

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Thursday, 8 November 2018 8:05 AM
To: 'Claims Dept'; SUR
Subject: RE: PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear Jeffery,

Vehicle is closed under total loss.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Wednesday, 7 November 2018 5:59 PM
To: 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>; SUR <sur@lkkauto.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear Elaine,

Attached the police report for your kind reference.

We attach our LOD again for your kind reference.

Dear LKK team,

Can please confirm this vehicle is closed under total loss.

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

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: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 7 November, 2018 8:36 AM
To: 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear Elaine,

Kindly advise on the settlement offer for this case.

We understand from LKK that they have already submitted their report.

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 Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 5 November, 2018 4:16 PM

To: 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear Elaine,

As spoken over the phone earlier, please check and confirm with LKK on this matter.

We do hope you will be able to expedite the matter as well.

Your assistance is greatly appreciated.

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 Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 2 November, 2018 12:37 PM
To: 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear Elaine,

We refer to our email yesterday.

Kindly review the matter and let us know ASAP so we can advise our client accordingly.

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 Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 1 November, 2018 5:41 PM
To: 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

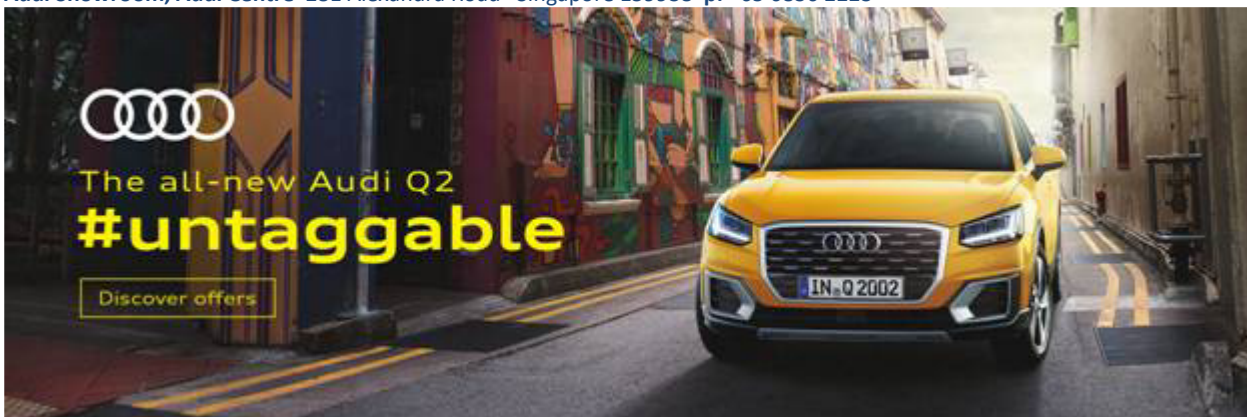
Dear Elaine,

Attached our LOD for your kind reference.

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 Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 1 November, 2018 5:04 PM
To: 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear Ms. Elaine,

We understand that LKK have put up the their report on the repair cost of this vehicle.

We propose for the Nett value of the car @ S\$48,000.00 and the Loss of Use will be from day 1 until your confirmation.

Kindly confirm on the matter and we will prepare our LOD accordingly.

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 Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 1 November, 2018 1:52 PM
To: 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Vivian Lau (LKKAuto)' <vivianlau@lkkauto.com>; 'Shu Pei (LKKAuto)' <shupeil@lkkauto.com>; 'Joy Irene (LKKAuto)' <JoyIrene@lkkauto.com>; 'Adrian Ling (LKKAuto)' <adrianling@lkkauto.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>; 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>
Subject: RE: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear LKK team,

Survey was carried out by Adrian on 15/10/2018.

Kindly look into the case and let us know the nett value of the vehicle as we have done our calculation and the cost of repairs is on the high side.

Hope to hear from your side soon.

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: Elaine Cheong [<mailto:elaine.cheong@sg.cntaiping.com>]

Sent: Thursday, 1 November, 2018 10:28 AM

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

Subject: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

WITHOUT PREJUDICE

Dear Jeffery,

We refer to your email of 01.11.18.

