

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Monday, 11 February, 2019 10:36 AM
To: NORA ; 'Claims Dept'
Cc: Admin A; Poh Kin (LKKAUTO); Vic (LKKAUTO)
Subject: RE: ACCIDENT INVOLVING SLB 5577 S AND YOUR INSURED SKK6192B DATED ON 14/01/2019 LKK REF CC4/ASM19000994/hb3

WITHOUT PREJUDICE

Dear Nora,

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)



Auto
Consultants
Pte Ltd

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From: NORA [mailto:nora.khai@premiumauto.com.sg]
Sent: Saturday, 9 February, 2019 11:46 AM
To: Vic (LKKAUTO); 'Claims Dept'
Cc: Admin A; Poh Kin (LKKAUTO)
Subject: RE: ACCIDENT INVOLVING SLB 5577 S AND YOUR INSURED SKK6192B DATED ON 14/01/2019 LKK REF CC4/ASM19000994/hb3

Hi VIC,

I need the revert ASAP. The case has escalated into a complain. Please revert back on Monday 11/2.

Appreciate your kind attention.

Thank you.

Best Regards,

Norah Khai
Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Thursday, 7 February 2019 9:50 AM

To: Claims Dept; 'NORA '

Cc: Admin A; Poh Kin (LKKAUTO); Vic (LKKAUTO)

Subject: RE: ACCIDENT INVOLVING SLB 5577 S AND YOUR INSURED SKK6192B DATED ON 14/01/2019 LKK REF CC4/ASM19000994/hb3

Without Prejudice

Dear Sheila,

We refer to your below email.

Please be informed that we are looking into the matter and will get back to you for an update asap.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

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

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

Sent: Monday, 4 February, 2019 11:06 AM

To: 'Claims'; 'NORA '; Vic (LKKAuto)

Cc: Vic (LKKAuto); Admin A; Poh Kin (LKKAuto)

Subject: RE: ACCIDENT INVOLVING SLB 5577 S AND YOUR INSURED SKK6192B DATED ON 14/01/2019

Dear Vic ,

We have provided descriptions to review the liability again in an email dated 16th January 2019 and have yet to receive any reply since.

Kindly advise on the review matter soon.

Thank you.

Best Regards,

Sheila M Ismail

Claims Advisor

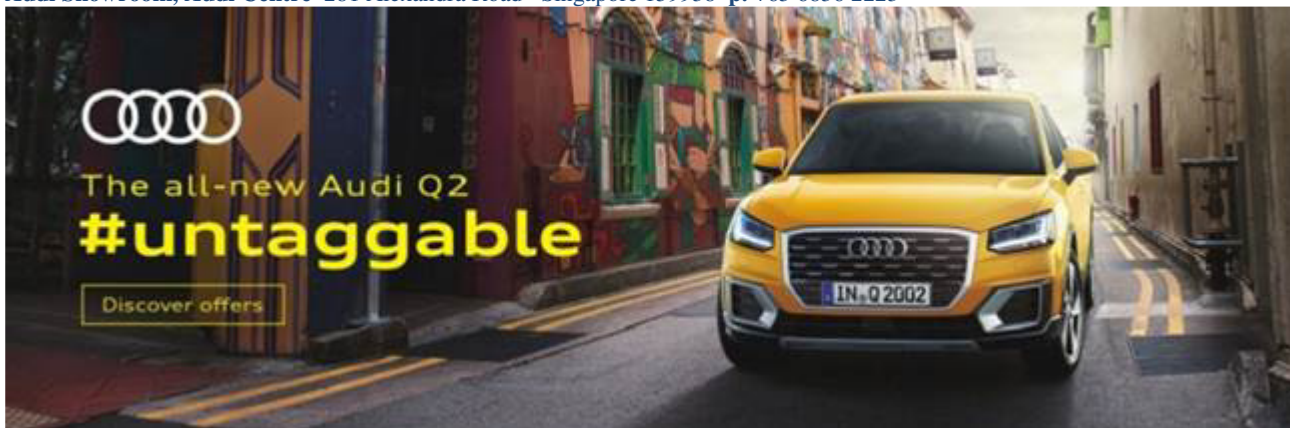
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From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Wednesday, 30 January 2019 8:59 AM

To: 'Claims'; 'NORA '; 'Vic (LKKAUTO)'

Cc: 'Vic (LKKAUTO)'; 'Admin A'; 'Poh Kin (LKKAUTO)'

Subject: RE: ACCIDENT INVOLVING SLB 5577 S AND YOUR INSURED SKK6192B DATED ON 14/01/2019

Dear Vic ,

Kindly advise on the liability status.

