

Mei Kwan (LKKAuto)

From: claims@premiumauto.com.sg
Sent: Monday, 24 February, 2020 7:19 PM
To: 'Syed-Yusoff, Saliha'; 'Nora Khai PA'
Cc: 'Claims'; SUR; Admin A
Subject: RE: ACCIDENT BETWEEN SJV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 ****LKK REF:CC3/AIG19016320/kb3

Categories: bee

Dear Saliha and all ,

Kindly be-informed that our client had instructed to drop his claim from our end and will take his own action.

**Best Regards,
Kee Siang
Claims Advisor**

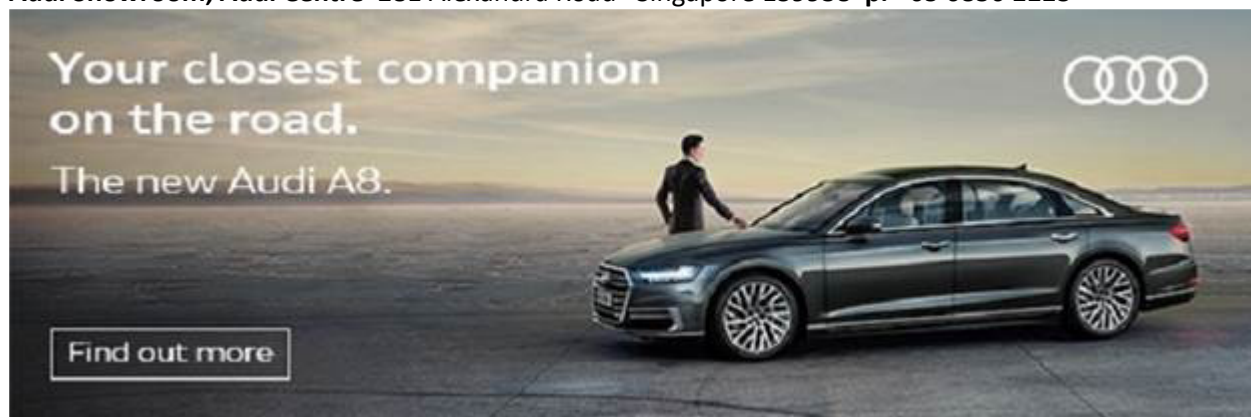
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

D. +65 6768 9911 **P.** +65 9871 9902

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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From: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Sent: Friday, 21 February 2020 5:05 PM

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

Subject: ACCIDENT BETWEEN SJV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 ****LKK REF:CC3/AIG19016320/kb3

Dear Nora,

Can the repair work be done on cash-job basis? Bill to AIG afterwards for settlement.

Kind Regards,
Saliha

Saliha Syed Yusoff

AIG

Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16, Singapore 079120
Tel +(65) 6419 1917 |
www.aig.sg

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From: Nora Khai PA [<mailto:nora.khai@premiumauto.com.sg>]
Sent: Monday, February 17, 2020 5:17 PM
To: claims@premiumauto.com.sg; Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Cc: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>
Subject: [EXTERNAL] RE: ACCIDENT BETWEEN SJV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019
****LKK REF:CC3/AIG19016320/kb3
Importance: High

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

Dear Saliha,

Please let us know AIG decision on how this claim will be handle. Obviously it's not fair for our client who as a matter of fact has evidence to show that the accident is not of his fault.

This case has been pending since September last year. And we are still at no "answer junction".

I would appreciate to hear from you on urgent basis. If you aren't able to make any decision , please refer to anyone that can.

Thank you for your kind understanding.

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

Sent: Thursday, February 13, 2020 1:04 PM

To: saliha.syed-yusoff@aig.com

Cc: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT BETWEEN SJV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 ****LKK

REF:CC3/AIG19016320/kb3

Importance: High

Dear Saliha,

Please check this pending case, the accident occurred on September 2019 and now is already February 2020 ?

Kindly revert on the direct settlement as soon as you can.

Thank you.

Best Regards,
Chang Chee Sing

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Tuesday, 11 February 2020 10:53 AM

To: saliha.syed-yusoff@aig.com

Cc: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT BETWEEN SJV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Saliha,

Why still pending for this case, the accident occurred on September 2019 and now is already February 2020 ?

Kindly revert asap on direct settlement.

