

Vic (LKKAuto)

From: Vic (LKKAuto)
Sent: Tuesday, 4 June, 2019 1:57 PM
To: Claims
Cc: Admin A; Vic (LKKAuto); 'Mastura'
Subject: RE: LOD - ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019 LKK REF CC4/ASM19000143/Ghb3
Attachments: DS FORM.pdf

Without Prejudice

Dear Mastura,

We refer further to the below email.

Purely for an amicable settlement on a without prejudice basis and without admission of liability to our Insured's part, we have our principal's mandate and we confirm acceptance of your offer of **\$4,844.46** (all in).

Kindly chop and sign the attached DS FORM and forward back to us a copy for payment processing.

The above amount is to be made payable to **PREMIUM AUTOMOBILES PTE LTD.**

Thank you.

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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

Sent: Tuesday, 28 May, 2019 5:33 PM

To: Vic (LKKAuto); 'Claims Dept'

Cc: Admin A

Subject: RE: LOD - ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019 LKK REF CC4/ASM19000143/Ghb3

Dear Vic,

As spoken, kindly update us on the offer urgently.

Thank you.

Do take note: My email: mastura@premiumauto.com.sg is no longer valid, kindly send email to claims@premiumauto.com.sg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: Tuesday, 21 May 2019 11:52 AM
To: 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>; 'Mastura' <mastura@premiumauto.com.sg>
Cc: 'Admin A' <admin-a@lkkauto.com>
Subject: RE: LOD - ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019 LKK REF CC4/ASM19000143/Ghb3
Importance: High

Dear Vic,

Did you manage to get through the case handler? How is the mandate approval going on?

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
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From: Mastura <mastura@premiumauto.com.sg>
Sent: Friday, 17 May 2019 4:12 PM
To: 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>
Cc: 'Admin A' <admin-a@lkkauto.com>
Subject: RE: LOD - ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019 LKK REF CC4/ASM19000143/Ghb3

Dear Vic,

Have you tried to call the case handler? How come its still pending?

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
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From: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: Friday, 17 May 2019 3:36 PM
To: Claims <claims@premiumauto.com.sg>; 'Mastura' <mastura@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: LOD - ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019 LKK REF CC4/ASM19000143/Ghb3

Without Prejudice

Dear Mas,

We refer to your below email.

Please be informed that we are still pending for mandate approval.

We will continue to follow up on the matter.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 17 May, 2019 10:51 AM
To: Vic (LKKAuto); 'Claims'; 'Mastura'
Cc: Admin A
Subject: RE: LOD - ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019 LKK REF CC4/ASM19000143/Ghb3

Dear Vic,

How is the response from your principal? Can let us know who is the case handler?

We are doing a close follow up on this issue.

Appreciate if you can assist us.

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

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

Sent: Wednesday, 15 May 2019 4:52 PM

To: 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Cc: 'Admin A' <admin-a@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019 LKK REF CC4/ASM19000143/Ghb3

Dear Vic,

Is there any reply from your principal?

Best Regards,

Mastura

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: Friday, 10 May 2019 10:38 AM
To: Mastura <mastura@premiumauto.com.sg>; 'Claims Dept' <claims@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: LOD - ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019 LKK REF CC4/ASM19000143/Ghb3

Without Prejudice

Dear Mas,

We refer to your below email.

Please be informed that we are still pending for mandate approval from our principal.

We will follow up and will get back to you for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Mastura [<mailto:mastura@premiumauto.com.sg>]
Sent: Friday, 10 May, 2019 9:59 AM
To: 'Claims Dept'; Vic (LKKAuto)
Cc: Admin A
Subject: RE: LOD - ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019 LKK REF CC4/ASM19000143/hb3

Good morning Vic,

Kindly assist us to expedite onto this offer?

Our client has raised his concern his issues to the management.

Please assist us.

Thank you.

Best Regards,
Mastura

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Tuesday, 7 May 2019 4:36 PM

To: 'Claims Dept' <claims@premiumauto.com.sg>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019 LKK REF CC4/ASM19000143/hb3

Importance: High

Hi Vic,

Can assist us on the offer? Appreciate if you expedite onto this.

