

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Tuesday, 16 April 2019 3:12 PM
To: Claims
Cc: Admin A; assignments; Mei Kwan (LKKAUTO)
Subject: RE: ACCIDENT INVOLVING SLH 8118 H AND YOUR INSURED SLP4535X DATED ON 05/03/2019 *** LKK REF: CC4/ASM19004160/ea3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir/Mdm,

We refer to the email below.

Our principal have clear the policy issue and please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

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.

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 base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

In order to expedite the claim process, please forward all relevant documents to us (**LKK**) to proceed on negotiate settlement.

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)

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 16 April 2019 2:23 PM
To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING SLH 8118 H AND YOUR INSURED SLP4535X DATED ON 05/03/2019 *** LKK REF: CC4/ASM19004160/ea3

Dear Asher,

Kindly let us know ASAP.

We will complaint to that OIC manager.

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

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, April 16, 2019 11:43 AM
To: 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING SLH 8118 H AND YOUR INSURED SLP4535X DATED ON 05/03/2019 *** LKK REF: CC4/ASM19004160/ea3

Dear Asher,

Kindly advise OIC name on AXA.

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

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Sent: Tuesday, April 16, 2019 11:36 AM

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

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SLH 8118 H AND YOUR INSURED SLP4535X DATED ON 05/03/2019 *** LKK REF: CC4/ASM19004160/ea3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Tony,

We refer to the email below.

We yet to received our insured report from our principal till date.

Shall revert one we received the report.

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)

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

Sent: Tuesday, 16 April 2019 8:21 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SLH 8118 H AND YOUR INSURED SLP4535X DATED ON 05/03/2019 *** LKK REF: CC4/ASM19004160/ea3

Dear Asher,

Kindly advise liability clearance status.

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

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

Sent: Monday, April 8, 2019 3:57 PM

To: 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SLH 8118 H AND YOUR INSURED SLP4535X DATED ON 05/03/2019 *** LKK REF: CC4/ASM19004160/ea3

Dear Asher,

Any update?

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

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

Sent: Sunday, 7 April, 2019 1:10 PM

To: 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SLH 8118 H AND YOUR INSURED SLP4535X DATED ON 05/03/2019 *** LKK REF: CC4/ASM19004160/ea3

Dear Asher,

Any update on liability clearance status.

Best Regards,
Sheila M Ismail
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

From: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

Sent: Friday, 22 March 2019 1:59 PM

To: Claims Dept

Cc: Admin A; assignments; Mei Kwan (LKKAuto)

Subject: RE: ACCIDENT INVOLVING SLH 8118 H AND YOUR INSURED SLP4535X DATED ON 05/03/2019 *** LKK REF: CC4/ASM19004160/ea3

‘WITHOUT PREJUDICE’
SAVE AS TO COSTS

Hi Kelvin,

We refer to the email below.

We are still pending document from our insured to clear the policy issue.

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)

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

Sent: Friday, 22 March 2019 1:05 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING SLH 8118 H AND YOUR INSURED SLP4535X DATED ON 05/03/2019 *** LKK REF: CC4/ASM19004160/ea3

Dear Asher,

We have contact your insured and they tell us have file the report.

Kindly assist to follow up your insured report.

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 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

From: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

Sent: Thursday, 14 March, 2019 9:00 AM

To: Claims <claims@premiumauto.com.sg>; 'NORA ' <nora.khai@premiumauto.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SLH 8118 H AND YOUR INSURED SLP4535X DATED ON 05/03/2019 *** LKK REF: CC4/ASM19004160/ea3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Norah,

We refer to the email below.

Our insured yet to report till date, shall revert to you once insured reported.

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)

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

Sent: Wednesday, 13 March 2019 6:55 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; 'NORA ' <nora.khai@premiumauto.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SLH 8118 H AND YOUR INSURED SLP4535X DATED ON 05/03/2019 *** LKK REF: CC4/ASM19004160/ea3

Dear all,

Kindly advise have your insured file the report?

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

From: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

Sent: Monday, 11 March, 2019 9:06 AM

To: NORA <nora.khai@premiumauto.com.sg>; 'Claims Dept' <claims@premiumauto.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SLH 8118 H AND YOUR INSURED SLP4535X DATED ON 05/03/2019 *** LKK REF: CC4/ASM19004160/ea3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Norah,

We refer to the email below.

Our insured yet to report till date, shall revert to you once insured reported.

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)

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

Sent: Monday, 11 March 2019 8:22 AM

To: 'Claims Dept' <claims@premiumauto.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SLH 8118 H AND YOUR INSURED SLP4535X DATED ON 05/03/2019 *** LKK REF: CC4/ASM19004160/ea3

Dear All,

Attached is the estimate.

Kindly advise liability clearance and direct settlement.

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/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

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

Sent: Friday, 8 March 2019 6:00 PM

To: 'Asher Sng (LKKAuto)'

Cc: 'CS A Team'; 'Admin A'; 'assignments'; 'Claims Dept'; 'Mei Kwan (LKKAuto)'

Subject: RE: ACCIDENT INVOLVING SLH 8118 H AND YOUR INSURED SLP4535X DATED ON 05/03/2019 *** LKK REF: CC4/ASM19004160/ea3

Dear Asher,

Kindly assist to follow up liability clearance and direct settlement.

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 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

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Wednesday, 6 March, 2019 6:06 PM

To: Mastura <mastura@premiumauto.com.sg>

Cc: 'Claims' <claims@premiumauto.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SLH 8118 H AND YOUR INSURED SLP4535X DATED ON 05/03/2019 *** LKK REF: CC4/ASM19004160/ea3

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident and we are currently **pending verification for direct settlement.**

Please provide us evidence i.e. video/ scene photo and arrange for TP survey.

Please note that for liability, claim negotiation and settlement, please contact **Asher at 6841 6051.**

Our respective case handler will look into the matter and revert to you in due course.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mastura <mastura@premiumauto.com.sg>

Sent: Tuesday, 5 March, 2019 4:45 PM

To: SG AXA Insurance SM Claims Service Team <cst@axa.com.sg>; SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>; 'Claims' <claims@premiumauto.com.sg>

Subject: ACCIDENT INVOLVING SLH 8118 H AND YOUR INSURED SLP4535X DATED ON 05/03/2019

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 13/03/2019, Wednesday, 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

e. mastura@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