We have provided descriptions to review the liability again in an email dated 16th January 2019.

Thank you.

Best Regards,
Sheila M Ismail
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

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

Sent: Monday, 28 January 2019 7:05 PM

To: 'Claims'; 'NORA '; 'Poh Kin (LKKAUTO)'

Cc: 'Vic (LKKAUTO)'; 'Admin A'

Subject: RE: ACCIDENT INVOLVING SLB 5577 S AND YOUR INSURED SKK6192B DATED ON 14/01/2019

Hi Poh Kin ,

Kindly advise on the liability status.

We have provided descriptions to review the liability again in an email dated 16th January 2019.

Best Regards,
Sheila M Ismail
Claims Advisor

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

Sent: Friday, 25 January 2019 11:07 AM

To: 'Claims'; 'NORA '; 'Poh Kin (LKKAUTO)'

Cc: 'Vic (LKKAUTO)'; 'Admin A'

Subject: RE: ACCIDENT INVOLVING SLB 5577 S AND YOUR INSURED SKK6192B DATED ON 14/01/2019

Hi Poh Kin,

Please advise on the liability status soonest.

Best Regards,
Sheila M Ismail
Claims Advisor

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

Sent: Wednesday, 23 January 2019 4:55 PM

To: 'Claims'; 'NORA '; 'Poh Kin (LKKAUTO)'

Cc: 'Vic (LKKAUTO)'; 'Admin A'

Subject: RE: ACCIDENT INVOLVING SLB 5577 S AND YOUR INSURED SKK6192B DATED ON 14/01/2019

Hi Poh Kin ,

Kindly advise on the liability status.

We have provided descriptions to review the liability again in an email dated 16th January 2019.

Thank you.

Best Regards,
Sheila M Ismail
Claims Advisor

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

Sent: Monday, 21 January 2019 6:40 PM

To: 'Claims'; 'NORA '; 'Poh Kin (LKKAUTO)'

Cc: 'Vic (LKKAUTO)'; 'Admin A'

Subject: RE: ACCIDENT INVOLVING SLB 5577 S AND YOUR INSURED SKK6192B DATED ON 14/01/2019

Hi Poh Kin,

We have yet to receive an update for the liability clearance , please advise as soon as possible.

Best Regards,
Sheila M Ismail
Claims Advisor

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

Sent: Wednesday, 16 January 2019 8:21 PM

To: 'NORA '; 'Poh Kin (LKKAUTO)'

Cc: 'Vic (LKKAUTO)'; 'Admin A'; claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SLB 5577 S AND YOUR INSURED SKK6192B DATED ON 14/01/2019

Dear Vic,

Attached scene photo for your kind reference.

While my client was awaiting traffic to clear then your insured hit our client car from behind.

Kindly review the liability again.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

