisor

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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: Tan, Rachel [<mailto:Rachel.Tan@sg.gaig.com>]
Sent: Wednesday, 2 May, 2018 11:19 AM
To: Claims <claims@premiumauto.com.sg>
Cc: LKK Assignments <assignments@lkkauto.com>
Subject: RE: RE: ACCIDENT INVOLVING SDF 3188 T AND YOUR INSURED PC5334Z DATED ON 28/04/2018

Without Prejudice

Dear Jeffrey
Thank you for taking my call, based on Description of accident, liability is not in our favor.
We will arrange for LKK to conduct survey.

Dear LKK

Please accept TP survey assignment. Attached estimates for reference.

Regards

Rachel Tan

Executive, Motor Claims, Great American Insurance Company

Tel: 6804 7846

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

Sent: Wednesday, May 2, 2018 10:41 AM

To: Tan, Rachel <Rachel.Tan@sg.gaig.com>

Cc: claims@premiumauto.com.sg

Subject: [External] RE: ACCIDENT INVOLVING SDF 3188 T AND YOUR INSURED PC5334Z DATED ON 28/04/2018

Dear Rachel,

Good Morning,

Can we confirm on survey date ?

Thank you.

Best Regards,

Kee Siang

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

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

Sent: Wednesday, 2 May, 2018 10:30 AM

To: 'Tan, Rachel' <Rachel.Tan@sg.gaig.com>

Cc: claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SDF 3188 T AND YOUR INSURED PC5334Z DATED ON 28/04/2018

Dear Rachel,

Attached the estimate for your kind reference.

Kindly advise if your insured have filed the accident report.

Many thanks!

Best regards,
Jeffery Tan

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Tan, Rachel [<mailto:Rachel.Tan@sg.gaig.com>]

Sent: Monday, 30 April, 2018 12:03 PM

To: claims@premiumauto.com.sg

Cc: mastura@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SDF 3188 T AND YOUR INSURED PC5334Z DATED ON 28/04/2018

Without Prejudice

Dear Mastura

Please hold, our policyholder has not reported accident.

At the same time, please provide estimates for reference.

Regards

Rachel Tan

Executive, Motor Claims, Great American Insurance Company

Tel: 6804 7846

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

Sent: Monday, April 30, 2018 11:50 AM

To: Ngian, Kelvyna <Kelvyna.Ngian@sg.gaig.com>; 'Tay, Michael' <Michael.Tay@sg.gaig.com>;
claims@premiumauto.com.sg

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

Subject: [External] ACCIDENT INVOLVING SDF 3188 T AND YOUR INSURED PC5334Z DATED ON 28/04/2018

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.

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

Do take note, kindly arrange the survey on 08/05/2018, Tuesday, 10 am – 11 am.

Thank you.

Best Regards,

Mastura

Claims Administrator

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