We propose direct settlement subject to the following:-

- Consistency of damages
- LKK Auto's recommendation / findings
- Provide supporting documents

Thank you.

Regards,

Elaine Cheong

Executive (Motor Claims)

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower

Singapore 079909
Co. Reg. No. 200208384E
DID: 6389 6530
Fax: 6224 7478 / 6224 7175
Email: elaine.cheong@sg.cntaiping.com
Website: www.sg.cntaiping.com



From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 1 November, 2018 8:10 AM
To: Elaine Cheong <elaine.cheong@sg.cntaiping.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear Ms. Elaine,

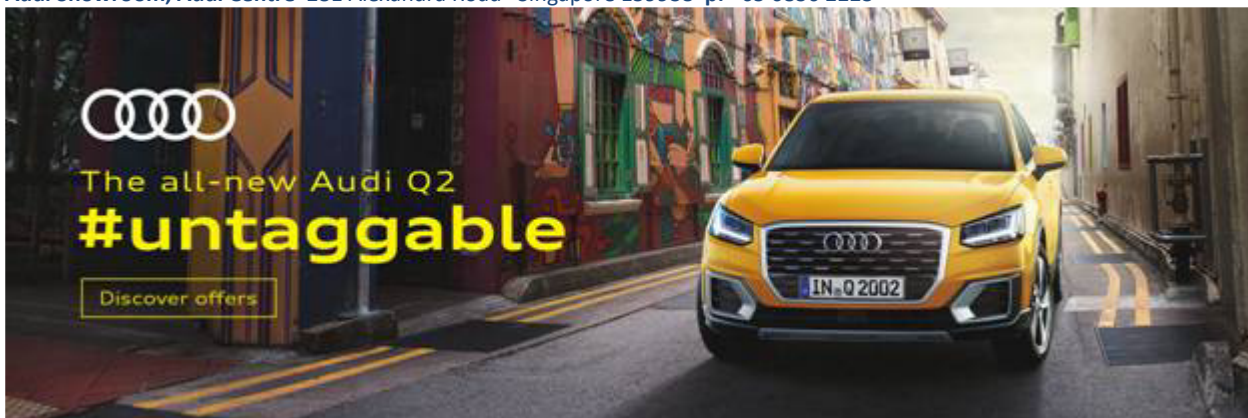
Kindly update us on the investigation for this case.

Do let us know what is the outcome as we need to update the client accordingly.

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 Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 30 October, 2018 12:42 PM
To: 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>

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

Subject: RE: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear Elaine,

Any update on the investigation coming along?

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

Sent: Monday, 29 October, 2018 8:35 AM

To: 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>

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

Subject: RE: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear Ms. Elaine,

Any update on the investigation for this case?

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

Sent: Monday, 22 October, 2018 12:18 PM

To: 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>

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

Subject: RE: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear Elaine,

Tried calling you earlier but was not able to reach you.

Kindly call back @ 8777 9608 when you are available so we can discuss about this case.

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

e. claims@premiumauto.com.sg w. www.audi.com.sg

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 18 October, 2018 5:09 PM
To: 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear Elaine,

Can the investigation be done before the end of the month?

Kindly advise.

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: Elaine Cheong [<mailto:elaine.cheong@sg.cntaiping.com>]
Sent: Tuesday, 16 October, 2018 6:16 PM
To: Claims Dept <claims@premiumauto.com.sg>
Subject: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

WITHOUT PREJUDICE

Dear Jeffery,

The investigation will not complete in just few days.

Regards,

Elaine Cheong
Executive (Motor Claims)
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower

Singapore 079909

Co. Reg. No. 200208384E

DID: 6389 6530

Fax: 6224 7478 / 6224 7175

Email: elaine.cheong@sg.cntaiping.com

Website: www.sg.cntaiping.com



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

Sent: Tuesday, 16 October, 2018 5:42 PM

To: Elaine Cheong <elaine.cheong@sg.cntaiping.com>

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

Subject: RE: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear Elaine,

Noted with thanks!

Kindly update us once the investigation results are out.

We will follow up with you again in the next few days.

Many thanks!

