

## Vic (LKKAUTO)

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**From:** Vic (LKKAUTO)  
**Sent:** Monday, 22 July, 2019 8:43 AM  
**To:** Claims  
**Cc:** Admin A; Vic (LKKAUTO)  
**Subject:** RE: LOD - ACCIDENT INVOLVING SLW 4621 T AND YOUR INSURED SMH2517S DATED ON 17/04/2019 \*\*\*LKK REF:CC3/AIG19007062/Ahb3  
**Attachments:** SAftersales19072012520.pdf

Without Prejudice

Dear Kelvin,

Noted with thanks.

Please be informed that I am taking over this matter from Ms Joy.

We will get back to you for an update/offer.

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 [mailto:claims@premiumauto.com.sg]  
**Sent:** Saturday, 20 July, 2019 1:12 PM  
**To:** Joy Irene (LKKAUTO); SUR  
**Cc:** Admin A; 'Claims Dept'  
**Subject:** RE: LOD - ACCIDENT INVOLVING SLW 4621 T AND YOUR INSURED SMH2517S DATED ON 17/04/2019 \*\*\*LKK REF:CC3/AIG19007062/jb3

Dear Joy,

Please find above attached LOD for your perusal, We will pass the original by hand to Adrian shortly.

Thank you.

**Best Regards,**  
**Kelvin Khoo**  
**Claims Advisor**

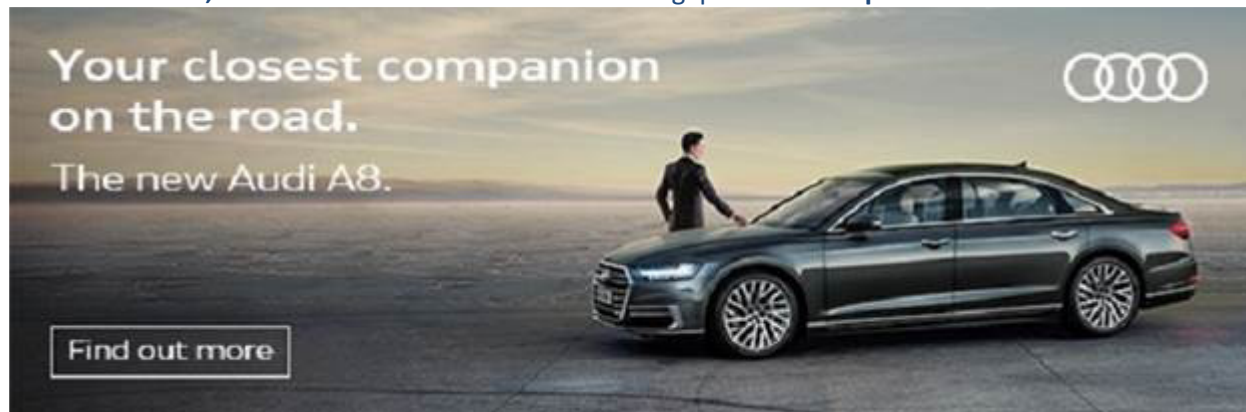
**Premium Automobiles Pte Ltd** (Reg No 199902271W)

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

**Sent:** Wednesday, 24 April 2019 12:03 PM

**To:** 'Joy Irene (LKKAuto)'

**Cc:** 'Admin A'; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: ACCIDENT INVOLVING SLW 4621 T AND YOUR INSURED SMH2517S DATED ON 17/04/2019 \*\*\*LKK  
REF:CC3/AIG19007062/jb3

Dear Joy,

Noted. We accept your offer on direct settlement with 100% liability in our client's favour and  
To avoid dispute on the LOU/LOR rate. We will follow the benchmark rate.

Thank you.

Best Regards,

**Kelvin Khoo**

Claims Advisor

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

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**From:** Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]  
**Sent:** Wednesday, 24 April, 2019 11:19 AM  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: ACCIDENT INVOLVING SLW 4621 T AND YOUR INSURED SMH2517S DATED ON 17/04/2019 \*\*\*LKK  
REF:CC3/AIG19007062/jb3

WITHOUT PREJUDICE

Dear Kelvin,

We refer to the subject.

Please be informed that basing on the accident statements submitted by parties involved, the liability is clear.

Kindly note on the following:

- 1) The final repair cost is subject to the consistency of the damages according to the nature of the accident and approval of our principal insurer;
- 2) The days for losses(use/income/rental) will be based on the number of days of repair recommended by our surveyor and our principal's approval;
- 3) This e-mail is on without prejudice basis and does not amount to an authorisation of repair to your client's vehicle;
- 4) Our insured reserved their rights to dispute on damage consistency and liability;
- 5) Contents herein should not be construed as an admission of any liability, confirmation of damages whatsoever to the insured/insurer's part; and
- 6) This e-mail should not be regarded as a waiver by AIG of their rights to repudiate the claim should there be future discovery of any breach of policy terms and conditions committed by their driver or insured.

Thank you.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Wednesday, 24 April 2019 8:12 AM  
**To:** Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** RE: ACCIDENT INVOLVING SLW 4621 T AND YOUR INSURED SMH2517S DATED ON 17/04/2019 \*\*\*LKK  
REF:CC3/AIG19007062/jb3

Dear Joy,

Any update on liability clearance?

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

**Sent:** Tuesday, 23 April, 2019 12:26 PM

**To:** 'Joy Irene (LKKAuto)' <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>

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

**Subject:** RE: ACCIDENT INVOLVING SLW 4621 T AND YOUR INSURED SMH2517S DATED ON 17/04/2019 \*\*\*LKK  
REF:CC3/AIG19007062/jb3

Dear Joy,

Survey has been done today by Adrian, Kindly assist to follow up liability clearance.

Thank you.

