

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Friday, 24 May, 2019 9:08 AM
To: Claims Dept
Cc: Admin A; Vic (LKKAUTO)
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 CC4/LPC19002031/hb3

Without Prejudice

Dear Kee Siang,

We refer to your below email.

We will check and will get back 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: Claims Dept [mailto:claims@premiumauto.com.sg]
Sent: Friday, 24 May, 2019 8:58 AM
To: Vic (LKKAUTO)
Cc: Admin A; 'Claims'
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 CC4/LPC19002031/hb3

Dear Vic,

Kindly refer back to your insured sketch and based by the scene photograph provided, our client's vehicle was in the straight line exiting the carpark.

Nevertheless, Based on your principle insured statement, It was written that our client's vehicle reversed according to passerby.

Therefore, Kindly provide us witness statement or statutory declaration from the passerby to concrete your client's statement.

Thank You.

Best Regards,
Kee Siang
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

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



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

Sent: Thursday, 23 May 2019 3:28 PM

To: Claims Dept

Cc: Admin A; Vic (LKKAUTO)

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Without Prejudice

Dear Kee Siang,

We refer to your below email.

As requested, we had attached our previous email and sketch plan of our Insured for your review.

Our principal is in the view that based on the position of the vehicles (as per your client's scene photos), liability is unclear. As there is a possibility that our Insured statement may be probable. However, since **no concrete evidence from both parties**, our principal is prepared to settle your client's claim on a 50/50 basis.

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: Thursday, 23 May, 2019 3:13 PM
To: Vic (LKKAUTO)
Cc: Admin A; 'Claims'
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

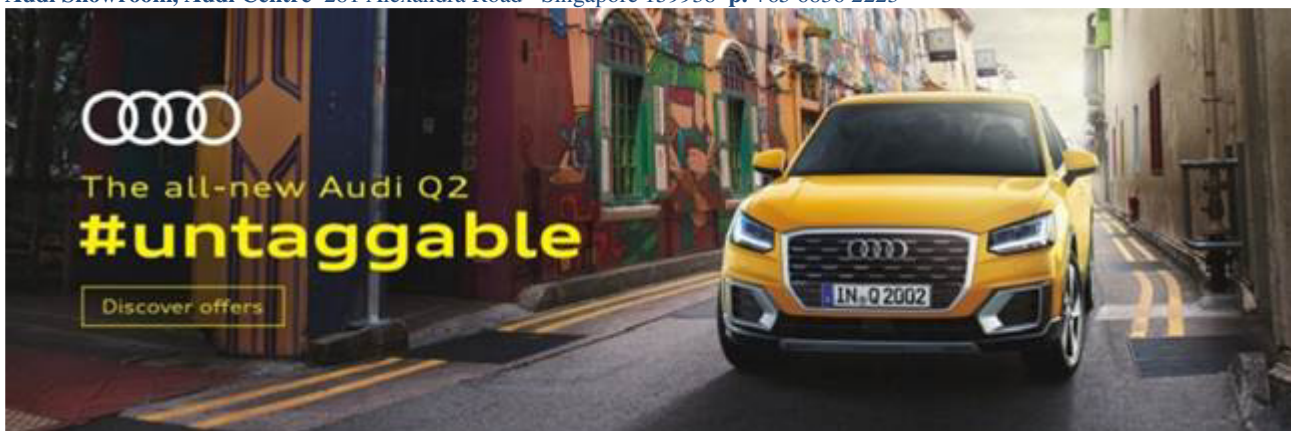
As spoken, please provide us your principal insured report.

Kindly advise your ground why liability is 50/50.

Thank You.

Best Regards,
Kee Siang
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]
Sent: Thursday, 23 May 2019 8:56 AM
To: Claims
Cc: Admin A; Vic (LKKAUTO)
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Without Prejudice

Dear Kee Siang,

We refer to your below email.

As per our below email dated on 25/04/2019, our principal would maintain a 50/50 liability in view that both parties have no evidence to support their claim.

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

Sent: Thursday, 23 May, 2019 8:46 AM

To: Vic (LKKAuto)

Cc: Admin A; Admin-D (LKKAuto); Claims

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Please advise any revert or reply from your insured principle , our email was totally ignored from your end. Our client is been very frustrated and been spamming us call on daily basis.

We expecting your reply by today 12pm and if were to left with no choice. Then we will forward your contact to our client.