Best regards,

Jeffery Tan

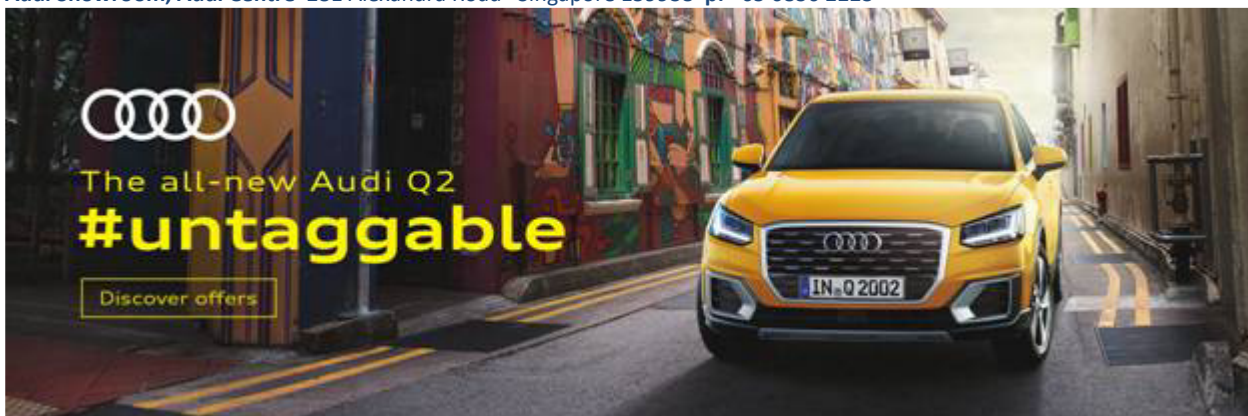
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From: Elaine Cheong [<mailto:elaine.cheong@sg.cntaiping.com>]
Sent: Tuesday, 16 October, 2018 3:41 PM
To: Claims Dept <claims@premiumauto.com.sg>
Subject: ***SPAM*** RE: ***SPAM*** RE: ***SPAM*** PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

WITHOUT PREJUDICE

Dear Jeffery,

We refer to your email of 16.10.18.

The case is under investigation. We are unable to do direct settlement at this juncture until further update from our investigator.

You may wish to advise your client to revert to their own damage claim to avoid any further delay.

Thank you.

Regards,

Elaine Cheong
Executive (Motor Claims)
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower
Singapore 079909
Co. Reg. No. 200208384E
DID: 6389 6530
Fax: 6224 7478 / 6224 7175
Email: elaine.cheong@sg.cntaiping.com
Website: www.sg.cntaiping.com



From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 16 October, 2018 3:29 PM
To: Elaine Cheong <elaine.cheong@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Lucas Lee <lucas.lee@sg.cntaiping.com>; 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: ***SPAM*** RE: ***SPAM*** PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear Ms. Elaine,

As spoken over the phone earlier, attached the video footage for your kind reference.

Kindly review the matter and let us know if you can clear this case under a direct settlement for this case.

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: Monday, 15 October, 2018 8:33 AM

To: 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>; claimsdept@sg.cntaiping.com

Cc: 'Lucas Lee' <lucas.lee@sg.cntaiping.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Subject: RE: ***SPAM*** RE: ***SPAM*** PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear all,

Resending again as the email of Ms. Elaine is full.

Kindly forward the email to Ms. Elaine.

Many thanks!

