

Veron Chen (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 20 June 2019 12:22 PM
To: 'Elaine Cheong'; SUR; Admin A; 'Claims Dept of CTI'; 'LOD'; 'Claims'
Cc: 'Claims Dept of CTI'; 'Irene Tay'; Admin A
Subject: RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

Urgent.

Dear Elaine,

You may have overlook onto our emails. We have sent reminders to you regards to your offer.
We are seeking your urgency to look onto this matter.

Please reply us by today.

Thank you for your kind attention.

Do take note: (my email: mastura@premiumauto.com.sg is no longer valid, kindly send email to claims@premiumauto.com.sg)

Best Regards,
Mastura
Claims Administrator

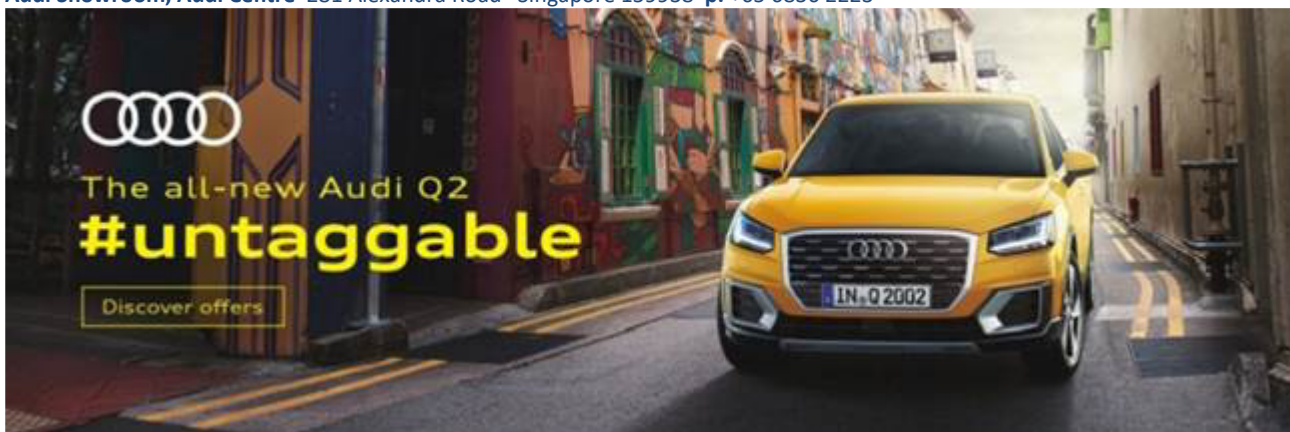
Premium Automobiles Pte Ltd (Reg No 199902271W)

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: Claims <claims@premiumauto.com.sg>
Sent: Monday, 1 April 2019 11:01 AM
To: 'Mastura' <mastura@premiumauto.com.sg>; 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; 'LOD'

<lod@sg.cntaiping.com>

Cc: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; 'Irene Tay' <irene.tay@sg.cntaiping.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Subject: RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

Dear Elaine,

We have yet to received your reply.

LOD was sent on 28/02/2019.

Kindly let us have your offer urgently.

Thank you.

Best Regards,

Mastura

Claims Administrator

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From: Mastura <mastura@premiumauto.com.sg>

Sent: Thursday, 14 March 2019 4:07 PM

To: 'Claims' <claims@premiumauto.com.sg>; 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>

Cc: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; 'Irene Tay' <irene.tay@sg.cntaiping.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Subject: RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

Importance: High

Dear Elaine,

Kindly let us have your offer urgently. Owner is chasing for payment.

Best Regards,
Mastura
Claims Administrator

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

Sent: Wednesday, 12 December 2018 4:30 PM

To: 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>

Cc: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; 'Irene Tay' <irene.tay@sg.cntaiping.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; Claims <claims@premiumauto.com.sg>

Subject: RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

Dear OIC from LKK,

We propose direct settlement subject to the following:-

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

Kindly provide me the answer for the above points.

Aside to Elaine,

Please refer to the above attached for the marked estimate by LKK.

Best Regards,
James Tan
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

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

Sent: Wednesday, 12 December, 2018 4:08 PM

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

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Subject: ***SPAM*** RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

WITHOUT PREJUDICE

Dear James,

I have already replied you on 27.11.18. Please see below.

We propose direct settlement subject to the following:-

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

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

Sent: Wednesday, 12 December, 2018 2:42 PM

To: Elaine Cheong <elaine.cheong@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

Dear Elaine,

It's been a week from my last email and I did not hear anything from you.

Kindly advise on liability asap.

For a straight forward accident and it has to take 1 month plus to comment on liability.

If we still do not have any replies from you, my client will take his own action against your insured.

Thanks.