Best Regards,

Kee Siang

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 21 May, 2019 8:15 AM
To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAUTO)' <admin-d@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 CC4/LPC19002031/hb3

Urgent

Dear Vic,

Dear Vic,

Please reply to Ms Nora email. Appreciate your kind and urgent reply.
Our client has disagree with your offer.
Please provide evidences so that we can update to our client based on your offer proportion .

Thank You.

Best Regards,
George Wong
Claims Advisor

Thank You.

Best Regards,
George Wong
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: Claims Dept [<mailto:claims@premiumauto.com.sg>]

Sent: Friday, 17 May 2019 6:45 PM

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

Cc: 'Admin A'; 'Admin-D (LKKAUTO)'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Urgent

Dear Vic,

Please reply to Ms Nora email. Appreciate your kind and urgent reply.

Our client has disagree with your offer.

Please provide evidences so that we can update to our client based on your offer proportion .

Thank You.

Best Regards,
George Wong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 19 April 2019 11:57 AM
To: 'Vic (LKKAUTO)'
Cc: 'Admin A'; 'Admin-D (LKKAUTO)'; 'Claims Dept'
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 CC4/LPC19002031/hb3

Dear Vic,

Can I have your reply please? We need to update owner urgently.

Thank You.

Best Regards,
Nora Khai
Claims Manager

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: Nora Khai [<mailto:nora.khai@premiumauto.com.sg>]
Sent: Monday, 8 April 2019 8:00 PM
To: 'Claims Dept'; 'Vic (LKKAUTO)'
Cc: 'Admin A'; 'Admin-D (LKKAUTO)'
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 CC4/LPC19002031/hb3
Importance: High

Dear Vic,

We did sent you the email that our client has disagree with your offer.

Our client vehicle was stationary waiting to exit and was hit by your insured vehicle. Please let us have your reply urgently so that we can advise our client of your position.

Thank you.

Best Regards,
Norah Khai

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

Sent: Monday, 1 April 2019 8:05 PM

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

Cc: 'Admin A'; 'Admin-D (LKKAUTO)'; 'Claims Dept'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Please let us have your reply.

Thank You.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Thursday, 28 March 2019 8:22 PM

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

Cc: 'Admin A'; 'Admin-D (LKKAUTO)'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Hi Vic,

Hope this email finds you well.

I am following up on the email below. Appreciate your kind reply.

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

Sent: Monday, 25 March 2019 4:29 PM

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

Cc: 'Admin A'; 'Admin-D (LKKAUTO)'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

We are not agreeable for shared liability.

Please take a look again at the scene photo. Our client vehicle was stationary awaiting for exit. How is it possible our client's vehicle to hit your insured vehicle ?

Kindly revert back.

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

Sent: Monday, 25 March 2019 4:13 PM

To: NORA ; 'Claims Dept'

Cc: Admin A; Admin-D (LKKAUTO); Vic (LKKAUTO)

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Without Prejudice

Dear Nora,

We refer to your below email and to our telephone conversation earlier.

As spoken, our principal is in the view of unclear liability in the absence of concrete evidence e.g. video footage to support each version of the accident.

However, we propose for a 50/50 liability for an amicable 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: NORA [<mailto:nora.khai@premiumauto.com.sg>]
Sent: Monday, 25 March, 2019 4:05 PM
To: 'Claims Dept'; Vic (LKKAUTO)
Cc: Admin A; Admin-D (LKKAUTO)
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3
Importance: High

Dear Vic,

Hope this email finds you well.

Kindly update us on the liability clearance and direct settlement.

Hope to hear from you today.

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: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 22 March 2019 3:02 PM
To: 'Vic (LKKAUTO)'
Cc: 'Admin A'; 'Admin-D (LKKAUTO)'; 'Claims Dept'
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Any update? Can we have your kind reply please.

Thank you.

