Vic (LKKAuto)

From: Vic (LKKAuto)
Sent: Friday, 10 May, 2019 10:38 AM
To: Mastura; 'Claims Dept'
Cc: Admin A; Vic (LKKAuto)
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
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: 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

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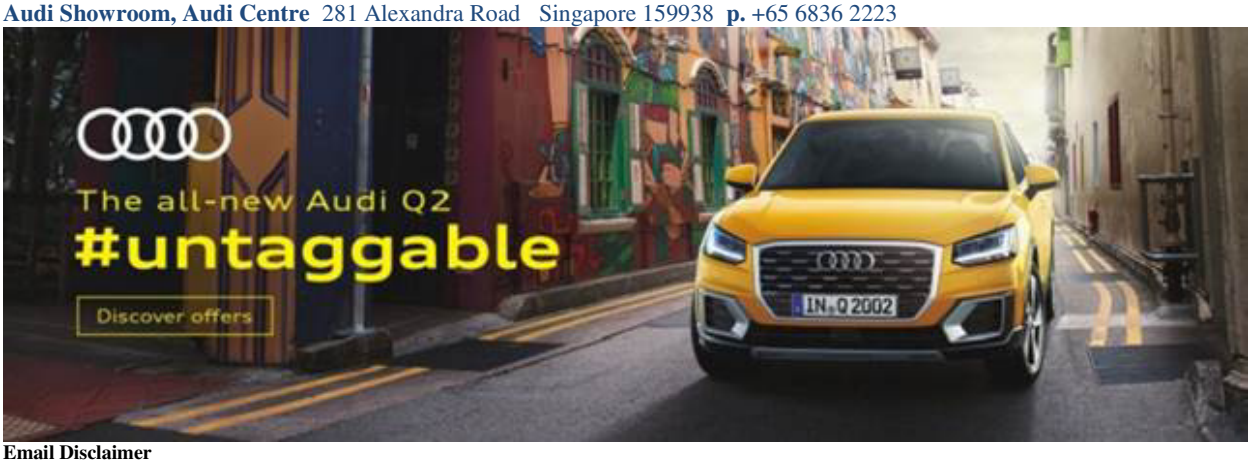
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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From: Claims [mailto:claims@premiumauto.com.sg]
Sent: Friday, 18 January, 2019 5:35 PM
To: 'Shu Pei (LKKAuto)' <shupei@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)
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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: 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) <shupei@lkkauto.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: shupei@lkkauto.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)
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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

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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: 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

p. +65 6388 2323 **d.** +65 6768 9828 **f.** +65 6841 1183

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