

Vic (LKKAUTO)

From: Su Li (LKK Auto)
Sent: Monday, 9 September, 2019 8:29 AM
To: Claims Dept; Vic (LKKAUTO)
Cc: Admin A; CS A Team
Subject: FW: LOD - ACCIDENT INVOLVING SLJ 0032 M AND YOUR INSURED SLP1887A DATED ON 14/05/2019 *** LKK REF: CC3/AIG19008843/ja3
Attachments: SAftersales19090711270.pdf

Without Prejudice

Dear Sir / Madam,

Thank you for your email.

Please be informed that this matter is now handled by my colleague, Mr Vic.

Hi Vic,

FYNA, our ref CC3/AIG19008843/Aha3

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 (Ext:119) Email: SuLi@lkkauto.com Fax: 67414108

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

From: Claims [mailto:claims@premiumauto.com.sg]
Sent: Saturday, 7 September 2019 11:25 AM
To: Joy Irene (LKKAUTO)
Cc: Admin A; CS A Team; assignments; claims@premiumauto.com.sg
Subject: RE: LOD - ACCIDENT INVOLVING SLJ 0032 M AND YOUR INSURED SLP1887A DATED ON 14/05/2019 *** LKK REF: CC3/AIG19008843/ja3

Dear Irene,

Above attachment is for your perusal. We will be pass the LOD 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 **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: Claims Dept [<mailto:claims@premiumauto.com.sg>]

Sent: Friday, 24 May, 2019 4:26 PM

To: 'Joy Irene (LKKAuto)' <JoyIrene@lkkauto.com>; 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>; 'Nora Khai PA' <nora.khai@premiumauto.com.sg>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'CS A Team' <cs-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SLJ 0032 M AND YOUR INSURED SLP1887A DATED ON 14/05/2019 *** LKK REF: CC3/AIG19008843/ja3

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. We propose the LOU / LOR to be \$60.00/ \$ 100.00

Thank You.

Best Regards,
George Wong
Claims Advisor

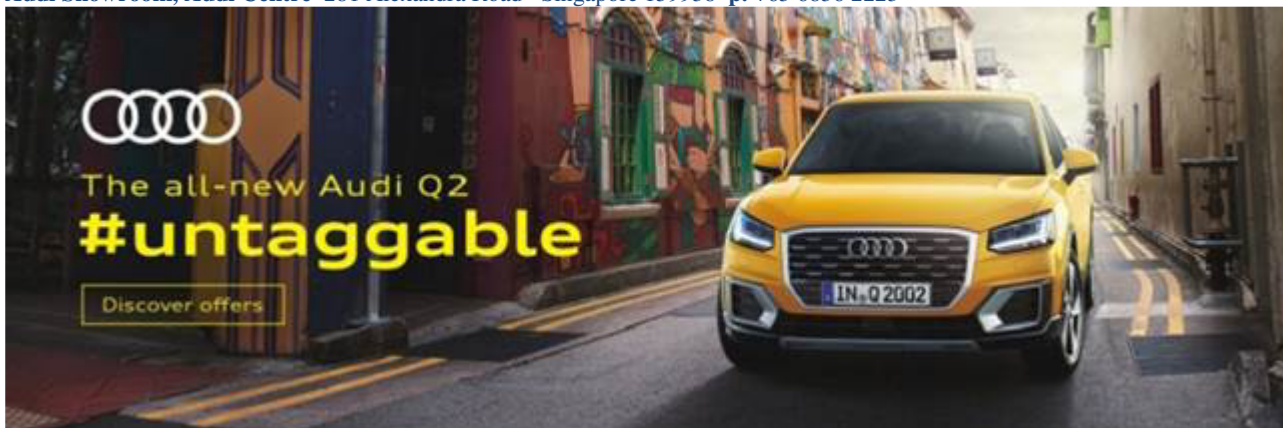
Premium Automobiles Pte Ltd (Reg No 199902271W)

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

From: Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]
Sent: Friday, 24 May 2019 4:02 PM
To: Mei Kwan (LKKAuto); Claims; 'Nora Khai PA'
Cc: Admin A; CS A Team; assignments
Subject: RE: ACCIDENT INVOLVING SLJ 0032 M AND YOUR INSURED SLP1887A DATED ON 14/05/2019 *** LKK
REF: CC3/AIG19008843/ja3

WITHOUT PREJUDICE

Dear George,

We refer to your e-mail yesterday 23/05/19.

Please be informed that solely 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) Our insured reserved their rights to dispute on damage consistency and liability;
- 4) Contents herein should not be construed as an admission of any liability, confirmation of damages whatsoever to the insured/insurer's part;
- 5) This e-mail is on without prejudice basis and does not amount to an authorisation of repair to your client's vehicle; 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 | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

All contents of this email is intended strictly for the addressee(s) only. It may contain confidential and/or privileged information. If you are not the intended recipient (or have received this email in error) please notify the sender immediately and destroy this email. Any unauthorized copying, disclosure or distribution of the material in this email is strictly forbidden.

