

## Asher Sng (LKKAuto)

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**From:** Asher Sng (LKKAuto)  
**Sent:** Tuesday, 18 June 2019 5:48 PM  
**To:** Claims  
**Cc:** Admin A; 'Nora Khai PA'  
**Subject:** RE: ACCIDENT BETWEEN SJZ 184 Y AND YOUR INSURED SMC 4025 Z (AIG) ON 24/05/2019 \*\*\* LKK REF: CC3/AIG19009646/ea3

**'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:** Claims <claims@premiumauto.com.sg>  
**Sent:** Tuesday, 18 June 2019 4:51 PM  
**To:** 'Claims' <claims@premiumauto.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; 'Nora Khai PA' <nora.khai@premiumauto.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Subject:** RE: ACCIDENT BETWEEN SJZ 184 Y AND YOUR INSURED SMC 4025 Z (AIG) ON 24/05/2019 \*\*\* LKK REF: CC3/AIG19009646/ea3

Dear Asher ,

During the accident, my client has sustained cranks on his bumper.  
Please refer to the attachment to look at the damage.

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 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/sq/audi\\_promotions/promotions/car\\_promotions/new-audi-q2-2017.html](http://www.audi.com.sg/sea/brand/sq/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html)

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

**Sent:** Thursday, 13 June 2019 4:19 PM

**To:** 'Asher Sng (LKKAUTO)'

**Cc:** 'Admin A'; 'CS A Team'; 'Nora Khai PA'; 'Mei Kwan (LKKAUTO)'

**Subject:** RE: ACCIDENT BETWEEN SJZ 184 Y AND YOUR INSURED SMC 4025 Z (AIG) ON 24/05/2019 \*\*\* LKK REF: CC3/AIG19009646/ea3

Dear Asher,

Kindly update liability clearance and direct settlement status.

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 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)

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

**Sent:** Tuesday, 11 June 2019 1:49 PM

**To:** Nora Khai PA; 'Claims'

**Cc:** Admin A; Asher Sng (LKKAuto); CS A Team

**Subject:** RE: ACCIDENT BETWEEN SJZ 184 Y AND YOUR INSURED SMC 4025 Z (AIG) ON 24/05/2019 \*\*\* LKK REF: CC3/AIG19009646/ea3

**'WITHOUT PREJUDICE'**

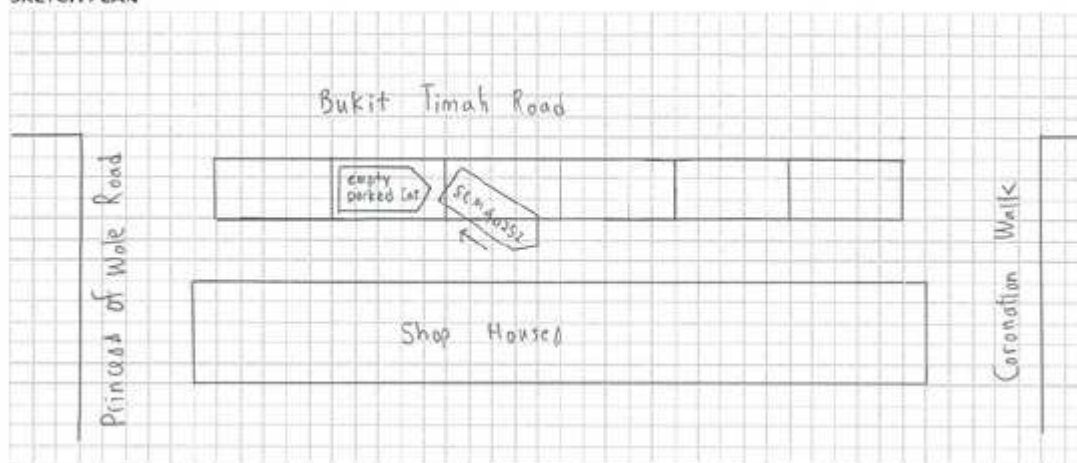
**SAVE AS TO COSTS**

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.

**SKETCH PLAN**



**DESCRIBE CIRCUMSTANCES OF THE ACCIDENT**

**Brief Details.**

On 24/05/2019 at about 2130hrs, I was reversing into a parking lot along Bukit Timah Road, between Princess of Wales Road and Coronation Walk, when my rear bumper came into contact with an empty car parked behind.

I came out to inspect the car, however there did not appear to be any damage to the parked vehicle. To avoid obstructing the traffic, I drove away to park at another location. I then walked back to the previous location about two or three times on the same day, hoping to meet the owner, however, as no one turned up, I took no further action.

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 get back 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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Mei Kwan (LKKAuto)

**Sent:** Monday, 3 June, 2019 3:23 PM

**To:** Nora Khai PA <[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>; 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** RE: ACCIDENT BETWEEN SJZ 184 Y AND YOUR INSURED SMC 4025 Z (AIG) ON 24/05/2019 \*\*\* LKK REF: CC3/AIG19009646/ea3

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

Dear Sir / Madam,

We refer to the above matter.

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 Asher at 6841 6051.

Our respective case handler will look into the matter and get back 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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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

**Sent:** Monday, 3 June, 2019 3:09 PM

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

**Subject:** RE: ACCIDENT BETWEEN SJZ 184 Y AND YOUR INSURED SMC 4025 Z (AIG) ON 24/05/2019

Dear All,

Attached is the repair estimates for your kind actions. Kindly assist to advise on liability clearance and direct settlements.

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

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

**Sent:** Thursday, May 30, 2019 3:28 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:** ACCIDENT BETWEEN SJZ 184 Y AND YOUR INSURED SMC 4025 Z (AIG) ON 24/05/2019

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 for direct settlement for your reference, we are claiming AIG insurance.

We will forward you the estimate once is available.

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