

## Khanchna (LKK Auto)

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**From:** Khanchna (LKK Auto)  
**Sent:** Wednesday, 24 July 2019 11:37 AM  
**To:** 'Loh, Chee-Heng'  
**Cc:** Admin A; KKLau; Fong, Andy-SY; Asher Sng (LKKAuto)  
**Subject:** RE: 7542272283SG RE: ACCIDENT INVOLVING SLJ 2465 J AND YOUR INSURED SLG 1197 E DATED ON 06/07/2019

Dear Mr. Loh Chee Heng,

The above matter and your e-mail below refers.

Please be informed that we have done the necessary accordingly.

Thank you.

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [khanchna@lkkauto.com](mailto:khanchna@lkkauto.com) | Fax: 6741-4108

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

---

**From:** Loh, Chee-Heng <Chee-Heng.Loh@aig.com>  
**Sent:** Wednesday, 24 July 2019 11:30 AM  
**To:** Khanchna (LKK Auto) <khanchna@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; KKLau <kklau@lkkauto.com>; Fong, Andy-SY <Andy-SY.Fong@aig.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Subject:** 7542272283SG RE: ACCIDENT INVOLVING SLJ 2465 J AND YOUR INSURED SLG 1197 E DATED ON 06/07/2019

Dear Khanchna,

Ol's report has been shared in Merimen for your viewing.

Kindly assist to expedite reply to Premium Autocare.

Thank you.

Best regards,

**Loh Chee Heng**

**AIG**

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1881

[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com) | [www.aig.sg](http://www.aig.sg)



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---

**From:** Fong, Andy-SY  
**Sent:** Wednesday, 24 July 2019 11:26 AM  
**To:** Loh, Chee-Heng <[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com)>  
**Cc:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'KKLau' <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>; 'Khanchna (LKK Auto)' <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Subject:** RE: [EXTERNAL] RE: ACCIDENT INVOLVING SLJ 2465 J AND YOUR INSURED SLG 1197 E DATED ON 06/07/2019

Hi Chee Heng,

As spoken.

Thanks  
Andy

---

**From:** Nora Khai PA [<mailto:nora.khai@premiumauto.com.sg>]  
**Sent:** Wednesday, July 24, 2019 11:02 AM  
**To:** 'Khanchna (LKK Auto)'; Fong, Andy-SY  
**Cc:** 'Admin A'; 'KKLau'; 'Claims'  
**Subject:** [EXTERNAL] RE: ACCIDENT INVOLVING SLJ 2465 J AND YOUR INSURED SLG 1197 E DATED ON 06/07/2019

**This message is from an external sender; be cautious with links and attachments.**

Dear Andy,

Apologize to request for your kind assistance to retrieve the GIA report. Our customer has been chasing us every single day and shouting on the phone.

Our customer has been informed by your insured that he had filed his GIA report via Comfort Delgro on the actual date of accident.

Thank you and wishing you a good day ahead.

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](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



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**From:** Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]

**Sent:** Wednesday, July 24, 2019 10:48 AM

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

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

**Subject:** RE: ACCIDENT INVOLVING SLJ 2465 J AND YOUR INSURED SLG 1197 E DATED ON 06/07/2019

**WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

Dear Sir / Madam,

We refer to the above matter.

Please be informed that we are pending for our principal to revert for the OI GIA and will revert upon receipt of the same.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [khanchna@lkkauto.com](mailto:khanchna@lkkauto.com) | Fax: 6741-4108

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

---

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

**Sent:** Wednesday, 24 July 2019 10:40 AM

**To:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Shu Pei (LKKAuto) <[shupe@lkkauto.com](mailto:shupe@lkkauto.com)>

**Subject:** RE: ACCIDENT INVOLVING SLJ 2465 J AND YOUR INSURED SLG 1197 E DATED ON 06/07/2019

Hi Khanchna,

AIG still have not reply to you ?

Are you still not able to revert to us if you are manage to retrieve the report from AIG or not? .

Please share with me.

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](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



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

**Sent:** Wednesday, July 24, 2019 9:32 AM

**To:** 'Khanchna (LKK Auto)' <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

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

**Subject:** RE: ACCIDENT INVOLVING SLJ 2465 J AND YOUR INSURED SLG 1197 E DATED ON 06/07/2019

Dear Khanchna,

Kindly advise us liability clearance.

Thank You.