**Best Regards,
Kee Siang
Claims Advisor**

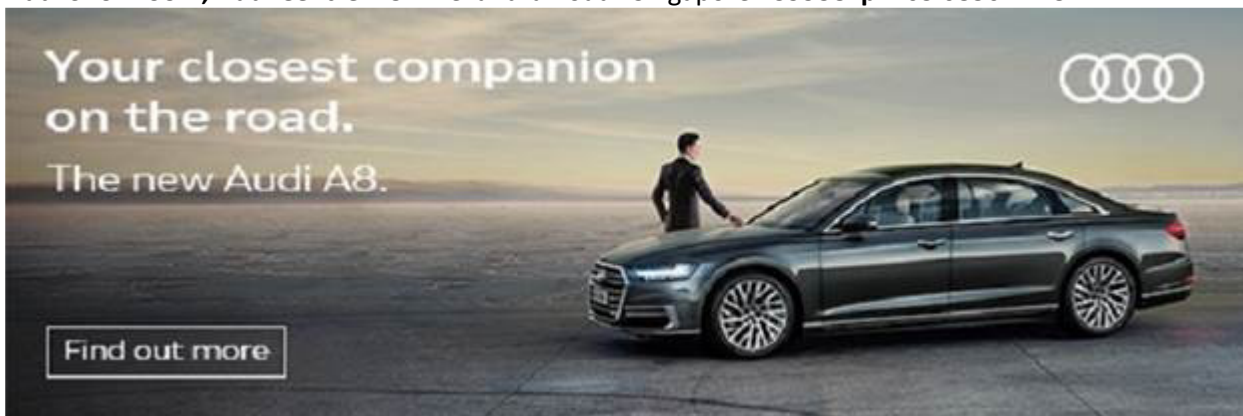
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From: claims@premiumauto.com.sg <claims@premiumauto.com.sg>

Sent: Tuesday, 4 February 2020 10:29 AM

To: saliha.syed-yusoff@aig.com

Cc: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT BETWEEN SJV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Saliha,

Can we resolve this matter asap ? All clear evidence had been provided. N

Please let us know the reason of holdings.

**Best Regards,
Kee Siang
Claims Advisor**

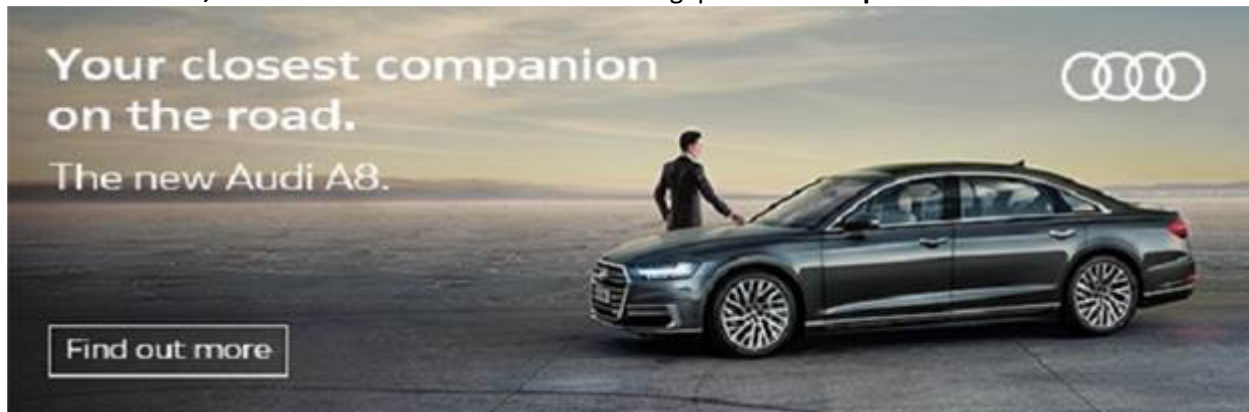
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From: claims@premiumauto.com.sg <claims@premiumauto.com.sg>

Sent: Thursday, 30 January 2020 5:38 PM

To: saliha.syed-yusoff@aig.com

Cc: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT BETWEEN SJV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Saliha,

Kindly advise on the approval status.

Thank you.

