

Asher Sng (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 16 April 2019 11:15 AM
To: Asher Sng (LKKAUTO); Admin-D (LKKAUTO)
Cc: assignments; Admin A; 'Claims'
Subject: RE: ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 5/2/19
Attachments: SKM_364e19041611090_0002.jpg

Follow Up Flag: Follow up
Flag Status: Completed

Dear Asher,

Attached private settlement form for your kind reference.

We will proceed close file.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
281 Alexandra Road Singapore 159938
p. +65 6366 2323, option 1
e. apphia.ng@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223

Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, February 26, 2019 8:18 PM
To: 'Asher Sng (LKKAUTO)' <AsherSng@lkkauto.com>; 'Admin-D (LKKAUTO)' <admin-d@lkkauto.com>
Cc: 'assignments' <assignments@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: Insured Non Reporting : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 0

Dear Asher,

Kindly hold your hand, your insured had contact us for private settlement.

Any update we will update you accordingly.

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

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

Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

From: Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]

Sent: Monday, 25 February, 2019 11:17 AM

To: Claims Dept <claims@premiumauto.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; 'CST' <cst@axa.com.sg>

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

Subject: RE: Insured Non Reporting : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 0

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Hi Kelvin,

We refer to the email below.

Please note that our insured yet to file a report till date.

We will advise our insured to file the report and revert to you once received.

Thank You.

Best Regards,
Asher Sng | Case Handler
LKK Auto Consultants Pte Ltd
phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

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

Sent: Monday, 25 February 2019 11:15 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; 'CST' <cst@axa.com.sg>
Cc: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Insured Non Reporting : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 0

Dear Asher,

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

Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

From: Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]
Sent: Friday, 22 February 2019 11:10 AM
To: Admin-D (LKKAuto); 'CST'; claims@premiumauto.com.sg
Cc: assignments; Admin A
Subject: RE: Insured Non Reporting : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 0

‘WITHOUT PREJUDICE’
SAVE AS TO COSTS

Hi Kelvin,

We refer to the email below.

Please note that our insured yet to file a report till date.

We will advise our insured to file the report and revert to you once received.

Thank You.

Best Regards,
Asher Sng | Case Handler
LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

From: Admin-D (LKKAuto)

Sent: Friday, 22 February 2019 11:04 AM

To: 'CST' <cst@axa.com.sg>; claims@premiumauto.com.sg; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

Subject: RE: Insured Non Reporting : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 0

Dear Sir/Mdm,

Thank you for the email.

Dear Asher,

Kindly assist

FYNA Our Ref : CC4/ASM19003200/ea3

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

From: CST [mailto:cst@axa.com.sg]

Sent: Friday, 22 February 2019 10:58 AM

To: claims@premiumauto.com.sg

Cc: admin-d@lkkauto.com

Subject: RE: Insured Non Reporting : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 0

Dear Kelvin ,

Our insured have yet to report accident with us.

Please liaise with LKK as copied on the latest update.

Dear LKK,

Please advise.

Thank you & With Best Regards,

Janet Tay | Specialist, GI Call Centre-Claims Service Team AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower,
Singapore 068811 | www.axa.com.sg Email:cst@axa.com.sg
Phone: (65) 6880 4888

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

From: claims@premiumauto.com.sg

Sent: 22/02/2019

To: cst@axa.com.sg

Subject: RE: Insured Non Reporting : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 05/0

Dear Janet,

Any update for the above mention 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
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223

Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

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

Sent: Thursday, 21 February 2019 2:42 PM

To: claims@premiumauto.com.sg

Cc: claims@premiumauto.com.sg

Subject: Insured Non Reporting : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 05/0

Dear Tony,

Noted on the contents of your email and have just run a check on the claim file.

We have since appointed LKK to conduct this claim where we also wrote to our insured to report this accident with us.

Do work closely with LKK in order to settle your client's claim amicably.

Thank you & With Best Regards,

Janet Tay | Specialist, GI Call Centre-Claims Service Team AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower,
Singapore 068811 | www.axa.com.sg Email: cst@axa.com.sg
Phone: (65) 6880 4888

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

From: claims@premiumauto.com.sg

Sent: 21/02/2019

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

Subject: RE: No Action Required : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 05/02/2019

Dear Janet,

We are claiming SJQ80K is insured with AXA.

Our client is complain customer. He is willing bring up this case to social media and engage lawyer to handle.

If AXA still don't take any actions to handle this claim. Kindly update us.

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

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

Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

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

Sent: Thursday, 21 February, 2019 9:47 AM

To: claims@premiumauto.com.sg

Cc: claims@premiumauto.com.sg

Subject: No Action Required : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 05/02/2019

Dear Tony,

Thanks for the updates and thus this email requires no further action from us.

Thank you & With Best Regards,

Janet Tay | Specialist, GI Call Centre-Claims Service Team AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower,
Singapore 068811 | www.axa.com.sg Email: cst@axa.com.sg
Phone: (65) 6880 4888

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

From: claims@premiumauto.com.sg

Sent: 20/02/2019

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

Subject: RE: ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 05/02/2019

Dear Janet,

We are claiming SJQ80K, we already resend the document 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

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

Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

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

Sent: Wednesday, 20 February, 2019 12:56 PM

To: claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED FY1603B DATED ON 05/02/2019

Dear Tony,

FY1603B is not covered by AXA.

Please refer to MSIG.

Thank you & With Best Regards,

Janet Tay | Specialist, GI Call Centre-Claims Service Team AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower,
Singapore 068811 | www.axa.com.sg Email: cst@axa.com.sg
Phone: (65) 6880 4888

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

From: claims@premiumauto.com.sg

Sent: 19/02/2019

To: cst@axa.com.sg; motor.survey@axa.com.sg Subject: ACCIDENT INVOLVING SGZ 0738 K AND YOUR INSURED FY1603B
DATED ON 05/02/2019

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.

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>>

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

Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

Thank you .

With Best Regards,

Janet Tay | Specialist, GI Call Centre
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: cst@axa.com.sg
Phone: (65) 6880 4888

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

Thank you .

With Best Regards,

Janet Tay | Specialist, GI Call Centre
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: cst@axa.com.sg
Phone: (65) 6880 4888

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

Thank you .

With Best Regards,

Janet Tay | Specialist, GI Call Centre

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

Email: cst@axa.com.sg

Phone: (65) 6880 4888

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

Thank you .

With Best Regards,

Janet Tay | Specialist, GI Call Centre

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

Email: cst@axa.com.sg

Phone: (65) 6880 4888

ref: _00Db0Ky1f._5006F25DJZh:ref

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

This email has been checked for viruses by AVG.

<https://www.avg.com>