

Vic (LKKAuto)

From: Vic (LKKAuto)
Sent: Friday, 25 October, 2019 3:59 PM
To: Claims
Cc: Admin A; Vic (LKKAuto)
Subject: RE: LOD - ACCIDENT INVOLVING SME 1942 U AND YOUR INSURED SJG2742Z DATED ON 29/06/2019 *** LKK REF: CC3/AIG19011635/Aha3

Without Prejudice

Dear Nadia,

We refer to your below email.

Purely for an amicable settlement on a without prejudice basis and without admission of liability to our Insured's part, we had just received our principal's mandate approval and we confirm acceptance of your offer of **\$10,260.12** (all in) settle your client's claim.

We will now close the matter for our principal to process the payment.

Thank you.

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: 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: Thursday, 24 October, 2019 8:41 AM
To: Vic (LKKAuto); Admin A
Cc: 'Claims'
Subject: RE: LOD - ACCIDENT INVOLVING SME 1942 U AND YOUR INSURED SJG2742Z DATED ON 29/06/2019 *** LKK REF: CC3/AIG19011635/Aha3

Dear Vic,

Kindly advise whether you have received update from your mandate.

Appreciate your prompt action on the case.

Best Regards
Nadia Hani
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1, Singapore 408699
e. Claims@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, October 23, 2019 9:00 AM
To: 'Vic (LKKAuto)'; 'Admin A'
Cc: 'Claims'
Subject: RE: LOD - ACCIDENT INVOLVING SME 1942 U AND YOUR INSURED SJG2742Z DATED ON 29/06/2019 ***
LKK REF: CC3/AIG19011635/Aha3

Dear Vic,

Following up, has there been any updates on the mandate?

Thank you.

Best Regards
Nadia Hani
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1, Singapore 408699
e. Claims@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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

Sent: Friday, October 18, 2019 9:20 AM

To: 'Vic (LKKAuto)'; 'Admin A'

Cc: 'Claims'

Subject: RE: LOD - ACCIDENT INVOLVING SME 1942 U AND YOUR INSURED SJG2742Z DATED ON 29/06/2019 ***
LKK REF: CC3/AIG19011635/Aha3

Dear Vic

Thank you for your email. Appreciate your continued update on case.

Best Regards

Nadia Hani

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

281 Alexandra Road Singapore 159938

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e. Claims@premiumauto.com.sg w. www.audi.com.sg

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From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Friday, October 18, 2019 9:12 AM

To: Claims

Cc: Admin A; Vic (LKKAuto)

Subject: RE: LOD - ACCIDENT INVOLVING SME 1942 U AND YOUR INSURED SJG2742Z DATED ON 29/06/2019 ***
LKK REF: CC3/AIG19011635/Aha3

Without Prejudice

Dear Nadia,

We refer to your below email.

Please be informed that till date, we are still pending for Mandate Approval from our principal.

We will continue to follow up on the matter.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

Sent: Friday, 18 October, 2019 8:44 AM

To: Vic (LKKAuto); Admin A; SUR

Cc: 'Claims'

Subject: RE: LOD - ACCIDENT INVOLVING SME 1942 U AND YOUR INSURED SJG2742Z DATED ON 29/06/2019 *** LKK REF: CC3/AIG19011635/ha3

Dear Vic,

Any updates from your principal?

Best Regards

Nadia Hani

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

281 Alexandra Road Singapore 159938

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

Sent: Tuesday, October 15, 2019 5:36 PM

To: 'Vic (LKKAuto)'; 'Admin A'; 'SUR'

Cc: 'Premiumauto Claims'

Subject: RE: LOD - ACCIDENT INVOLVING SME 1942 U AND YOUR INSURED SJG2742Z DATED ON 29/06/2019 ***
LKK REF: CC3/AIG19011635/ha3

Dear Vic,

We would like to follow up on this case. Appreciate your advise on whether there are any updates.

Thank you.

