

Vivian Lau (LKKAUTO)

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Tuesday, 28 August, 2018 9:04 PM
To: Vivian Lau (LKKAUTO)
Cc: 'Claims Dept'
Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Dear Ms. Vivian,

Kindly be informed our client had withdraw claim from our end and we will proceed close file.

Thank you.

Thank you.

Best regards,
George Wong
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: Vivian Lau (LKKAUTO) [mailto:vivianlau@lkkauto.com]

Sent: Tuesday, 31 July 2018 3:21 PM

To: Claims Dept

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

WITHOUT PREJUDICE

Dear George

We refer to the email below.

Please be informed that we are contacting our Insured but we can't get a response from her.

We will get back to you for an update/offer in due course.

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.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@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: Tuesday, 31 July, 2018 3:20 PM

To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Cc: 'Claims Dept' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Dear Ms. Vivian,

Any update for the above mentioned case ?

Best Regards,

George wong

Claims Advisor

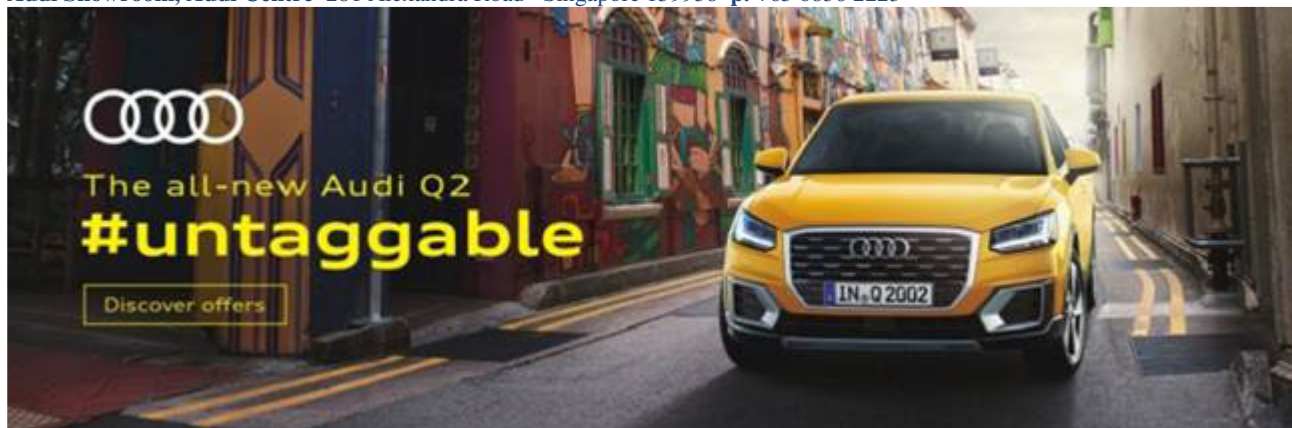
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 30 July 2018 9:36 AM
To: 'Vivian Lau (LKKAUTO)'
Cc: 'Claims Dept'
Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Dear Ms. Vivian,

Please revert.

Many thanks !

Best Regards,
George wong
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
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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 26 July 2018 3:30 PM
To: 'Vivian Lau (LKKAUTO)'
Cc: 'Claims'
Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Hi Viivian,

Please revert.

Many thanks !

Best Regards,
George wong
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: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Tuesday, 24 July 2018 8:56 PM

To: 'Vivian Lau (LKKAUTO)'; 'Thin Thin (LKKAUTO)'

Cc: 'Claims'

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Hi Viivian,

Pls revert.

Best Regards,

George Wong

Claims Advisor

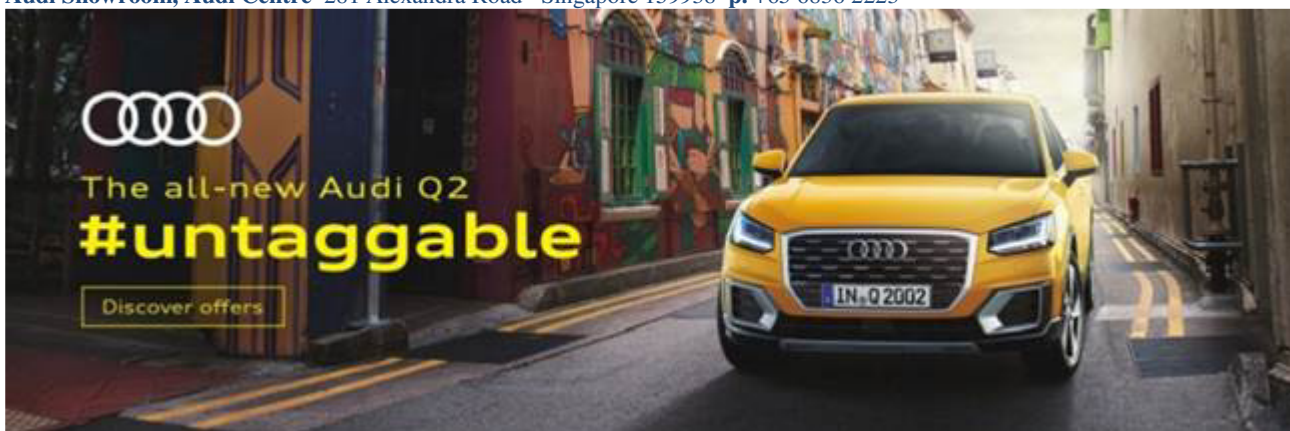
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 23 July 2018 2:59 PM
To: 'Vivian Lau (LKKAuto)'
Cc: 'Claims'
Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Dear Ms. Vivian,