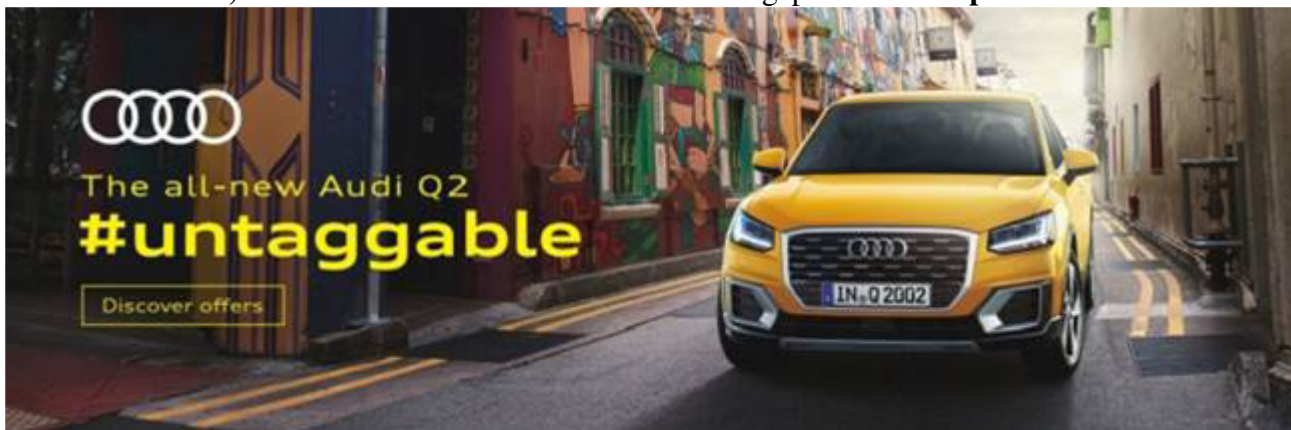
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From: NORA [<mailto:nora.khai@premiumauto.com.sg>]
Sent: Wednesday, 16 January, 2019 7:28 PM
To: 'Poh Kin (LKKAuto)' <pohkin@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SLB 5577 S AND YOUR INSURED SKK6192B DATED ON 14/01/2019

Dear Poh Kin,

Thank you for your kind reply. We shall review and inform our client accordingly.

Aside To TF,

For your next actions.

Thank you.

Best Regards,

Norah Khai
Claims Manager

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From: Poh Kin (LKKAuto) [<mailto:pohkin@lkkauto.com>]
Sent: Wednesday, 16 January 2019 7:22 PM
To: NORA
Cc: 'Claims'; Vic (LKKAuto); Admin A
Subject: RE: ACCIDENT INVOLVING SLB 5577 S AND YOUR INSURED SKK6192B DATED ON 14/01/2019
Importance: High

**‘WITHOUT PREJUDICE’
SAVE AS TO COSTS**

Our Ref: CC4/ASM19000994/hb3
Your Ref: SLB 5577S

Dear Nora

We refer to the above matter.

Please be informed that Liability unclear on this matter. There is no conclusive evidence yet to substantiate either party's version. Below is a copy of our insured's accident report statement for your perusal.

In order to justify your client's claim smoothly and promptly, we appreciate if you could kindly furnish us a copy of CCTV footage / accident scene photos / evidence as per **our principal instruction**.

Your prompt action is very much appreciated.

This case is being handled by VIC.

Sketch Plan #2

SKETCH PLAN

A = SKK 6192B
B = SLB 5577S
Havelock Road
(After The ERP Gantry)

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On 14/Jan/2019, at about 6pm, I was driving along
Havelock road after the ERP gantry. There was an Audi
car in front of me. The said car suddenly without
any signal abruptly swerved to the right lane
and stopped inbetween the two lanes. I reacted
by applying my brakes, but there was still a collision.
my vehicle no. SKK 6192B
3rd party vehicle no: SLB 5577S

"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,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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From: NORA [<mailto:nora.khai@premiumauto.com.sg>]

Sent: Wednesday, 16 January 2019 7:10 PM

To: Poh Kin (LKKAuto) <pohkin@lkkauto.com>

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

Subject: FW: ACCIDENT INVOLVING SLB 5577 S AND YOUR INSURED SKK6192B DATED ON 14/01/2019

Importance: High

Hi Poh Kin ,

Kindly advise officer in charge. We would like to follow up with liability clearance and direct settlement. Above survey has been assigned to your good company .

Thank you.

Best regards,

Norah Khai

Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Tuesday, 15 January 2019 5:43 PM

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

Subject: ACCIDENT INVOLVING SLB 5577 S AND YOUR INSURED SKK6192B DATED ON 14/01/2019

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 18/01/2019, Friday, 1030 AM.

Thank you.

Best Regards,

Mastura

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

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