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

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From: Mastura <mastura@premiumauto.com.sg>
Sent: Friday, 3 May 2019 8:19 PM
To: 'Claims Dept' <claims@premiumauto.com.sg>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>
Subject: LOD - ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019 LKK REF CC4/ASM19000143/hb3

Dear Vic,

Above attachment is for your perusal. We will pass the LOD to Adrian by hand shortly.

Kindly assist to expedite onto this offer. Our client has raised his concerns on the delay of payment.

Seeking your kind urgency. Thank you.

Best Regards,
Mastura
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
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From: Claims Dept <claims@premiumauto.com.sg>
Sent: Friday, 1 February 2019 8:29 PM
To: 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019 LKK REF CC4/ASM19000143/hb3

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,
Kelvin Khoo
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: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Friday, 1 February 2019 10:00 AM

To: Claims

Cc: Admin A; Vic (LKKAuto)

Subject: RE: ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019 LKK REF CC4/ASM19000143/hb3

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

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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

Sent: Thursday, 31 January, 2019 6:53 PM

To: Shu Pei (LKKAuto); Vic (LKKAuto); Admin A

Cc: Claims

Subject: RE: ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019

Good afternoon Vic,

Kindly assist the liability of this car .

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 9911 f. +65 6841 1183

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

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

Sent: Friday, 18 January, 2019 5:35 PM

To: 'Shu Pei (LKKAuto)' <shupeil@lkkauto.com>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>

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

Subject: RE: ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019

Good afternoon Mr Vic,

I wish to check the liability status of this car. Any updates?

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
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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: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 18 January 2019 2:09 PM
To: 'Shu Pei (LKKAuto)'; 'Vic (LKKAuto)'; 'Admin A'
Cc: 'Claims'
Subject: RE: ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019

Dear Vic ,

Is there any update on the status of liability clearance?

Thank you.

Best regards,
George Wonng
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
281 Alexandra Road Singapore 159938
p. +65 6388 2223 d. +65 66900293 f. +65 64751023
e. claims@premiumauto.com.sg w. www.audi.com.sg
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From: Shu Pei (LKKAuto) <shupeilkkauto.com>
Sent: Thursday, January 17, 2019 9:50 AM
To: 'Claims' <claims@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: FW: ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019

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/ASM19000143/Ghb3	Vic

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: shupeilkkauto.com | fax: 6741-4108

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

From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 16 January 2019 2:26 PM
To: Admin A <admin-a@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: FW: ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019

Good afternoon all ,

I would like to check the liability for this case. Any update? Kindly assist .

The car have surveyed by Guo Xiang on 08/01/2019 .

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 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: CST [<mailto:cst@axa.com.sg>]

Sent: Wednesday, 16 January 2019 11:54 AM

To: claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019

Dear Phua,

Thank you for your email.

We have appointed LKK AUTO CONSULTANTS PTE LTD as the adjuster for this case.

Kindly contact them directly for further details.

Best Regards

Maria Florentina Peteros | Specialist, GI Call Centre

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

Email: customer.care@axa.com.sg

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

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

From: claims@premiumauto.com.sg

Sent: 16/01/2019

To: cst@axa.com.sg; motor.survey@axa.com.sg

Subject: RE: ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019

Good morning all,

Any update on the liability for this car issue?

Kindly assist asap.

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

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

Sent: Thursday, 3 January 2019 8:36 AM

To: 'CST'; motor.survey@axa.com.sg; 'Claims'

Subject: ACCIDENT INVOLVING S 9917 CD AND YOUR INSURED SHC5187B DATED ON 01/01/2019

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.

Do take note, kindly arrange the survey on 08/01/2019, Tuesday, 1030 AM.

Thank you.

Best Regards,

Mastura

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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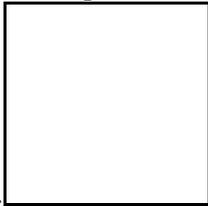
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