From: Mei Kwan (LKKAuto)
Sent: Friday, 24 May 2019 2:11 PM
To: Claims <claims@premiumauto.com.sg>; 'Nora Khai PA' <nora.khai@premiumauto.com.sg>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SLJ 0032 M AND YOUR INSURED SLP1887A DATED ON 14/05/2019 *** LKK REF: CC3/AIG19008843/ja3

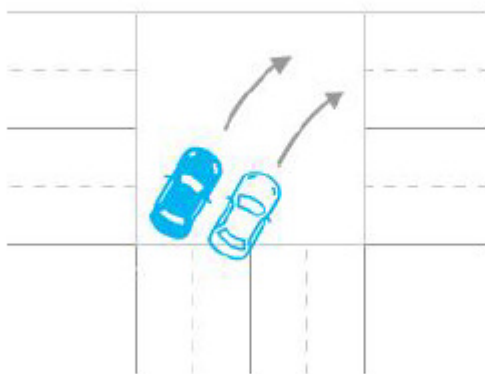
'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Hi George,

Please refer to the below OI's sketch plan and statement.

Sketch Plan



Circumstances of Accident

#tjunction Turning Right & Turning Right Blue Car SLP1887A White Car SLJ32M Yesterday around 800am I was driving at the turning of Hillcrest Road into Main Road. When I was focusing to watch a big bus which was coming from my left side on the Main Road my car slightly hitting the rear end of my front car which is caused his car rear on the right side damaged please see the attached photos.

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: Claims <claims@premiumauto.com.sg>

Sent: Friday, 24 May, 2019 9:09 AM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 'Nora Khai PA' <nora.khai@premiumauto.com.sg>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; claims@premiumauto.com.sg; assignments <assignments@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SLJ 0032 M AND YOUR INSURED SLP1887A DATED ON 14/05/2019 *** LKK REF: CC3/AIG19008843/ja3

Dear Joy,

Appreciate if you can at least reply my email. Are you ignoring my email?

If you are in my insured shoe, will you be frustrated having to continuously waiting for Insurer reply?

Thank you.

Best Regards,

George wong
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 Dept [<mailto:claims@premiumauto.com.sg>]

Sent: Thursday, 23 May, 2019 2:28 PM

To: 'Admin-D (LKKAUTO)' <admin-d@lkkauto.com>; 'Mei Kwan (LKKAUTO)' <Meikwan@lkkauto.com>; 'Nora Khai PA' <nora.khai@premiumauto.com.sg>; 'Joy Irene (LKKAUTO)' <JoyIrene@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'CS A Team' <cs-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SLJ 0032 M AND YOUR INSURED SLP1887A DATED ON 14/05/2019 *** LKK REF: CC3/AIG19008843/ja3

Dear Joy,

Please kindly revert our email with your offer. It's a very straight forward case as we can see from the bola scenario 27 and it shouldn't be any delay for concluding this accident.

Looking forward to hear from you as soon as possible.

Thank You.

Best Regards,
George Wong
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

From: Admin-D (LKKAuto) [<mailto:admin-d@lkkauto.com>]

Sent: Tuesday, 21 May 2019 9:34 AM

To: Mei Kwan (LKKAuto); 'Nora Khai PA'

Cc: 'Claims'; Admin A; Joy Irene (LKKAuto); CS A Team; assignments

Subject: RE: ACCIDENT INVOLVING SLJ 0032 M AND YOUR INSURED SLP1887A DATED ON 14/05/2019 *** LKK REF: CC3/AIG19008843/ja3

Dear Nora,

Appointment confirmed.

Best Regards,

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)

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

Sent: Saturday, 18 May 2019 7:49 PM

To: Nora Khai PA <nora.khai@premiumauto.com.sg>

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

Subject: RE: ACCIDENT INVOLVING SLJ 0032 M AND YOUR INSURED SLP1887A DATED ON 14/05/2019 *** LKK REF: CC3/AIG19008843/ja3

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Sir / Madam,

Thank you for your email.

Please be informed that we are currently **pending for our principal to release OI GIA report.**

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

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

By copy to Assignment team,

Kindly assist to confirm appointment - 23/05/2019, Thursday, 3pm.

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: Nora Khai PA [<mailto:nora.khai@premiumauto.com.sg>]

Sent: Saturday, May 18, 2019 12:16 PM

To: 'Claims'; Admin A

Subject: RE: ACCIDENT INVOLVING SLJ 0032 M AND YOUR INSURED SLP1887A DATED ON 14/05/2019

Dear All,

Attached is the repair estimate.

Kindly advise the OIC for follow up of liability clearance and direct settlement .

We have sent out the email since 15th May 2018.

Thank you.

Kind Regards,

Norah Khai

Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6366 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



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: Wednesday, May 15, 2019 12:58 PM

To: 'Admin A' <admin-a@lkkauto.com>

Cc: 'Claims' <claims@premiumauto.com.sg>

Subject: ACCIDENT INVOLVING SLJ 0032 M AND YOUR INSURED SLP1887A DATED ON 14/05/2019

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 and letter request for direct settlement for your reference.

we will forward you the estimate once is available.

Kindly arrange the survey on 23/05/2019, Thursday, 3pm.

Best Regards,

Diyana

Claims Admin Asisstant

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

This email has been checked for viruses by AVG antivirus software.

www.avg.com