**Best Regards,
Kelvin Khoo
Claims Advisor**

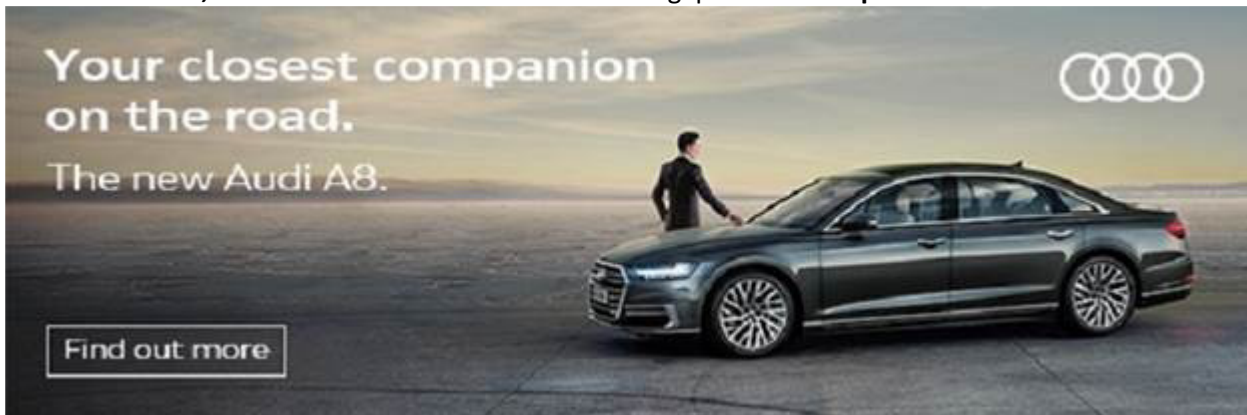
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From: claims@premiumauto.com.sg <claims@premiumauto.com.sg>

Sent: Tuesday, 21 January 2020 9:15 AM

To: saliha.syed-yusoff@aig.com

Cc: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT BETWEEN SJV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 ****LKK

REF:CC3/AIG19016320/kb3

Dear Saliha,

Kindly advise what is the status now.

Thank you.

**Best Regards,
Kelvin Khoo
Claims Advisor**

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55 Ubi Road 1 Road Singapore 408699

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

Sent: Thursday, 9 January 2020 12:20 PM

To: 'saliha.syed-yusoff@aig.com' <saliha.syed-yusoff@aig.com>

Cc: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>

Subject: RE: ACCIDENT BETWEEN SJV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Saliha,

Kindly be informed, Our client was give us the timeline till next week to revert back him a solution.

Otherwise our client will take his own action to summit the claim.

Thank you.

**Best Regards,
Kelvin Khoo
Claims Advisor**

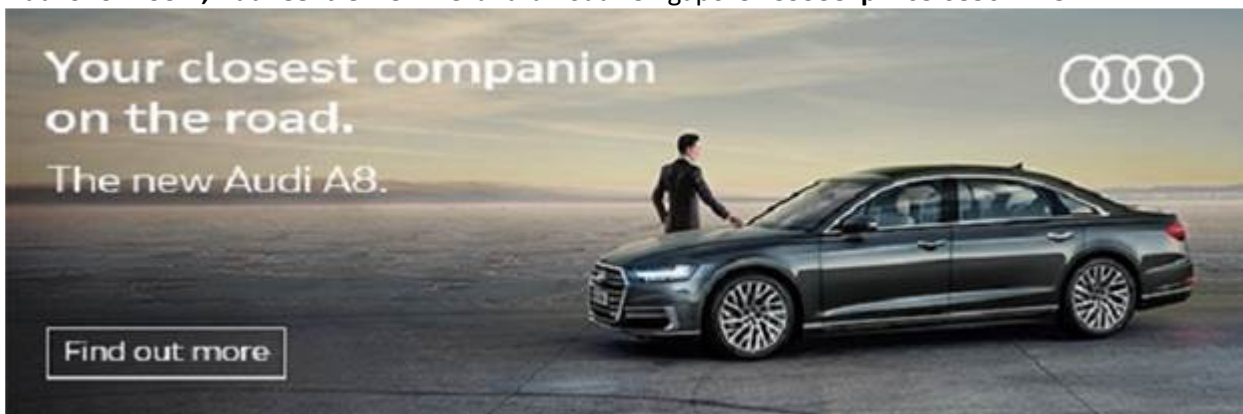
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From: claims@premiumauto.com.sg <claims@premiumauto.com.sg>

Sent: Monday, 6 January 2020 3:29 PM

To: saliha.syed-yusoff@aig.com

Cc: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT BETWEEN SJV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Saliha,

Kindly let us have the latest update on this case.

Thank you.

**Best Regards,
Kelvin Khoo
Claims Advisor**

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55 Ubi Road 1 Road Singapore 408699

D. +65 6768 9911 **P.** +65 9871 9902

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

Sent: Friday, 3 January 2020 10:37 AM

To: saliha.syed-yusoff@aig.com

Cc: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT BETWEEN SJV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Saliha,

Kindly assist to let us have the update on this cases.

Thank you.

**Best Regards,
Kelvin Khoo
Claims Advisor**

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From: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Sent: Thursday, 12 December 2019 8:54 AM

To: claims@premiumauto.com.sg

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

Subject: RE: ACCIDENT BETWEEN SJV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

WITHOUT PREJUDICE

Dear Kelvin,

AIG claims officer informed us that they had spoken to Nora Khai earlier on this.