Best Regards,  
**Kelvin Khoo**  
Claims Advisor

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

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

**Sent:** Tuesday, 23 April, 2019 8:52 AM

**To:** 'Joy Irene (LKKAUTO)' <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>

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

**Subject:** RE: ACCIDENT INVOLVING SLW 4621 T AND YOUR INSURED SMH2517S DATED ON 17/04/2019 \*\*\*LKK  
REF:CC3/AIG19007062/jb3

Dear Joy,

Kindly assist to follow up liability clearance.

Thank you.

Best Regards,  
**Kelvin Khoo**  
Claims Advisor

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

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**From:** Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

**Sent:** Monday, 22 April, 2019 6:02 PM

**To:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

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

**Subject:** RE: ACCIDENT INVOLVING SLW 4621 T AND YOUR INSURED SMH2517S DATED ON 17/04/2019 \*\*\*LKK  
REF:CC3/AIG19007062/jb3

Dear Diyana,

Thank you for your email.

Please be informed that we are currently **pending for our insured's GIA report.**

Kindly note that for liability, claim negotiation and settlement, please contact Joy at 6841 2409.

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

Thank you

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

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

---

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

**Sent:** Saturday, 20 April 2019 2:54 PM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: ACCIDENT INVOLVING SLW 4621 T AND YOUR INSURED SMH2517S DATED ON 17/04/2019

Dear All,

Attached are the repair estimate for your kind reference.

Kindly advise who is the OIC for follow up liability clearance.

Best Regards,

**Diyana**

Claims Admin Assistant

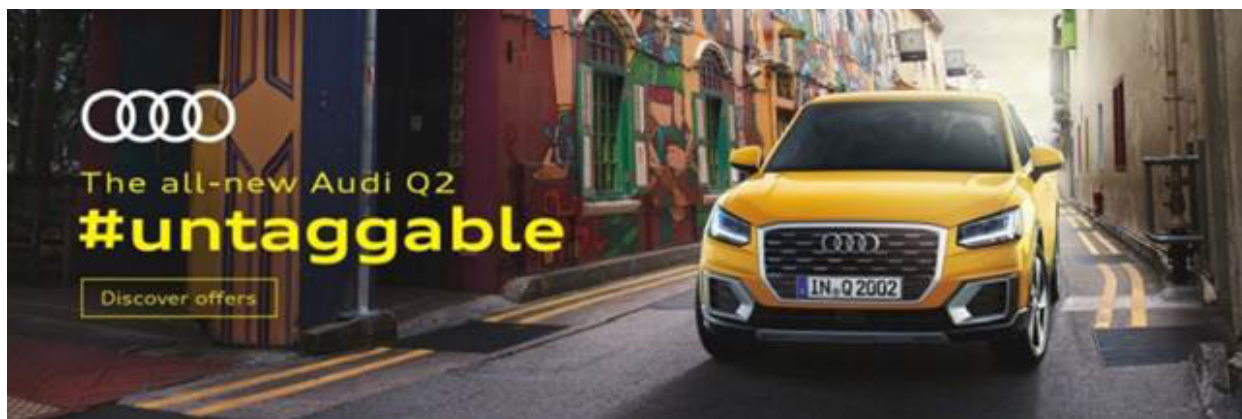
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**From:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Thursday, 18 April, 2019 8:39 PM  
**To:** 'admin-a@lkkauto.com' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: ACCIDENT INVOLVING SLW 4621 T AND YOUR INSURED SMH2517S DATED ON 17/04/2019

Dear All,

Resend with GIA report attached.

Best Regards,

**Diyana**

Claims Admin Assistant

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

55 Ubi Road 1 Road Singapore 408699

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**From:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Thursday, 18 April, 2019 8:37 PM  
**To:** 'admin-a@lkkauto.com' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** ACCIDENT INVOLVING SLW 4621 T AND YOUR INSURED SMH2517S DATED ON 17/04/2019

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 23/04/2019, Tuesday, 1.10PM.

Do take note, accident scene video were uploaded in Merimen.

Best Regards,

**Diyana**

Claims Admin Assistant

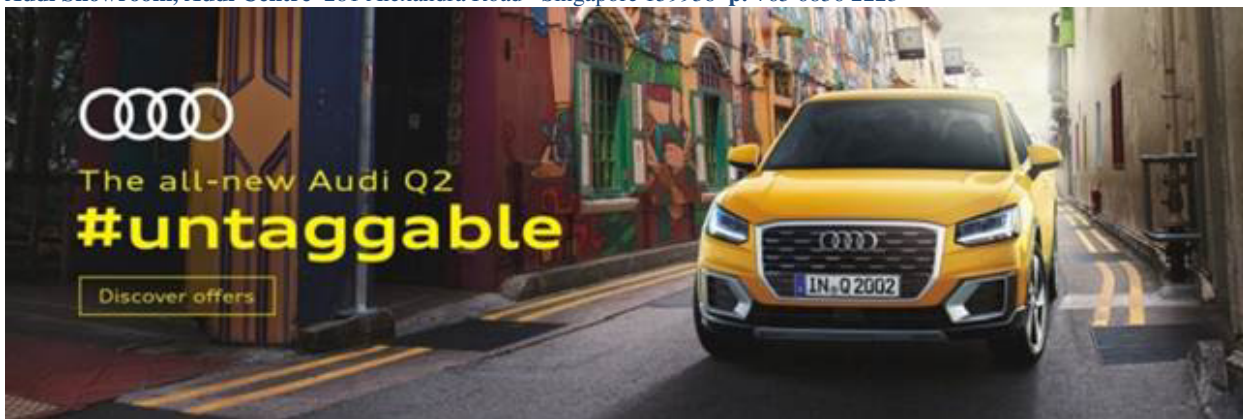
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