

Asher Sng (LKKAuto)

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 27 June 2019 4:53 PM
To: Asher Sng (LKKAuto); Shu Pei (LKKAuto)
Cc: Admin A
Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Asher,

Our client has decided to convert the claims through OD Recovery instead.
Please take note.

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 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

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From: Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]
Sent: Monday, 24 June 2019 5:34 PM
To: Claims; Shu Pei (LKKAuto)
Cc: Admin A
Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Hi Sheila,

We refer to the email below.

Video only showing our insured move away from your client vehicle, did not show how the accident happen.

We are of the opinion that this is a case of conflicting versions. There is no conclusive evidence to substantiate either's parties version.

Strictly without admission of liability whatever, but with a view towards a resolutions of your client's claim in the above matter without resort to litigation and not jeopardizing our insured claim against the liable party, we are prepared to offer 50% to your client's claim.

Meanwhile, kindly forward to us with more evidence to support your claim

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: Monday, 24 June 2019 4:20 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Shu Pei (LKKAuto) <shupe@lkkauto.com>

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

Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Dear Asher,

I have attached a video for your reference.

Please update soonest.

Best Regards,

Sheila M Ismail

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

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http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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From: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]
Sent: Tuesday, 18 June 2019 5:50 PM
To: Shu Pei (LKKAuto); Claims
Cc: Admin A
Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sirs,

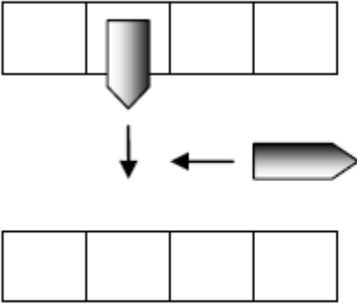
We refer to the above matter.

Please be informed that liability is unclear for this matter. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, we would like to request a copy of **video footage/witness statement/scene photos**(if any) in order for us to look into the matter.

We shall revert upon hearing from you.

24.	<p>(a)</p> 	<p>Vehicle X – Reversing in/out of parking lot – Moving in/out of parking lot</p> <p>Vehicle Y – Reversing</p> <p>Reason: Both vehicles should exercise caution</p>	50%	5
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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: Shu Pei (LKKAuto)

Sent: Tuesday, 18 June 2019 4:40 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Dear Sheila,

Kindly refer to the below accident statement for your easy reference.

Sketch Plan

Describe Circumstances of the Accident

On 2/6/19, I was in Blk 118, Aljunied Ave 2 carpark. Traffic was heavy. A vehicle in front of me reversed into a parking lot which resulted me reversing back about to give space. Vehicle no. SKD 1203Z edged out of my rear bumper bumped into the front portion of the other party's vehicle. Minor damages at the other party vehicle & no injuries on the other party.

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 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 | fax: 6741-4108

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

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

Sent: Tuesday, 18 June 2019 3:53 PM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Hi Shu Pei,

Have your insured made the report?

During this accident, your insured reversed into our client's vehicle
And hit the car even after honk was sounded.

Please assist with liability clearance and direct settlement updates.

Best Regards,

Sheila M Ismail
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Shu Pei (LKKAuto) [<mailto:shupeilkkauto.com>]

Sent: Wednesday, 12 June 2019 5:42 PM

To: Claims

Cc: Admin A; Asher Sng (LKKAuto)

Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Dear Sheila,

We refer to the below email.

Please be informed that we are currently pending for our insured's 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 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: shupeilkkauto.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, 12 June 2019 12:01 PM
To: 'Claims' <claims@premiumauto.com.sg>; Shu Pei (LKKAuto) <shupeilkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Dear All ,

Survey was done earlier today with Adrian.

Kindly assist to update on liability clearance and direct settlement.

Thank You.

Best Regards,
Sheila M Ismail
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: Wednesday, 12 June 2019 10:33 AM
To: 'Shu Pei (LKKAuto)'
Cc: 'Admin A'; 'assignments'; Claims
Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Dear All,

Attached are the repair estimate for your kind reference.

Best Regards,
Diyana
Claims Admin Assistant

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

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

Sent: Tuesday, 11 June, 2019 8:46 AM

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

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Dear Sheila,

Kindly advise which **insurer**.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: 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>

Sent: Tuesday, 11 June 2019 8:42 AM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Dear Shu Pei ,

We are claiming against TP – SDG 9595 G.

Thank You.

Best Regards,
Sheila M Ismail
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Tuesday, 4 June 2019 5:52 PM

To: Claims

Cc: Admin A; assignments

Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Dear Sheila,

Kindly advise which insurer is your client seeking to claim against.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: 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>

Sent: Tuesday, 4 June 2019 5:49 PM

To: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

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 12/06/2019, Wednesday, 11am.

Thanks

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

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