**Best Regards,  
Kelvin Khoo  
Claims Advisor**

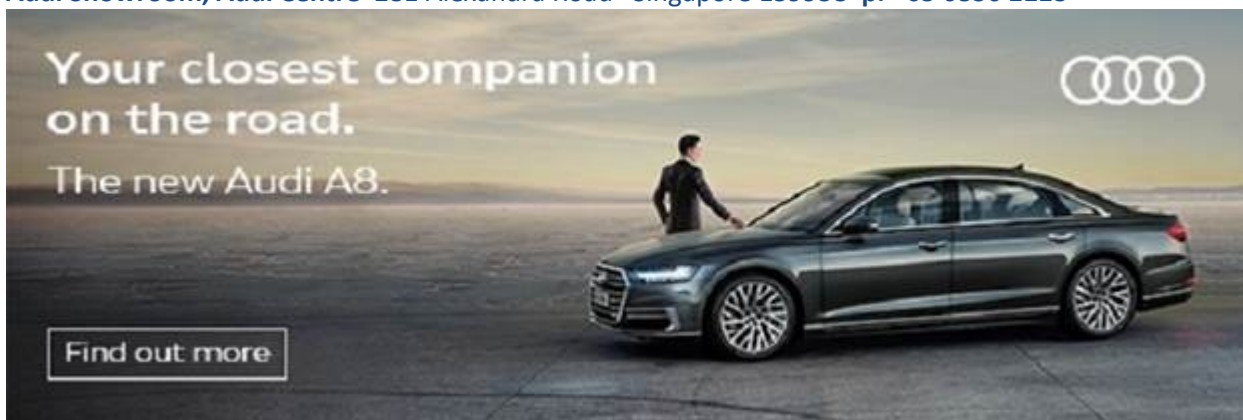
**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

**Sent:** Tuesday, 23 July, 2019 10:31 AM

**To:** 'Khanchna (LKK Auto)' <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Cc:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Shu Pei (LKKAuto)' <[shupe@lkkauto.com](mailto:shupe@lkkauto.com)>; Claims

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

**Subject:** RE: ACCIDENT INVOLVING SLJ 2465 J AND YOUR INSURED SLG 1197 E DATED ON 06/07/2019

Dear Khanchna,

Any update on liability clearance?

Thank You.

**Best Regards,  
Kelvin Khoo  
Claims Advisor**

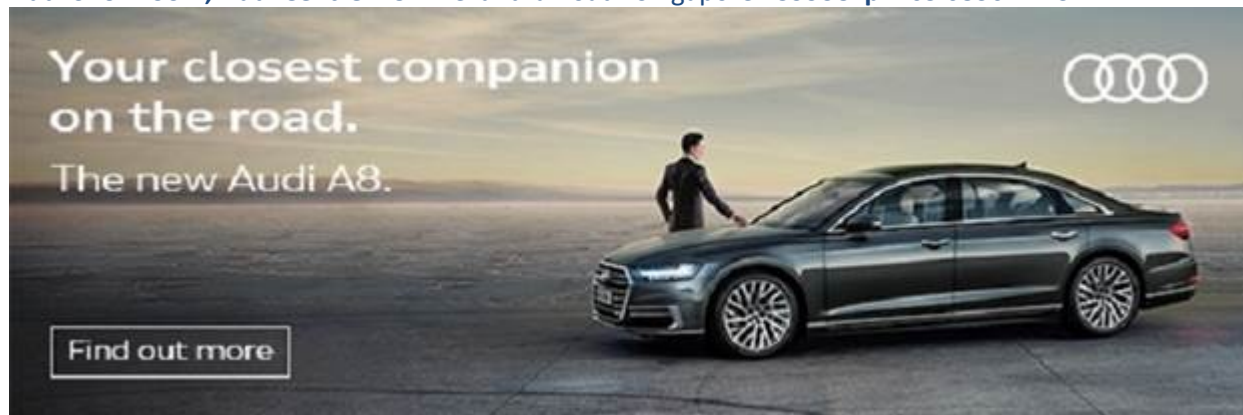
**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183

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**From:** Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]

**Sent:** Friday, 19 July, 2019 11:23 AM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Shu Pei (LKKAuto) <[shupe@lkkauto.com](mailto:shupe@lkkauto.com)>

**Subject:** RE: ACCIDENT INVOLVING SLJ 2465 J AND YOUR INSURED SLG 1197 E DATED ON 06/07/2019

**WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

Dear Sir / Madam,

We refer to the above matter.