Best regards,

Kelvin Khoo

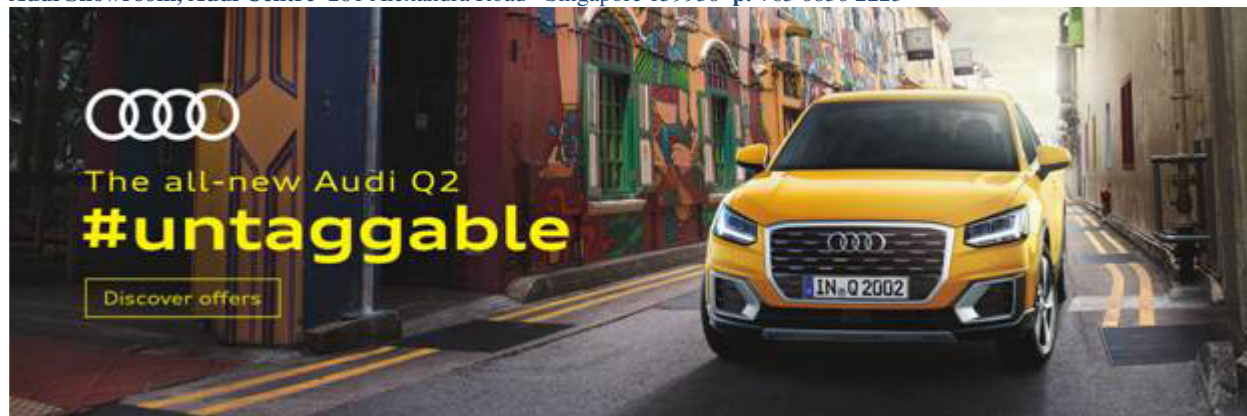
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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]

Sent: Tuesday, 19 March, 2019 2:56 PM

To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAUTO)' <admin-d@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 CC4/LPC19002031/hb3

Dear Vic,

How was the liability clearance status? Please revert.

Thank you.

Best regards,

Kelvin Khoo

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Friday, 15 March, 2019 11:23 AM

To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAUTO)' <admin-d@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 CC4/LPC19002031/hb3

Dear Vic,

Any update for the above mention case?

Thank you.

Best regards,

Kelvin Khoo

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Tuesday, 12 March, 2019 12:49 PM

To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAUTO)' <admin-d@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 CC4/LPC19002031/hb3

Dear Vic,

Any update?

Thank you.

Best regards,

Kelvin Khoo

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Friday, 8 March, 2019 5:50 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Without Prejudice

Dear Kelvin,

We refer to your below email.

Please be informed that till date, we are still pending for instruction from our principal.

We will 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

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 8 March, 2019 5:18 PM
To: Vic (LKKAUTO); Admin A; Admin-D (LKKAUTO)
Cc: Admin A; 'Claims Dept'
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Any update? Can we have your kind reply please.

Thank you.

Best regards,

Kelvin Khoo

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 4 March, 2019 8:59 PM
To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAUTO)' <admin-d@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Hi Vic,

We are following up again for above mention case, Any chances to proceed with direct settle ? Kindly revert.

Best regards,

Kee Siang

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

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



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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Saturday, 2 March, 2019 8:22 AM
To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 CC4/LPC19002031/hb3

Dear Vic,

Can we have your kind reply please.

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
e. claims@premiumauto.com.sg **w.** www.audi.com.sg
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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 26 February 2019 4:36 PM

To: 'Vic (LKKAUTO)'
Cc: 'Admin A'; 'Claims Dept'
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

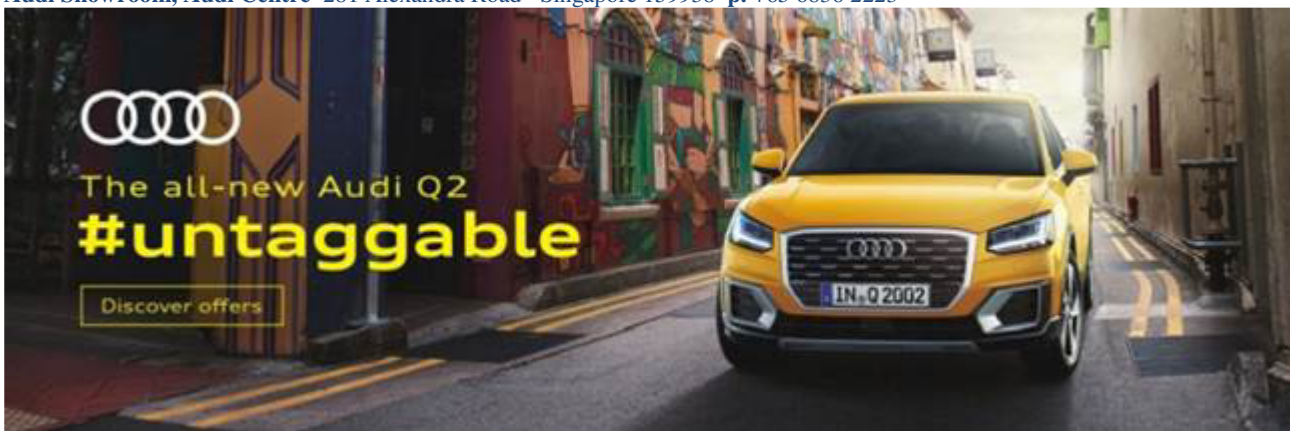
Dear Vic,

Any update for the above mention case? Kindly assist direct settlement for this case.