Best regards,

Jeffery Tan

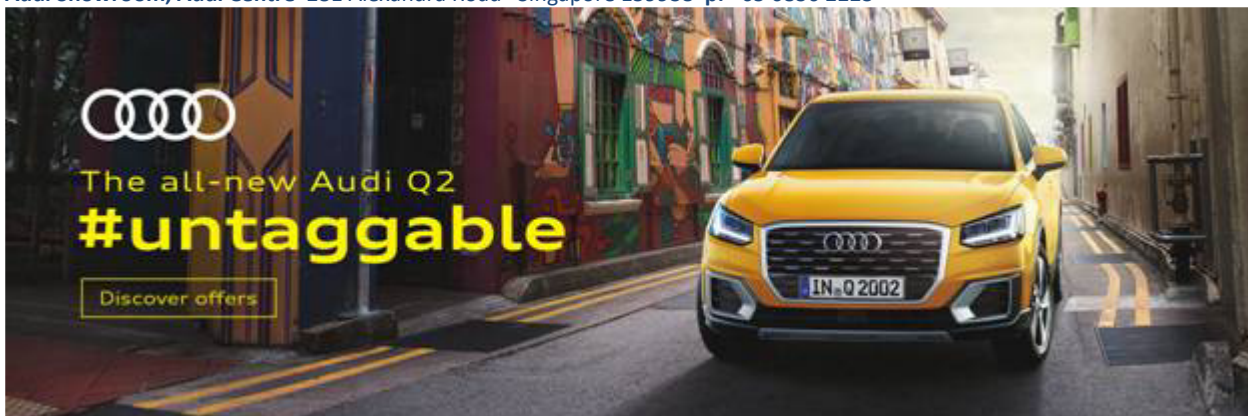
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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 15 October, 2018 8:29 AM
To: 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>
Cc: 'Lucas Lee' <lucas.lee@sg.cntaiping.com>; 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: ***SPAM*** RE: ***SPAM*** PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear Elaine,

We refer to our earlier email.

Can advise why is the case handle under Without Prejudice.

Your urgent revert is very much appreciated as the vehicle is badly damage.

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
e. claims@premiumauto.com.sg w. www.audi.com.sg
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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 12 October, 2018 8:41 PM
To: 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>
Cc: 'Lucas Lee' <lucas.lee@sg.cntaiping.com>; 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: ***SPAM*** RE: ***SPAM*** PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear Elaine,

We understand that you are the Officer in Charge for this case.

May we know why is the case handled under a Without Prejudice basics and not under Direct Settlement?

A video was provided in the earlier email to show clearly that this accident is at no fault of our client.

We seek your urgent attention on to this case.

Many thanks and have a great weekend ahead!

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

e. claims@premiumauto.com.sg w. www.audi.com.sg

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From: Lucas Lee [<mailto:lucas.lee@sg.cntaiping.com>]

Sent: Friday, 12 October, 2018 4:05 PM

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

Subject: ***SPAM*** RE: ***SPAM*** PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear Sirs,

Kindly refer to the above attachment.

Case Handler: Elaine Cheong

Lucas Lee

Claims Department (Motor)

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

Direct (65) 6389 6181

Fax (65) 6222 7175/6224 7478

Email: lucas.lee@sg.cntaiping.com

Website: www.sg.cntaiping.com



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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 12 October, 2018 3:48 PM
To: Lucas Lee
Cc: 'Claims Dept'
Subject: RE: ***SPAM*** PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Dear Lucas,

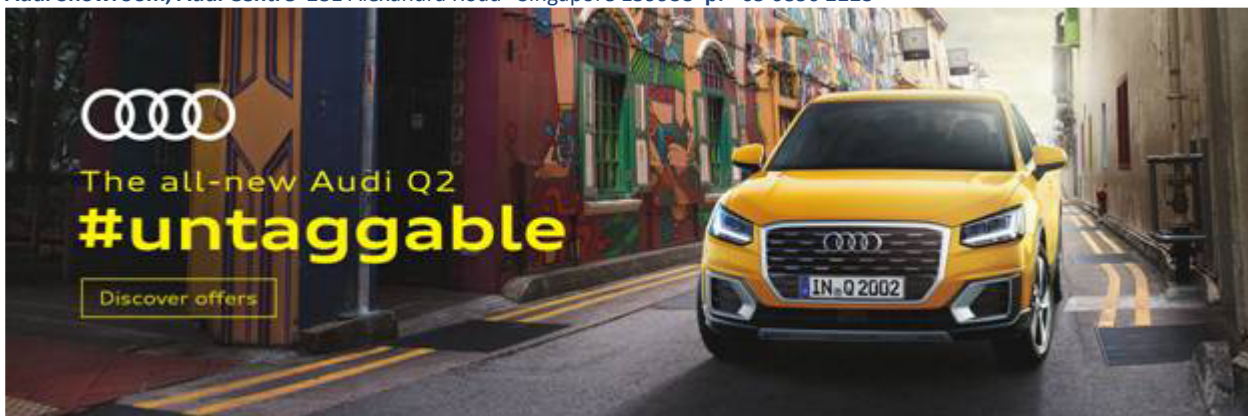
Kindly appoint LKK for this case.
We will arrange with LKK directly on this.