Please be informed that we are checking with our principal for the OI GIA and will revert upon receipt of the same.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [khanchna@lkkauto.com](mailto:khanchna@lkkauto.com) | Fax: 6741-4108

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



---

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

**Sent:** Friday, 19 July 2019 11:20 AM

**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg); Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

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

**Subject:** RE: ACCIDENT INVOLVING SLJ 2465 J AND YOUR INSURED SLG 1197 E DATED ON 06/07/2019

Dear Khanchna,

What have happened to this case, we have confirmed with your insured and was told report has been done on 7/7/2019.

Please check and confirm with your insured.

Best regards,

**Chang Chee Sing**

Claims Specialist

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

**Sent:** Friday, 19 July 2019 8:53 AM

**To:** 'Khanchna (LKK Auto)' <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

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

**Subject:** RE: ACCIDENT INVOLVING SLJ 2465 J AND YOUR INSURED SLG 1197 E DATED ON 06/07/2019

Dear Khanchna,

Any update on liability clearance ?

Thank you.

**Best Regards,**

**Kelvin Khoo**

**Claims Advisor**

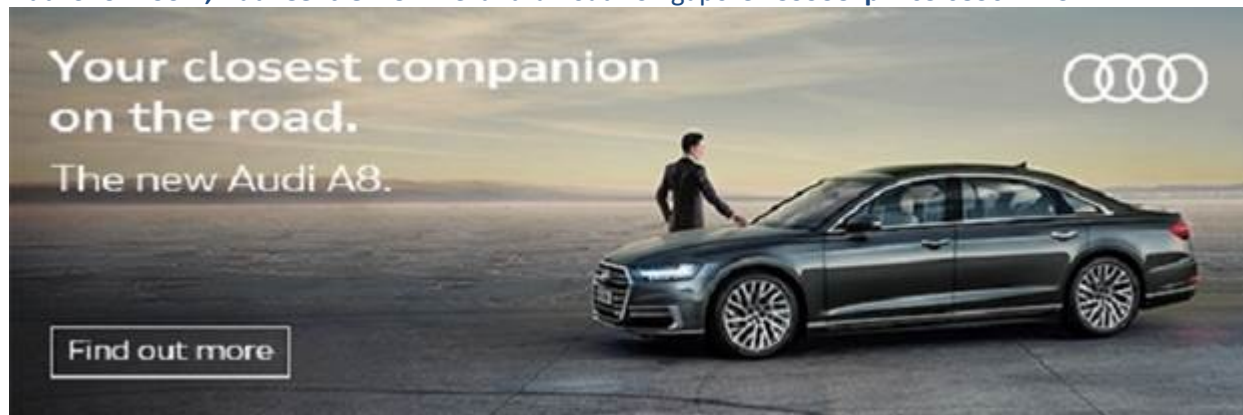
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p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183

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:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Sent:** Tuesday, 16 July 2019 10:09 AM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Shu Pei (LKKAuto) <[shupe@lkkauto.com](mailto:shupe@lkkauto.com)>

**Subject:** RE: ACCIDENT INVOLVING SLJ 2465 J AND YOUR INSURED SLG 1197 E DATED ON 06/07/2019

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

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI is yet to report the accident.

***Please provide us the following.***

- evidence i.e. video and scene photo.***
- PIR result (if any)***

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [khanchna@lkkauto.com](mailto:khanchna@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:** Tuesday, 16 July 2019 9:45 AM  
**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>; Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: ACCIDENT INVOLVING SLJ 2465 J AND YOUR INSURED SLG 1197 E DATED ON 06/07/2019

Dear Khanchna,

Please advise liability clearance for this case.

Best Regards,  
**Kee Siang**  
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, 10 July, 2019 5:59 PM  
**To:** 'Khanchna (LKK Auto)' <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Cc:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg); 'Shu Pei (LKKAuto)' <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>  
**Subject:** RE: ACCIDENT INVOLVING SLJ 2465 J AND YOUR INSURED SLG 1197 E DATED ON 06/07/2019

Dear Khanchna,

Kindly assist to follow up liability clearance and direct settlement.

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

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

**Sent:** Wednesday, 10 July 2019 5:53 PM

**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Subject:** FW: ACCIDENT INVOLVING SLJ 2465 J AND YOUR INSURED SLG 1197 E DATED ON 06/07/2019

Dear Sir /Madam,

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 Khanchna at DID: 6841 2360.

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:** Wednesday, 10 July 2019 3:34 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** RE: ACCIDENT INVOLVING SLJ 2465 J AND YOUR INSURED SLG 1197 E DATED ON 06/07/2019

Dear Shu Pei,

Our client vehicle no SLJ 2465 J is seeking to claim against TP vehicle no SLG 1197 E(AIG).