"Best Wishes for Merry Christmas & Happy New Year 2020"

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: khanchna@lkkauto.com | Fax: 6741-4108

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

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

Sent: Thursday, 12 December 2019 8:42 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

Subject: RE: ACCIDENT BETWEEN SJV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 *****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Kindly let us know AIG who is the OIC on this case.

Thank you.

**Best Regards,
Kelvin Khoo
Claims Advisor**

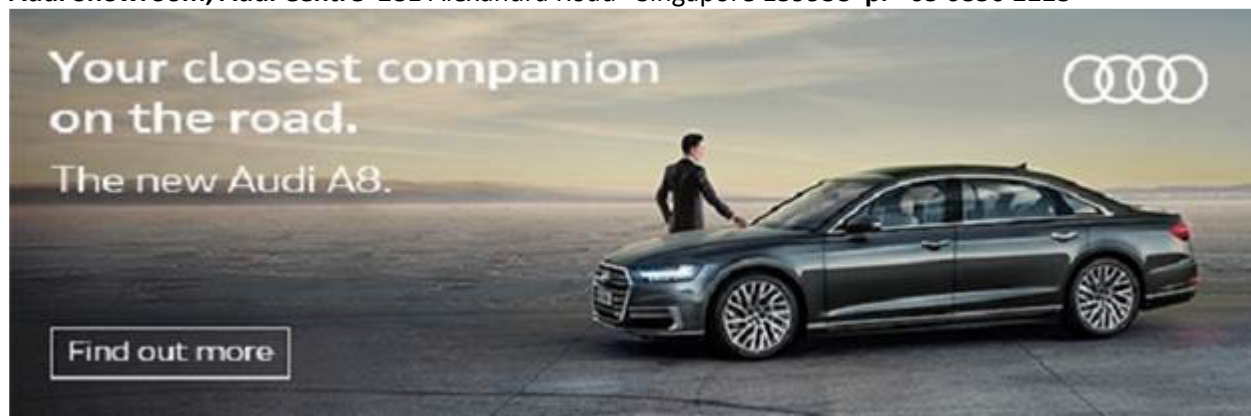
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From: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Sent: Tuesday, 10 December 2019 9:47 AM

To: claims@premiumauto.com.sg

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

Subject: RE: ACCIDENT BETWEEN SJV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 *****LKK
REF:CC3/AIG19016320/kb3

REF:CC3/AIG19016320/kb3

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter and your e-mail below.

We are following up on instructions from our principal and will revert upon receipt of further instructions from our principal.

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 Wishes for Merry Christmas & Happy New Year 2020"

Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: claims@premiumauto.com.sg <claims@premiumauto.com.sg>
Sent: Friday, 6 December 2019 8:41 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 *****LKK
REF:CC3/AIG19016320/kb3

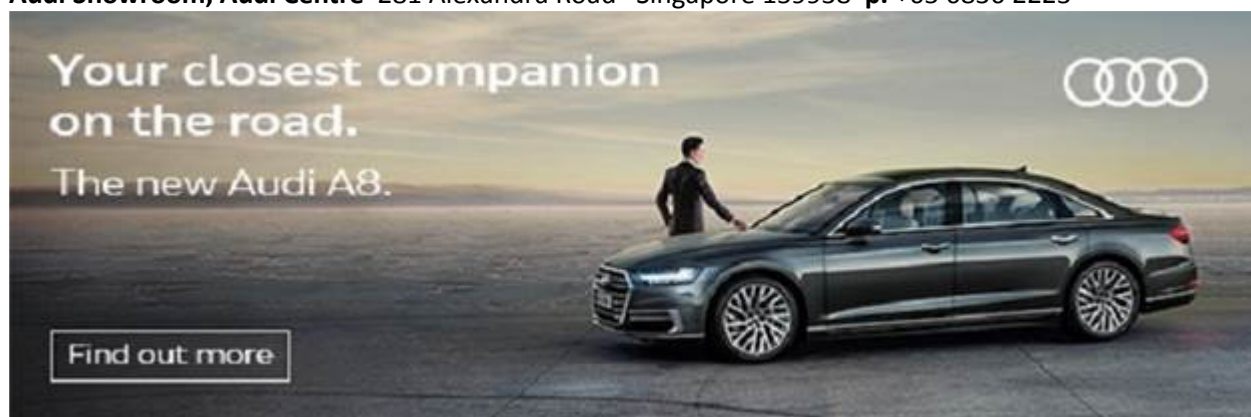
Dear Khanchna,

Kindly advise any update from AIG ?

Thank you.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
D. +65 6768 9911 P. +65 9871 9902
e. claims@premiumauto.com.sg w. www.audi.com.sg
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From: claims@premiumauto.com.sg <claims@premiumauto.com.sg>

Sent: Wednesday, 4 December 2019 7:56 AM

To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 *****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Kindly assist to let us have the update.