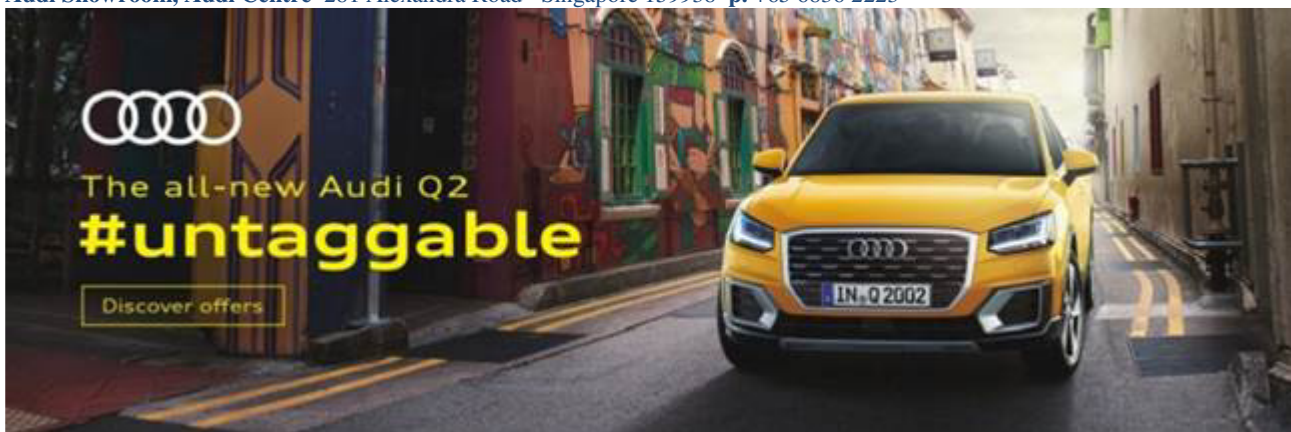
Any updates for the above mentioned case ?

Kindly advise if would proceed with direct settlement.

We're appreciate your quick response.

Best Regards,
George wong
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: Vivian Lau (LKKAuto) [<mailto:vivianlau@lkkauto.com>]
Sent: Thursday, 19 July 2018 4:05 PM
To: Claims
Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

WITHOUT PREJUDICE

Dear George

We refer to the email below.

Please be informed that we are contacting our Insured but we can't get a response from her.

We will get back to you for an update/offer in due course.

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.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@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: Thursday, 19 July, 2018 3:36 PM

To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Cc: 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Dear Ms. Vivian,

Any updates for the above mentioned case ?

Kindly advise.

Best Regards,

George Wong

Claims Advisor

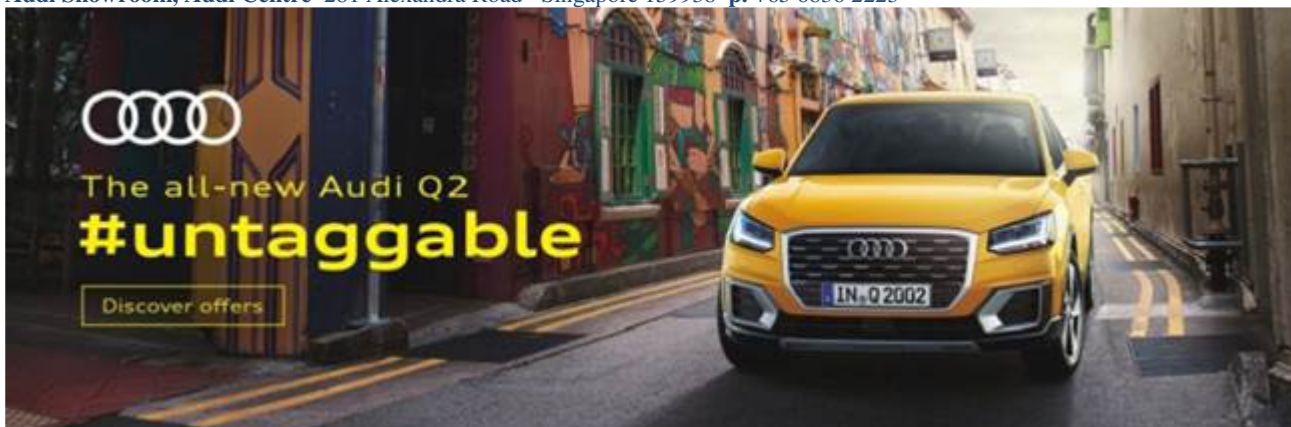
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From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Saturday, 14 July 2018 2:45 PM