While waiting for the survey to be carry out, can kindly 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
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: Lucas Lee [<mailto:lucas.lee@sg.cntaiping.com>]
Sent: Friday, 12 October, 2018 11:18 AM
To: Claims <claims@premiumauto.com.sg>
Subject: ***SPAM*** PRI FOR SKZ6199D (CTI REF: SNM18D04814C02)

Without Prejudice

Dear Sirs

We intend to conduct a pre-repair survey of the damage to your client's vehicle jointly with your client/your motor workshop. We propose to use one of the following motor surveyors to conduct the joint pre-repair survey as a single joint expert.

ADRIAN LING
Kelvin Ang
SEE CHEW SENG
MOHD FADHILAH BIN OSMAN
XING QUO QIANG
KENNETH KONG
SIMON HO
CHUA WEIJIE
MARCUS CHUA
HENRY NG

Please let us know within two(2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert.

You may select one of the listed motor surveyors and we will bear the cost of the pre-repair survey carried out by the single joint expert.

Case Handler: Elaine Cheong

Lucas Lee

Claims Department (Motor)
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
Direct (65) 6389 6181
Fax (65) 6222 7175/6224 7478
Email: lucas.lee@sg.cntaiping.com
Website: www.sg.cntaiping.com



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

Sent: Thursday, 11 October, 2018 8:52 AM

To: Claims Dept of CTI

Cc: 'Claims Dept'

Subject: ACCIDENT INVOLVING MY CLIENT SKZ 6199 D & YOUR INSURED SFY 528 S ON 07/10/2018

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.

The third party is insured with **CHINA TAIPING**

We also attached of the video footage for your preference.

Thank you.

Best Regards,
James Tan
Claims Advisor

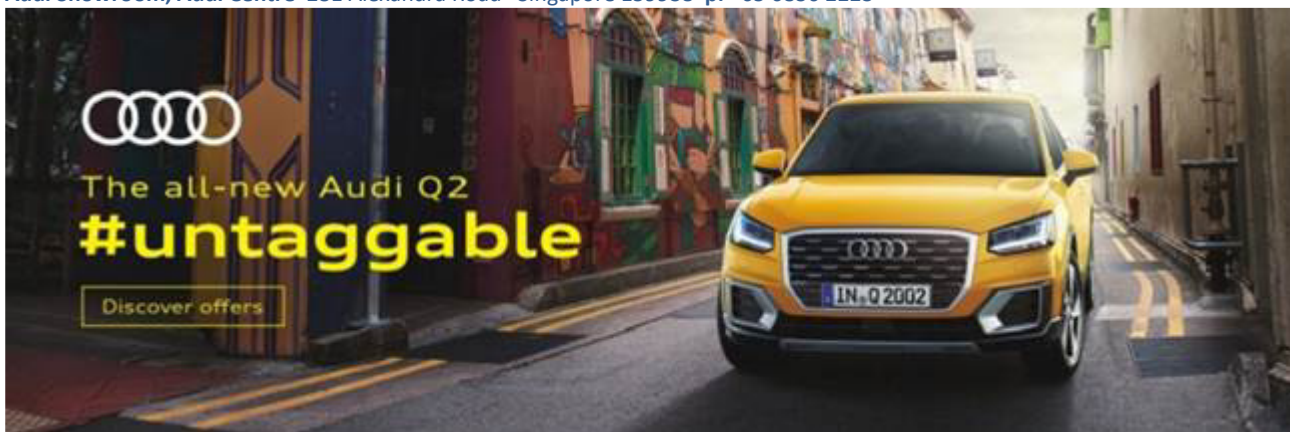
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http://www.audi.com.sg/sea/brand/sq/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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