Thank you.

**Best Regards,
Kelvin Khoo
Claims Advisor**

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55 Ubi Road 1 Road Singapore 408699

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From: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Sent: Friday, 22 November 2019 9:19 AM

To: claims@premiumauto.com.sg

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 *****LKK
REF:CC3/AIG19016320/kb3

REF:CC3/AIG19016320/kb3

WITHOUT PREJUDICE

Dear Mr. Kelvin,

We refer to the above matter and your e-mail below.

We are following up on instructions from our principal and will revert upon receipt of further instructions from our principal.

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 | Fax: 6741-4108

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

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

Sent: Friday, 22 November 2019 8:25 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 ****LKK

REF:CC3/AIG19016320/kb3

Dear Khanchna,

Kindly assist let us have the update from AIG.

Thank you.

Best Regards,

Kelvin Khoo

Claims Advisor

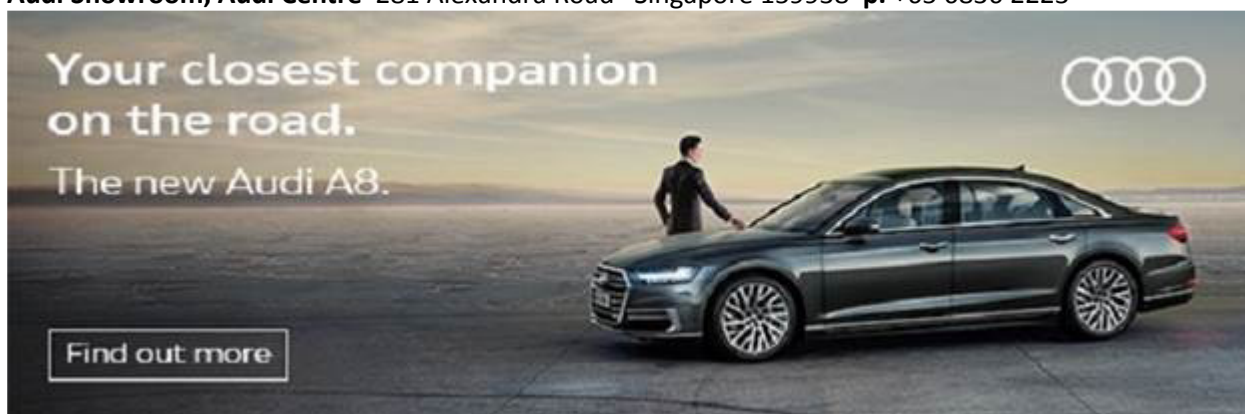
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From: Claims <claims@premiumauto.com.sg>

Sent: Wednesday, 20 November 2019 8:31 AM

To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 *****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Any update from AIG ?

**Best Regards,
Kelvin Khoo
Claims Advisor**

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

Sent: Monday, 18 November, 2019 10:59 AM

To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 *****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Have AIG revert any result?

**Best Regards,
Kelvin Khoo
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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e. claims@premiumauto.com.sg **w.** 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, 13 November, 2019 11:08 AM

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

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

WITHOUT PREJUDICE

Dear Mr. Kelvin,

We refer to the above matter and your e-mail below.

We are following up on instructions from our principal and will revert upon receipt of further instructions from our principal.

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 | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 13 November 2019 10:46 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 *****LKK
REF:CC3/AIG19016320/kb3

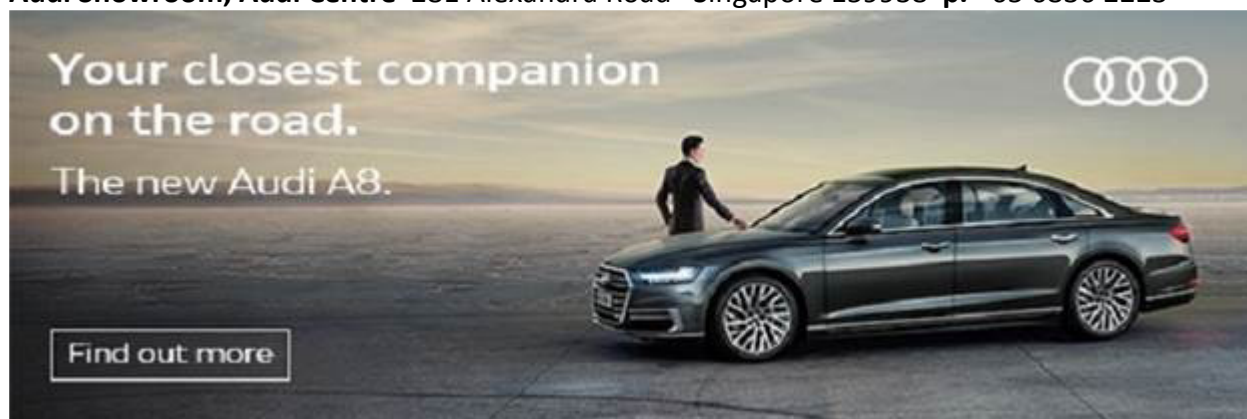
Dear Khanchna,

Any update from AIG ? Owner is chasing the status again.