Thank you.

**Best Regards,  
Kelvin Khoo  
Claims Advisor**

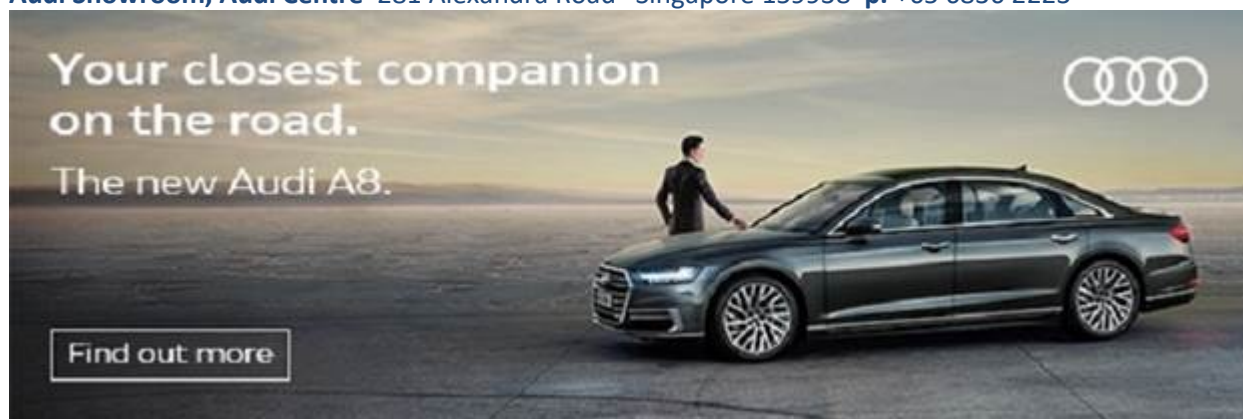
**Premium Automobiles Pte Ltd** (Reg No 199902271W)

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

**Sent:** Wednesday, 10 July 2019 3:26 PM

**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** RE: ACCIDENT INVOLVING SLJ 2465 J AND YOUR INSURED SLG 1197 E DATED ON 06/07/2019

Dear Kelvin,

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

Thank you

Best Regards,

**Shu Pei** | Admin

**LKK Auto Consultants Pte Ltd**

---

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

**Sent:** Wednesday, 10 July 2019 10:40 AM

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

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

**Subject:** ACCIDENT INVOLVING SLJ 2465 J AND YOUR INSURED SLG 1197 E DATED ON 06/07/2019

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 11/07/2019, Thursday, 1130AM, Owner Waiting.

Address : 24 Benoi Sector, Singapore 629857

Thank you.

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

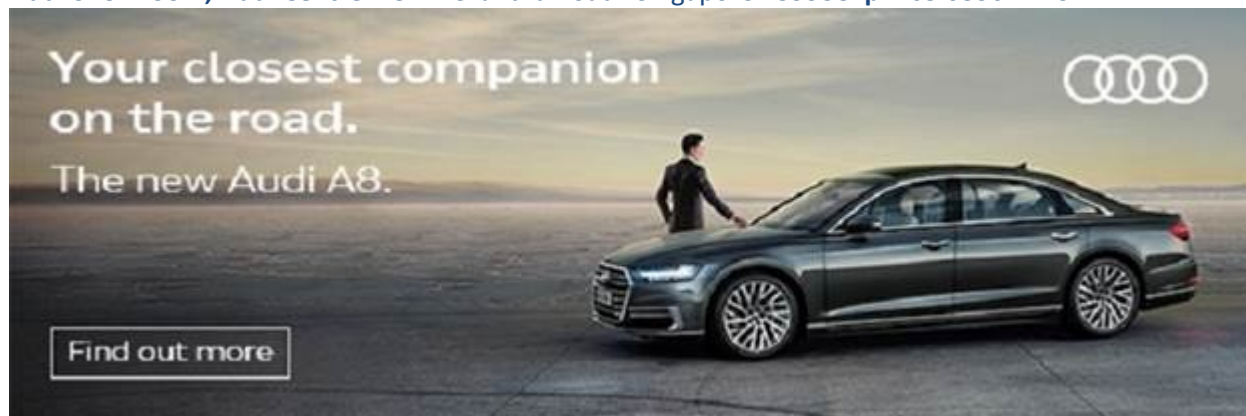
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