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
e. claims@premiumauto.com.sg **w.** www.audi.com.sg
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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 25 February 2019 11:53 AM
To: 'Vic (LKKAUTO)'
Cc: 'Admin A'; 'Claims Dept'
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Any update?

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
e. claims@premiumauto.com.sg **w.** www.audi.com.sg
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From: NORA [<mailto:nora.khai@premiumauto.com.sg>]

Sent: Monday, 18 February 2019 5:06 PM

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

Cc: 'Admin A'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Noted with thanks. Please continue to follow up ya.

Best Regards,

Norah Khai
Claims Manager

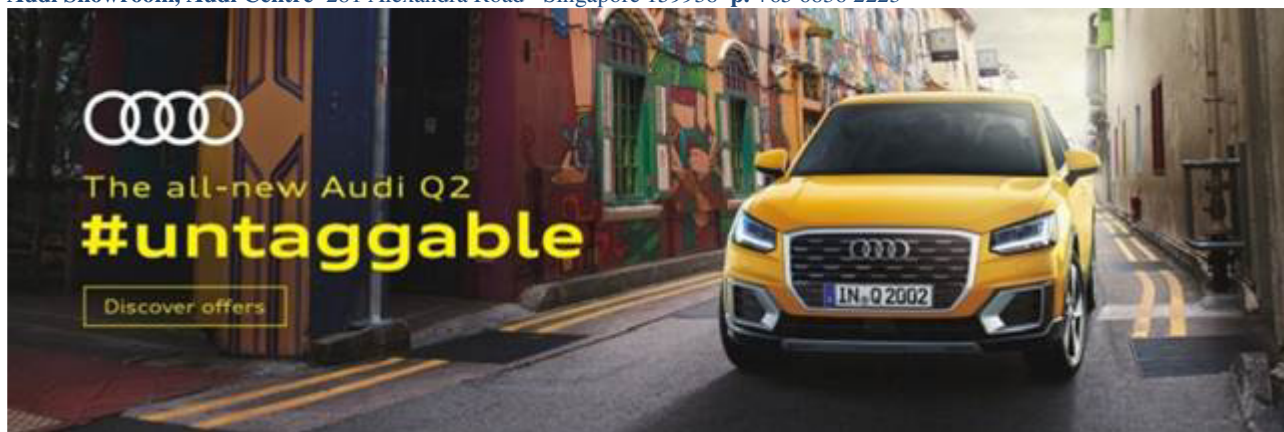
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9827 **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/sq/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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

Sent: Monday, 18 February 2019 5:03 PM

To: NORA ; 'Claims'

Cc: Admin A; Vic (LKKAUTO)

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Without Prejudice

Dear Nora,

We refer to your below email.

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

We will follow up and will get back 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: NORA [<mailto:nora.khai@premiumauto.com.sg>]

Sent: Monday, 18 February, 2019 4:53 PM

To: 'Claims'; Vic (LKKAUTO)

Cc: Admin A

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

CC4/LPC19002031/hb3

Importance: High

Dear Vic,

We refer to our email below.

Kindly let us have your kind reply. Have you reassess the liability ?
Hope to hear from you urgently.

Thank you.

Best Regards,

Norah Khai

Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9827 **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: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Thursday, 14 February 2019 4:57 PM

To: 'Vic (LKKAUTO)'

Cc: 'Admin A'; claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Refer to attached scenes photo and our client car position is not tally with your insured sketch plan.

Your insured reversing into carpark lot and hit our client car.

Kindly review the liability again.

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 **w.** www.audi.com.sg

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



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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]
Sent: Thursday, 14 February, 2019 8:51 AM
To: Claims Dept <claims@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Without Prejudice

Dear Kelvin,

We had already attached the "statement" on the below email.

Anyway, we attached again for your review.

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 Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 13 February, 2019 6:19 PM
To: Vic (LKKAUTO)
Cc: Admin A

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Please share with us your insured accident report.

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: Wednesday, 13 February 2019 6:05 PM
To: Claims Dept
Cc: Admin A; Vic (LKKAUTO)
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

WITHOUT PREJUDICE

Dear Kelvin,

We refer to the above matter.