Thank you.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
D. +65 6768 9911 **P.** +65 9871 9902
e. claims@premiumauto.com.sg **w.** 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: Monday, 11 November, 2019 8:03 AM
To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 *****LKK
REF:CC3/AIG19016320/kb3

Hi Khanchna,

Any update from AIG ?

Thank you.

**Best Regards,
Kelvin Khoo
Claims Advisor**

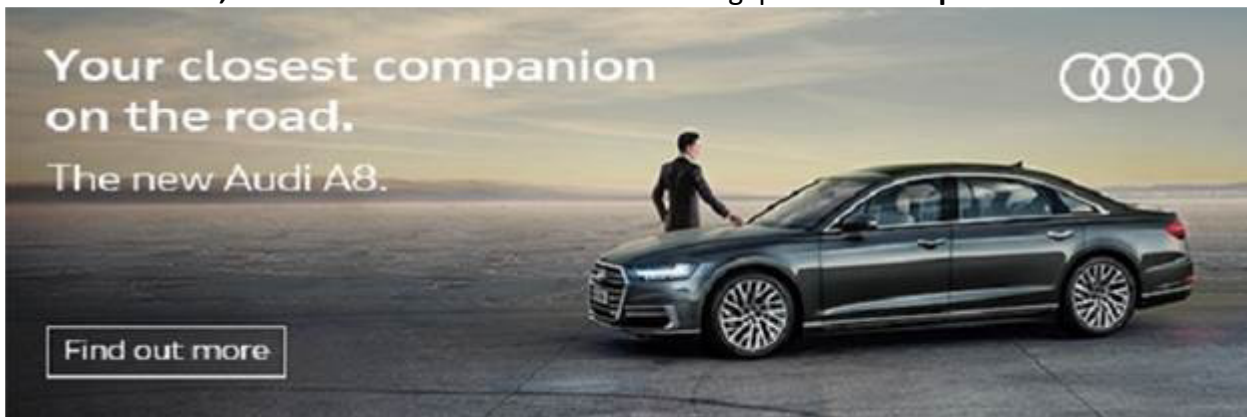
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

D. +65 6768 9911 **P.** +65 9871 9902

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

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

Sent: Thursday, 7 November, 2019 9:38 AM

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

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 *****LKK
REF:CC3/AIG19016320/kb3

WITHOUT PREJUDICE

Dear Mr. Kelvin,

We refer to the above matter and your e-mail below.

We are following up on this with our principal and will revert upon receipt of further instructions from our principal.

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 | Fax: 6741-4108

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

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

Sent: Thursday, 7 November 2019 9:26 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 *****LKK

REF:CC3/AIG19016320/kb3

Dear Khanchna,

Any update on liability clearance ?

Best Regards,

Kelvin Khoo

Claims Advisor

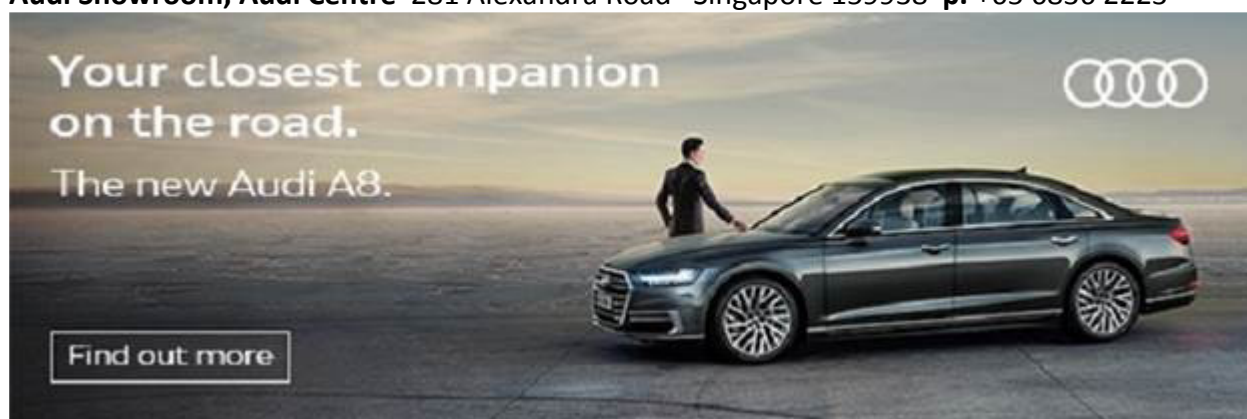
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