To: 'Vivian Lau (LKKAUTO)'

Cc: claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Dear Ms. Vivian,

Any update for the above mentioned case ?

Kindly advise if would proceed with direct settlement.

Thank you

Best regards,

George wong

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. e-mail@premiumauto.com.sg **w.** www.audi.com.sg

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

Sent: Thursday, July 12, 2018 8:54 AM

To: 'Vivian Lau (LKKAUTO)' <vivianlau@lkkauto.com>

Cc: 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Good morning Ms. Vivian,

Kindly advice on liability clearance for the above mentioned case.

We appreciate your quick response.

Best Regards,
George Wong
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

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

Sent: Monday, 9 July 2018 3:43 PM

To: Claims; Vivian Lau (LKKAUTO)

Cc: Shu Pei (LKKAUTO)

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Dear Sir / Madam,

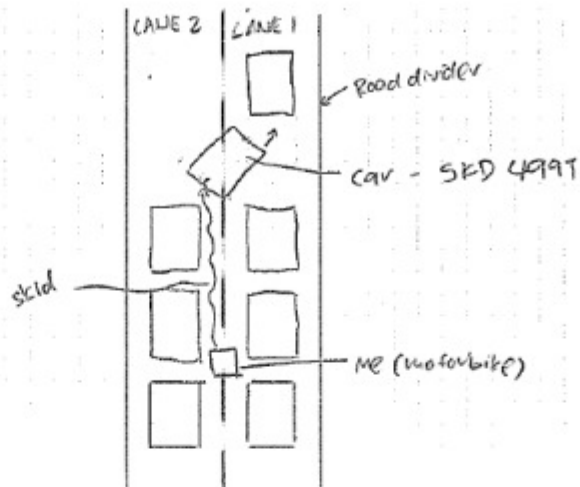
We refer to the above matter.

Please be informed that we are currently **pending verification for direct settlement.**

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

Sketch Plan Pg. 2

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

LICENSE PLATE: FBG107R	ACCIDENT DATE & TIME: 08 June 2018, 1010hrs
CONTACT NUMBER: 96756247	E-MAIL ADDRESS: fbegan.faraz@gmail.com
LOCATION: CTE towards city before Balestier Road exit, Lane 1 and 2.	
<p>Travelling on CTE towards city. Traffic jam, so I went between lane 1 and 2.</p> <p>About 2 car distance from the car, he turned to change from lane 2 to lane 1.</p> <p>I jam brake as there was no way to avoid. At this point, the car was between both lanes as shown in the sketch. I skid and my bike swerved to the left.</p> <p>The right side of my bike hit the rear of the car</p>	
<p>NOTE: PLEASE NOTE THAT YOUR INSURER MAY HAVE 14 DAYS TIME FRAME FOR YOU TO SUBMIT AN OWN DAMAGE CLAIM UNDER YOUR OWN POLICY. PLEASE CHECK YOUR POLICY FOR MORE INFORMATION</p>	
Please state:	
<input type="checkbox"/> Claim Own Policy <input type="checkbox"/> Claim Third Party <input type="checkbox"/> Claim OD/TP at other workshop <input checked="" type="checkbox"/> Reporting Only	

DECLARATION

I/We declare the foregoing particulars are true in every respect.

fb 08/06/18 1346hrs.

Policyholder's Signature
Date & Time:

Driver's Signature
(If driver is not the policyholder)
Date & Time:

[Signature]

Reporting Centre Personnel's Signature
Name:
NRIC/FIN No.:

Best Regards,

Thin Thin Hlaing | Case Handler **(on behalf of Ms Vivian)**

LKK Auto Consultants Pte Ltd

Phone: 6841-2360 | email: thinthin@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, 9 July 2018 12:07 PM

To: 'Claims' <claims@premiumauto.com.sg>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Cc: Shu Pei (LKKAuto) <shupe@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Dear Ms. Vivian,

Any updates for the above mentioned case?

Have your insured file the report ?

We appreciate your quick response.

