

## Asher Sng (LKKAuto)

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**From:** Asher Sng (LKKAuto)  
**Sent:** Friday, 22 March 2019 9:49 AM  
**To:** 'NORA '  
**Cc:** 'GERALD POH WEE BIN'  
**Subject:** RE: ACCIDENT INVOLVING SMH 7648 P AND YOUR INSURED GBD6661H DATED ON 11/03/2019 [External Confidential]

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Hi Sir/Mdm,

We refer to the above matter.

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

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

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**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Friday, 22 March 2019 9:42 AM  
**To:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; NORA <nora.khai@premiumauto.com.sg>  
**Subject:** FW: ACCIDENT INVOLVING SMH 7648 P AND YOUR INSURED GBD6661H DATED ON 11/03/2019 [External Confidential]

**Lonpac External - Confidential**

Our Ref : 19/19/19/VC05/021517

Dear Asher,

Kindly assist.

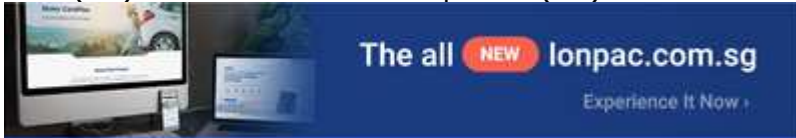
Best Regards

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



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

**Sent:** Friday, 22 March, 2019 9:26 AM

**To:** 'NORA '; GERALD POH WEE BIN

**Cc:** MT\_Claim\_SG

**Subject:** RE: ACCIDENT INVOLVING SMH 7648 P AND YOUR INSURED GBD6661H DATED ON 11/03/2019 [External Confidential]

Dear Gerald ,

Kindly advise on liability and direct settlement for the mentioned vehicle.

Thank You.

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 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)

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



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

**Sent:** Wednesday, 20 March 2019 1:51 PM

**To:** 'GERALD POH WEE BIN'

**Cc:** 'MT\_Claim\_SG'; 'Claims'

**Subject:** RE: ACCIDENT INVOLVING SMH 7648 P AND YOUR INSURED GBD6661H DATED ON 11/03/2019 [External Confidential]

**Importance:** High

Dear Gerald,

Vehicle has just been surveyed by Mr. Adrian from LKK. Kindly advice 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

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Best Regards,

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

**Sent:** Saturday, 16 March 2019 11:02 AM

**To:** 'GERALD POH WEE BIN'

**Cc:** 'MT\_Claim\_SG'; 'Claims'

**Subject:** RE: ACCIDENT INVOLVING SMH 7648 P AND YOUR INSURED GBD6661H DATED ON 11/03/2019 [External Confidential]

Dear Gerald,

Noted with thanks.

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, 15 March 2019 9:22 AM

**To:** NORA

**Cc:** MT\_Claim\_SG

**Subject:** RE: ACCIDENT INVOLVING SMH 7648 P AND YOUR INSURED GBD6661H DATED ON 11/03/2019 [External Confidential]

## Lonpac External - Confidential

Dear Nora,

At the moment, yes.

We prefer you contact us first prior to appointment of survey.

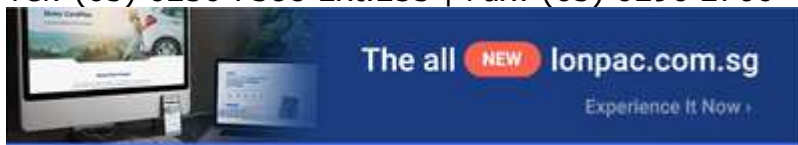
Best Regards

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



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

**Sent:** Friday, 15 March, 2019 9:14 AM

**To:** GERALD POH WEE BIN

**Cc:** MT\_Claim\_SG

**Subject:** RE: ACCIDENT INVOLVING SMH 7648 P AND YOUR INSURED GBD6661H DATED ON 11/03/2019 [External Confidential]

Hi Gerald,

Good morning.

Thank you for the list.

I noted that all the names are from LKK Auto. Do you only engage LKK auto ?

In future can we just appoint LKK Auto if that's the case ?

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, 15 March 2019 9:10 AM

**To:** NORA

**Cc:** MT\_Claim\_SG

**Subject:** RE: ACCIDENT INVOLVING SMH 7648 P AND YOUR INSURED GBD6661H DATED ON 11/03/2019 [External Confidential]

**Lonpac External - Confidential**

WITHOUT PREJUDICE

Our Ref : 19/19/19/VC05/021517

Dear Nora,

Attached list of motor surveyors for your attention.

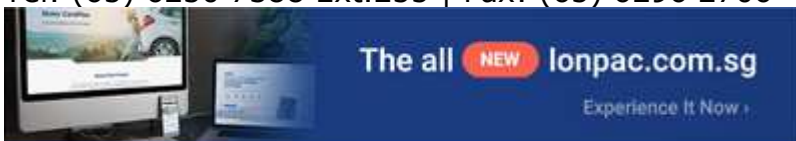
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

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



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

**Sent:** Thursday, 14 March, 2019 7:39 PM

**To:** 'Mastura'; MT\_Claim\_SG; 'Claims'

**Subject:** RE: ACCIDENT INVOLVING SMH 7648 P AND YOUR INSURED GBD6661H DATED ON 11/03/2019

**Importance:** High

Dear All,

Attached above is the repair estimates for survey on 20/3/2019. **Kindly take note surveyor has not been appointed.**  
Kindly let us have your list of surveyor's by tomorrow.

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

**Sent:** Tuesday, 12 March 2019 5:38 PM

**To:** [mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com); 'Claims'

**Subject:** ACCIDENT INVOLVING SMH 7648 P AND YOUR INSURED GBD6661H DATED ON 11/03/2019

Dear all,

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, video is attached above. Kindly arrange the survey on 20/03/2019, Wednesday, 1130 AM, Owner waiting.

Kindly let us know the list of motor surveyors for arranging of survey.

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

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