We are of the opinion that this is a case of **conflicting versions**. There is no conclusive evidence yet to substantiate either party's version. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, kindly forward to us with **any evidence** (if any) your client have to support your claim.

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: Wednesday, 13 February, 2019 5:54 PM

To: Vic (LKKAuto)

Cc: 'Claims Dept'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Kindly advise liability clearance and direct settlement.

Thank You.

Best Regards,

Kelvin Khoo

Claims Advisor

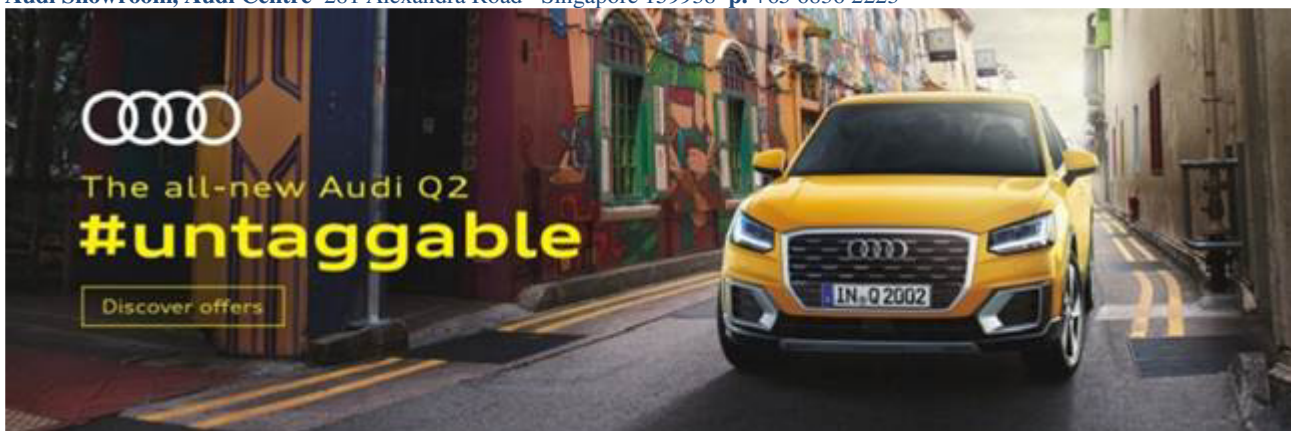
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p. +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

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From: Shu Pei (LKKAUTO) [<mailto:shupeil@lkkauto.com>]
Sent: Monday, 11 February 2019 7:12 PM
To: NORA ; 'GERALD POH WEE BIN'
Cc: 'MT_Claim_SG'; SUR; 'Claims'; Admin A; Vic (LKKAUTO)
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

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/LPC19002031/hb3	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: shupeil@lkkauto.com | fax: 6741-4108

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

From: NORA <nora.khai@premiumauto.com.sg>
Sent: Friday, 1 February 2019 4:24 PM
To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; Admin A <admin-a@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

Dear Gerald,

Thank you for your kind assistance.

Aside to Catherine,

Survey has been schedule on 14th February 2019 at 10 am. Kindly advise on liability.

Thank you.

Best Regards,

Norah Khai
Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9827 f. +65 6841 1183

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

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From: GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]

Sent: Friday, 1 February 2019 3:12 PM

To: Admin A

Cc: MT_Claim_SG; sur@lkkauto.com; nora.khai@premiumauto.com.sg

Subject: FW: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

Our Ref : 18/19/19/VP05/021387

Dear Catherine,

Kindly proceed to survey and revert on liability

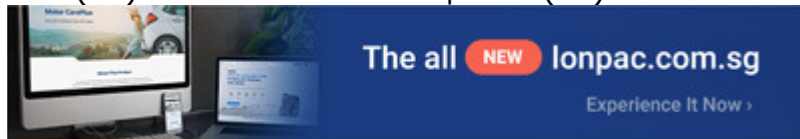
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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

Sent: Friday, 1 February, 2019 2:51 PM

To: MT_Claim_SG; 'Claims'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

Dear All,

Attached is the repair estimates.

Kindly assist to advise the officer in charge so that we can follow up for liability clearance.

Thank you.

Best Regards,

Norah Khai
Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9827 **f.** +65 6841 1183

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

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



http://www.audi.com.sg/sea/brand/sq/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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

Sent: Wednesday, 30 January 2019 3:17 PM

To: mt_claim@lonpac.com; 'Claims'

Subject: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

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.

Kindly arrange the survey on 14/02/2019, Thursday, 10 AM.

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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