D. +65 6768 9911 **P.** +65 9871 9902

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

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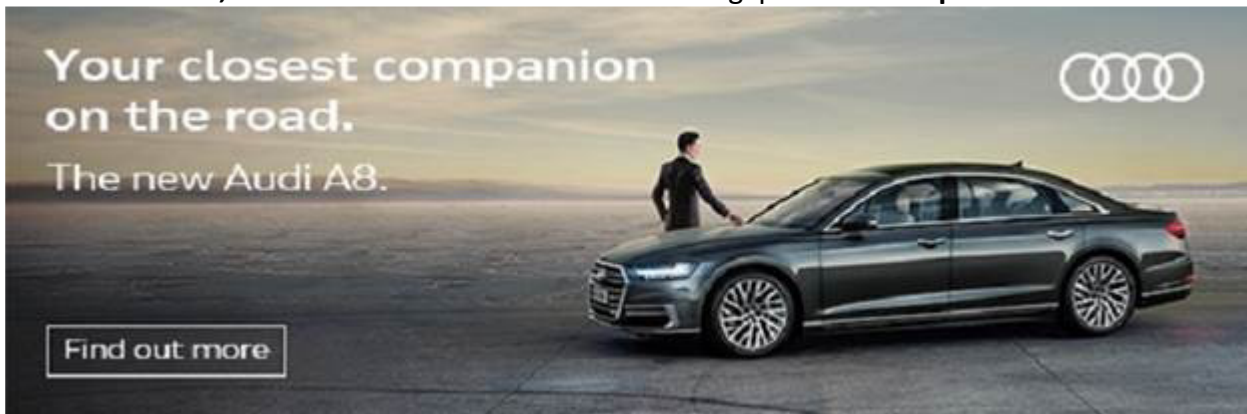
From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 4 November, 2019 9:37 AM
To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Any update? Our client is chasing for the status.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
D. +65 6768 9911 **P.** +65 9871 9902
e. claims@premiumauto.com.sg **w.** 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: Thursday, 31 October, 2019 9:50 AM
To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Any update ?

Best Regards,
Kelvin Khoo

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

D. +65 6768 9911 **P.** +65 9871 9902

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

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

Sent: Wednesday, 30 October, 2019 8:43 AM

To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 *****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Have your principal investigate done ?

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

D. +65 6768 9911 **P.** +65 9871 9902

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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

Sent: Thursday, 24 October, 2019 11:56 AM

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

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

WITHOUT PREJUDICE

Dear Mr. Kelvin,

We refer to the above matter and your e-mail below.

We are sorry to inform that we are unable to inform you the exact deadline.

Please be informed that height measurement report has been submitted to our principal.

We will revert upon receipt of further instructions from our principal.

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 | Fax: 6741-4108

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

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

Sent: Wednesday, 23 October 2019 10:08 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Our client request a deadline for this case, kindly advise.

Thank you.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

D. +65 6768 9911 **P.** +65 9871 9902

e. claims@premiumauto.com.sg **w.** 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, 23 October, 2019 9:38 AM

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

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

As requested, please refer below:

Circumstances Of Accident #carpark Accident_Scenario Reversing out / Moving out of parking lot & Reversing out / Moving out of parking lot Blue Car SJV5105 White Car SLT230E SLT230E moving forward and then reversing as SJV5105P was parking too close to SLT230E leaving no room for manoeuvre. Upon very very slow reversing SLT230E lightly hit the front license plate of SJV 5105P. There was no damaged nor paint transfer from SLT230E to SJV 5105P. Upon alighting and inspection a slight dent on driver side of the license plate corner. As it was a straight rear to head it was not possible for the driver side license plate to be slightly dented. Driver Yap claimed that he need to file accident claim to Audi. However we noted the slight dent was very old and did not have any sign of my car paint at all and since it was straight it was also not possible to dented at the corners. Dr SJV5105P claimed that vehicle was just bought but noticed it was a 2017 model and a Premium Auto pre-owned car. While the driver insisted to file report though there was no damage to any other part of the body except the old dent mark on the license plate. I wish to report that this is potentially a scam claim for actually damaged not resultant of the light hit and not possible for the dent at only a corner of the vehicle. Dear insurer filing this report to alert U of the potential scam which could be hefty.

"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 | Fax: 6741-4108

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

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

Sent: Wednesday, 23 October 2019 9:30 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ***LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Please share with us your insured report.

