

## Khanchna (LKK Auto)

---

**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Thursday, 13 June 2019 7:20 PM  
**To:** Khanchna (LKK Auto); 'Claims'  
**Cc:** Admin A; Hsiao Tong (LKKAuto)  
**Subject:** RE: LOD - ACCIDENT INVOLVING SME 3326 K AND YOUR INSURED SLE4351S DATED ON 23/12/2018 LKK REF CC3/LCR18023050/pa3

Dear Khanchna,

We accept your total offer: **\$5,505.46**

Please proceed for submission of payment.

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

**Audi Showroom, Audi Centre** 281 Alexandra Road Singapore 159938 p. +65 6836 2223



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

---

**From:** Khanchna (LKK Auto) <khanchna@lkkauto.com>  
**Sent:** Monday, 10 June 2019 11:58 AM  
**To:** Claims <claims@premiumauto.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Subject:** RE: LOD - ACCIDENT INVOLVING SME 3326 K AND YOUR INSURED SLE4351S DATED ON 23/12/2018 LKK REF CC3/LCR18023050/pa3

**Without Prejudice**  
**(save as to costs)**

Dear Sirs/Mdm,

We refer to the above matter.

We confirm settlement as follows: -

1. Cost of Repair (w/GST)	\$ 4,998.01
2. Loss of Use (5days x \$100.00)	\$ 500.00
3. LTA/GIA Search Fee	\$ 7.45
<b>TOTAL</b>	<b><u>\$ 5,505.46</u></b>

We will proceed to close case accordingly.

Thank you.

**"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,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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

---

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

**Sent:** Saturday, 25 May 2019 9:54 AM

**To:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** LOD - ACCIDENT INVOLVING SME 3326 K AND YOUR INSURED SLE4351S DATED ON 23/12/2018 LKK REF CC3/LCR18023050/pa3

Dear Claim team,

Above attachment is for your perusal. We will pass the LOD to Adrian by hand 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](mailto:mastura@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)

**Audi Showroom, Audi Centre** 281 Alexandra Road Singapore 159938 p. +65 6836 2223



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

---

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

**Sent:** Thursday, 27 December 2018 5:29 PM

**To:** 'Vic (LKKAUTO)' <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Cc:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Hsiao Tong (LKKAUTO)' <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: ACCIDENT INVOLVING SME 3326 K AND YOUR INSURED SLE4351S DATED ON 23/12/2018 LKK REF CC3/LCR18023050/pa3

Dear Vic,

Noted. We accept your offer on direct settlement with 100% liability in our client's favour and To avoid dispute on the LOU/LOR rate. We will follow the benchmark rate for 1800cc and above LOU \$100/DAY or LOR \$180/DAY.

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)

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

**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.  
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.  
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

---

**From:** Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

**Sent:** Thursday, 27 December, 2018 5:22 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Subject:** RE: ACCIDENT INVOLVING SME 3326 K AND YOUR INSURED SLE4351S DATED ON 23/12/2018 LKK REF CC3/LCR18023050/pa3

Without Prejudice

Dear Phua,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both party, the liability is clear subject to the BOLA guideline settlement.

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 and admission of any liability to our Insured's part. 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 be based on the number of days of repair as recommended by our surveyor and approved by our principal.

Kindly forward the LOD and all supporting documents to us if available to proceed with the settlement.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler (on behalf of Hsiao Tong)

**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)



Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

**From:** Shu Pei (LKKAuto)

**Sent:** Thursday, 27 December 2018 5:14 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: ACCIDENT INVOLVING SME 3326 K AND YOUR INSURED SLE4351S DATED ON 23/12/2018

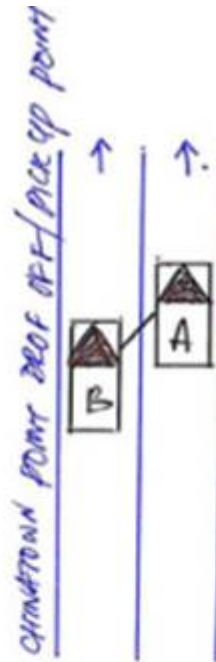
Dear Sir / Madam,

Enclosed for your perusal is SLE 4351S's sketch plan.

Thank you

SKETCH PLAN

① SLE4351S  
② SME3326K



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I WAS DROPPING OFF MY PASSENGER ALONG CHINATOWN POINT DROP OFF/PICK UP POINT. MY PASSENGER WAS NOT ABLE TO ALIGHT ON THE RIGHT DUE TO PEOPLE SITTING. HENCE MY PASSENGER ALIGHT ON THE LEFT. SUDDENLY I FELT AN IMPACT COMING FROM THE LEFT OF MY CAR. REALISE VEHICLE B WAS HIT MY LEFT PORTION AND CAUSE THE CRASHED.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeilkkauto.com](mailto:shupeilkkauto.com) | fax: 6741-4108

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

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

Sent: Wednesday, 26 December 2018 7:40 PM

To: SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

Cc: 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

Subject: RE: ACCIDENT INVOLVING SME 3326 K AND YOUR INSURED SLE4351S DATED ON 23/12/2018



Good evening all ,

Here is the attached estimate for your kind reference .

Note : There is a survey arranged 27/12/2018 @ pm . Kindly assist for the arrangement .

Thank you .

Best Regards,

**Phua**

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)

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

**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

---

**From:** Mastura [<mailto:mastura@premiumauto.com.sg>]

**Sent:** Monday, 24 December 2018 5:24 PM

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

**Subject:** ACCIDENT INVOLVING SME 3326 K AND YOUR INSURED SLE4351S DATED ON 23/12/2018

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.

TP is insured with **AIG**.

**Do take note, kindly arrange the survey on 27/12/2018, Thursday @ 1 PM.**

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

**Audi Showroom, Audi Centre** 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you