Best Regards

Nadia Hani

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

281 Alexandra Road Singapore 159938

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From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Friday, October 11, 2019 9:54 AM

To: Claims

Cc: Admin A; Vic (LKKAuto); SUR

Subject: RE: LOD - ACCIDENT INVOLVING SME 1942 U AND YOUR INSURED SJG2742Z DATED ON 29/06/2019 ***
LKK REF: CC3/AIG19011635/ha3

Without Prejudice

Dear Kelvin,

We refer to your below email.

Please be informed that we are still pending for mandate approval from our principal.

We will follow up on the matter and 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 | fax: 6741-4108

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

Sent: Friday, 11 October, 2019 9:52 AM

To: Vic (LKKAuto); SUR

Cc: Admin A

Subject: RE: LOD - ACCIDENT INVOLVING SME 1942 U AND YOUR INSURED SJG2742Z DATED ON 29/06/2019 *** LKK REF: CC3/AIG19011635/ha3

Dear Vic,

Kindly update us on the payment process.

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, 8 October, 2019 8:47 AM
To: 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>
Subject: RE: LOD - ACCIDENT INVOLVING SME 1942 U AND YOUR INSURED SJG2742Z DATED ON 29/06/2019 *** LKK REF: CC3/AIG19011635/ha3

Dear Vic,

We are following up again on this payment process, kindly advise.

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: Friday, 6 September, 2019 11:48 AM
To: 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: LOD - ACCIDENT INVOLVING SME 1942 U AND YOUR INSURED SJG2742Z DATED ON 29/06/2019 *** LKK REF: CC3/AIG19011635/ha3

Dear Vic,

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)
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From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]
Sent: Tuesday, 9 July, 2019 2:29 PM
To: Claims Dept <claims@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SME 1942 U AND YOUR INSURED SJG2742Z DATED ON 29/06/2019 *** LKK REF: CC3/AIG19011635/ha3

WITHOUT PREJUDICE

Dear Tony,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both party, the liability is clear subject to the BOLA guideline settlement.

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 and admission of any liability to our Insured's part. 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 be based on the number of days of repair as recommended by our surveyor and approved by our principal.

Kindly forward the LOD and all supporting documents to us if available to proceed with the settlement.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

Sent: Tuesday, 9 July, 2019 1:39 PM

To: 'Claims'; Mei Kwan (LKKAuto); Vic (LKKAuto)

Subject: RE: ACCIDENT INVOLVING SME 1942 U AND YOUR INSURED SJG2742Z DATED ON 29/06/2019 *** LKK REF: CC3/AIG19011635/ha3

Dear Vic,

Is there any update on liability clearance status?

Thank you.

Best Regards,

Tony Foong

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689911

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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 4 July 2019 3:29 PM
To: 'Mei Kwan (LKKAuto)'; 'Vic (LKKAuto)'
Cc: 'Claims'
Subject: RE: ACCIDENT INVOLVING SME 1942 U AND YOUR INSURED SJG2742Z DATED ON 29/06/2019 *** LKK
REF: CC3/AIG19011635/ha3

Hi Mei Kwan,

Survey was done just now afternoon with Adrian. Hereby attached with the estimate repair with marking and the video footage for your reference. Kindly advise us the liability clearance and direct settlement status.

Thanks

Best Regards,
TRoy Goh
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Tuesday, 2 July 2019 9:59 AM
To: Claims; Vic (LKKAuto)
Cc: Admin A; CS A Team; assignments
Subject: RE: ACCIDENT INVOLVING SME 1942 U AND YOUR INSURED SJG2742Z DATED ON 29/06/2019 *** LKK
REF: CC3/AIG19011635/ha3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

Thank you for your email.

Please send us the video via dropbox link.

Kindly note that for liability, claim negotiation and settlement, please contact **Vic at 6841 2096.**

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

Hi Assignment team,

Kindly arrange survey on 04/07/2019, Thursday, 1.45 PM.

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: Monday, 1 July, 2019 11:41 AM

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

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

Subject: ACCIDENT INVOLVING SME 1942 U AND YOUR INSURED SJG2742Z DATED ON 29/06/2019

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 for direct settlement for your reference.

We will forward you the estimate once is available.

Kindly arrange survey on 04/07/2019, Thursday, 1.45 PM.

Do take note accident scene video were uploaded in Merimen.

Best Regards,

Diyana

Claims Admin Assistant

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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