

## Vic (LKKAuto)

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**From:** Vic (LKKAuto)  
**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](mailto: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

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

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

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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

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

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

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

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

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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](mailto:vicalpeh@lkkauto.com)>  
**Cc:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Admin-D (LKKAUTO)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'Claims Dept'

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

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

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

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

**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, 8 March, 2019 5:50 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)>; Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto: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](mailto: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**

**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:** Monday, 4 March, 2019 8:59 PM

**To:** 'Vic (LKKAuto)' <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Admin-D (LKKAuto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

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

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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](mailto:vicalpeh@lkkauto.com)>

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

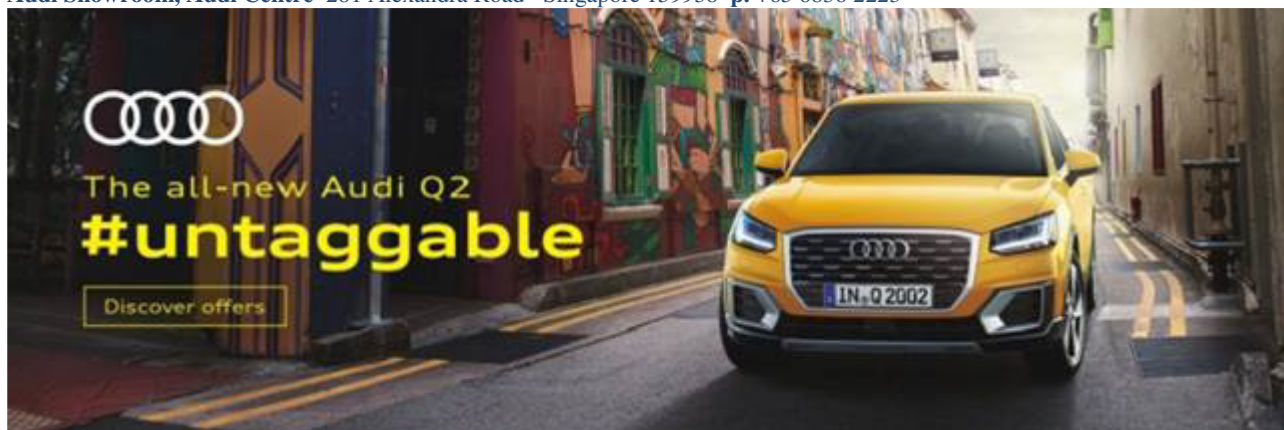
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**From:** Claims Dept [<mailto:claims@premiumauto.com.sg>]

**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

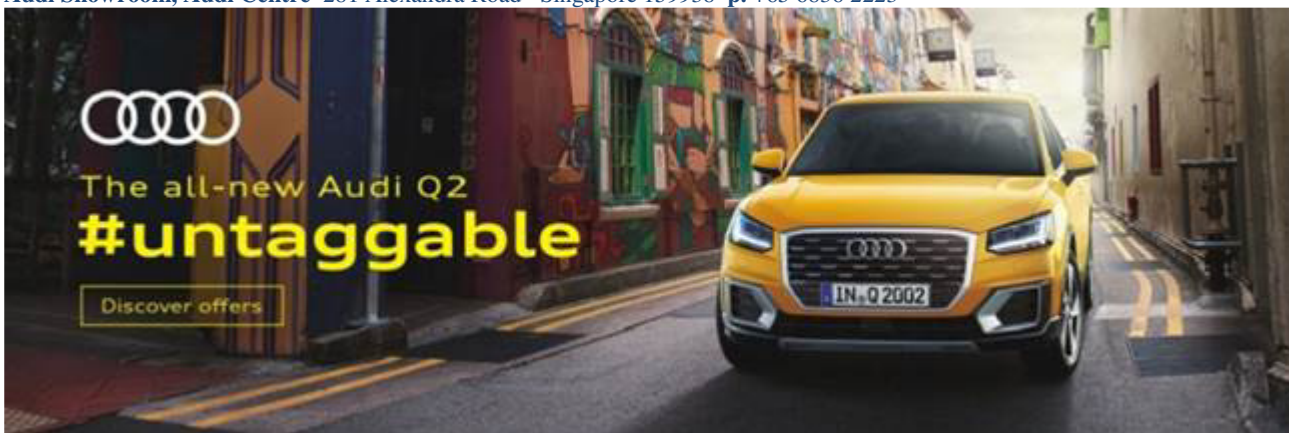
Dear Vic,

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  
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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  
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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

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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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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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

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

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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](mailto:claims@premiumauto.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto: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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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**From:** Shu Pei (LKKAUTO) [<mailto:shupe@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: [shupe@lkkauto.com](mailto:shupe@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](mailto:nora.khai@premiumauto.com.sg)>  
**Sent:** Friday, 1 February 2019 4:24 PM  
**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'Claims' <[claims@premiumauto.com.sg](mailto: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 14<sup>th</sup> 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

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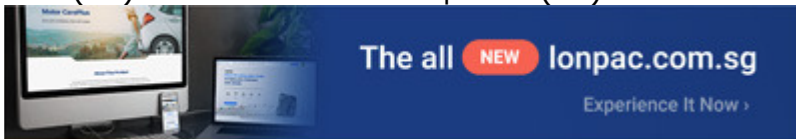
**From:** GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]  
**Sent:** Friday, 1 February 2019 3:12 PM  
**To:** Admin A  
**Cc:** MT\_Claim\_SG; [sur@lkkauto.com](mailto:sur@lkkauto.com); [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)  
**Subject:** FW: ACCIDENT INVOLVING SKR 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

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

**Sent:** Wednesday, 30 January 2019 3:17 PM

**To:** [mt\\_claim@lonpac.com](mailto: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

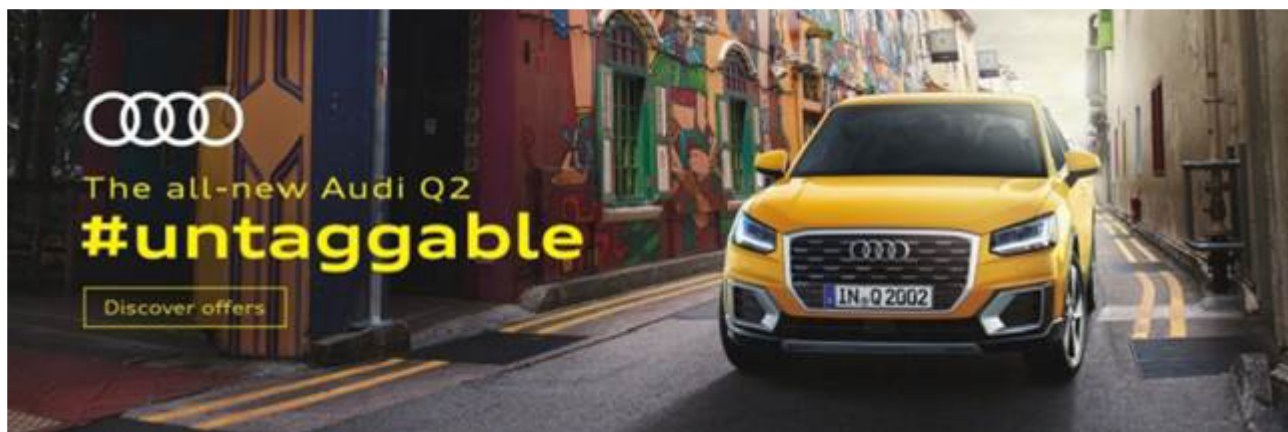
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