Best Regards,

James Tan

Claims Advisor

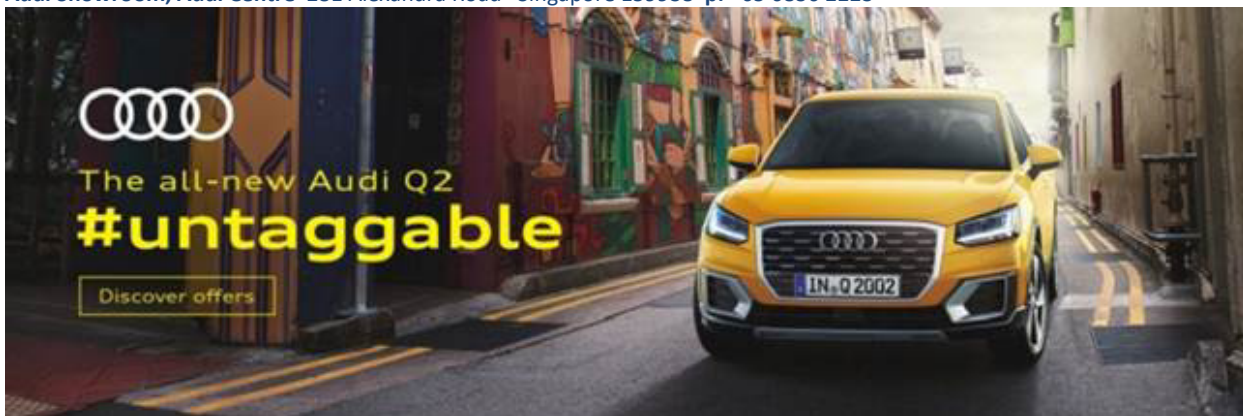
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From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Wednesday, 5 December, 2018 10:26 AM

To: 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>; 'Irene Tay' <irene.tay@sg.cntaiping.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ***SPAM*** RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

Dear Elaine,

We are unable to reduce the repair cost as it is the standard repair procedure from Audi.
We follow protocol on repairing our clients cars.
The estimate being survey by Adrian (LKK) will be final.
Please kindly advise on liability clearance before my clients take action.
Thanks.

Best Regards,
James Tan
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: Elaine Cheong [<mailto:elaine.cheong@sg.cntaiping.com>]

Sent: Tuesday, 27 November 2018 9:35 AM

To: Claims; Irene Tay; 'Admin A'; 'assignments'

Cc: Claims Dept of CTI

Subject: ***SPAM*** RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

WITHOUT PREJUDICE

Dear James,

We refer to your email of 27.11.18.

We propose direct settlement subject to the following:-

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

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

Sent: Tuesday, 27 November, 2018 9:15 AM

To: 'Claims' <claims@premiumauto.com.sg>; Irene Tay <irene.tay@sg.cntaiping.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: Elaine Cheong <elaine.cheong@sg.cntaiping.com>; 'Claims' <claims@premiumauto.com.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

Dear All,

I NEED AN ANSWER FROM YOU GUYS

I NEED LIABILITY FOR THIS CASE. WHY IS IT TAKING SO LONG TO EVEN REPLY AND GIVING LIABILITY?

MY CLIENT TELLING ME IF BY TODAY THERE'S NO NEWS FROM YOU, HE WILL ESCALATE THE CASE IN HIS OWN HAND.

I SIMPLY CAN'T BELIEVE THIS IS HOW CHINA TAIPING DO THEIR WORK. SORRY TO SAY THAT BUT IT IS REALLY RIDICULOUS.

Best Regards,

James Tan

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

Sent: Monday, 19 November 2018 6:49 PM

To: 'Claims'; 'Irene Tay'; 'Admin A'; 'assignments'

Cc: 'Elaine Cheong'; 'Claims'

Subject: RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

Dear Irene,

Kindly advice on liability clearance.

Dear LKK,

May I know who is the OIC for this case.

Please advise.

Thanks.

Best Regards,

James Tan

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: Claims [<mailto:claims@premiumauto.com.sg>]**Sent:** Wednesday, 14 November 2018 12:29 PM**To:** 'Irene Tay'**Cc:** assignments@lkkauto.com; 'Admin A'; 'Elaine Cheong'; 'Claims'**Subject:** RE: ***SPAM*** RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

Dear Irene,

Kindly advise on liability clearance.

Survey was done yesterday morning.

Thanks.

Best Regards,

James Tan

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: Irene Tay [<mailto:irene.tay@sg.cntaiping.com>]**Sent:** Monday, 12 November 2018 7:05 PM**To:** Claims Dept**Cc:** assignments@lkkauto.com; Admin A; Elaine Cheong**Subject:** ***SPAM*** RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

Dear Sir (James),

We refer to the above matter and our telephone conversation a moment ago.

We have informed LKK to liaise with you on the venue/date/time for PRS.

Aside to LKK;

Please liaise with James from Premium Auto without further delay.

Thank you.

Regards,

Irene Tay

Executive

Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

Direct (65) 6389 6192

Fax (65) 62247478/62247175

Email: claimsdept@sg.cntaiping.com

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