Best Regards,

George Wong

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/sq/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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

Sent: Friday, 6 July 2018 1:28 PM

To: 'Vivian Lau (LKKAuto)'

Cc: 'Shu Pei (LKKAuto)'; 'Claims'

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018

Dear Ms. Vivian,

Please advice on liability clearance.

We appreciate your quick response.

Best Regards,
George Wong
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

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

Sent: Wednesday, 4 July 2018 10:41 AM

To: 'Vivian Lau (LKKAUTO)'

Cc: 'Shu Pei (LKKAUTO)'; 'Claims'

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018

Dear Ms. Vivan,

Any updates for the above mentioned case ?

We appreciate your quick response.

Best Regards,
George Wong
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

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

Sent: Tuesday, 3 July 2018 10:57 AM

To: 'Vivian Lau (LKKAUTO)'

Cc: 'Shu Pei (LKKAUTO)'; 'Claims'

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018

Dear Ms. Vivian,

Can we proceed direct settlement for the above mentioned case ?

Thank you very much.

Best Regards,
George Wong
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

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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: Shu Pei (LKKAUTO) [<mailto:shupe@lkkauto.com>]
Sent: Monday, 2 July 2018 5:53 PM
To: Claims
Cc: Admin A; Vivian Lau (LKKAUTO); Thin Thin (LKKAUTO)
Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018

Dear Sir / Madam,

Thank you for your email.

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

Please note that: -

LKK ref	Officer in charge
CC4/ASM18010588/Awb3	Vivian

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupe@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, 2 July 2018 2:44 PM
To: Admin A <admin-a@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018

Dear all,

Kindly advice on liability clearance for the above mentioned case.

Survey was carried out on 13 of June.

Claim no. is S8M00K4N.

Thank you.

Best Regards,
George Wong
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: CST [<mailto:cst@axa.com.sg>]

Sent: Saturday, 30 June 2018 1:27 PM

To: claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018

Dear George,

Thank you for your email.

For Claim no. S8M00K4N, we have already appointed an independent adjuster, LKK AUTO CONSULTANTS PTE LTD, for the below inquiry/request.

With regards,

Roman De Alban | Specialist, GI Call Centre

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

Email: cst@axa.com.sg

Phone: 1800 880 4888 (Within Singapore) / (65) 6880 4888 (International)

----- Original Message -----

From: claims@premiumauto.com.sg

Sent: 29/06/2018

To: cst@axa.com.sg

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018

Dear all,

Kindly assist in the liability clearance for the above mentioned case.

Survey has been carried out on 13 of June by LKK Auto.

Thank you very much !

Best regards,

George Wong

Premium Automobiles Pte Ltd (Reg No 199902271W)

<<https://maps.google.com/?q=55+Ubi+Road+1+Road+Singapore+408699&entry=gmail&source=g>> 55 Ubi Road 1 Road Singapore 408699
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e. <mailto:e-mail@premiumauto.com.sg> e-mail@premiumauto.com.sg w.
<<https://apac01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.audi.com.sg%2F&data=02%7C01%7Cilprocesscentre%40icicilombard.com%7C3bc624003fdc4671acf908d5c1d84853%7Cd36615d9b483417583da3e968b0fde20%7C0%7C0%7C636628057511365367&sdata=WDpl4msbgCQaHbDMXophCdZNgtK1WdSSU3TBuOd09%2F0%3D&reserved=0>>
www.audi.com.sg

Audi Showroom, Audi Centre

<<https://maps.google.com/?q=281+Alexandra+Road++Singapore+159938&entry=gmail&source=g>> 281 Alexandra Road
<<https://maps.google.com/?q=281+Alexandra+Road++Singapore+159938&entry=gmail&source=g>> Singapore 159938 p. +65 6836 2223

<<file:///C:/Users/Frontcounter/AppData/Roaming/Microsoft/Signatures/Logo.JPG>>
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From: Claims <claims@premiumauto.com.sg>
Sent: Monday, June 11, 2018 9:02 AM
To: cst@axa.com.sg; motor.survey@axa.com.sg
Cc: claims@premiumauto.com.sg
Subject: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018

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 confirm survey arrangement on 13/06 @ 1030am, at
<<https://maps.google.com/?q=55+Ubi+Road+1+Road+Singapore+408699&entry=gmail&source=g>>

source=g> 55 Ubi Road 1 Road Singapore 408699. Owner waiting.

Do take note, video has been upload in Merimen.

Thank you.

Best regards,

George Wong

Premium Automobiles Pte Ltd (Reg No 199902271W)

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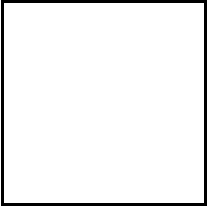
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