Thank you.

Best Regards,

Kelvin Khoo

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

D. +65 6768 9911 **P.** +65 9871 9902

e. claims@premiumauto.com.sg **w.** 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: Tuesday, 22 October, 2019 9:20 AM

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

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

Please be informed that we are in the midst of finalising the height measurement report to our principal.

Kindly be also informed that our Insured is strongly disputing the claim.

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 | Fax: 6741-4108

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

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

Sent: Tuesday, 22 October 2019 8:57 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

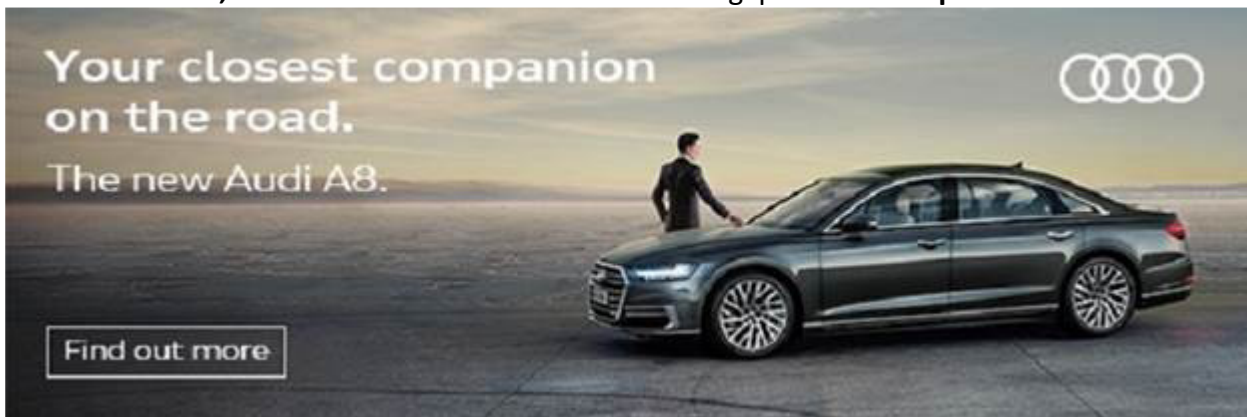
Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Any update ? Our client is chasing an update on liability.

**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



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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 21 October, 2019 8:13 AM
To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Have the height measurement report been done?

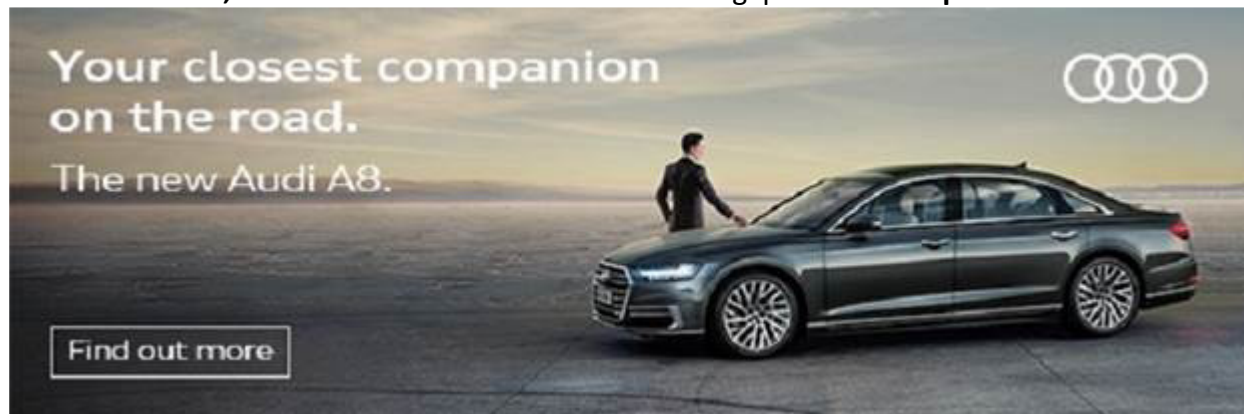
**Best Regards,
Kelvin Khoo
Claims Advisor**

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



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

Sent: Thursday, 17 October, 2019 9:19 AM

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

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 *****LKK
REF:CC3/AIG19016320/kb3

WITHOUT PREJUDICE

Dear Kelvin,

We refer to the above matter.

We are preparing height measurement report to our principal.

We will try to update you accordingly.

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 | Fax: 6741-4108

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

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

Sent: Thursday, 17 October 2019 9:08 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Any result? Our client is chasing an update on liability clearance.

Best Regards,
Kelvin Khoo
Claims Advisor

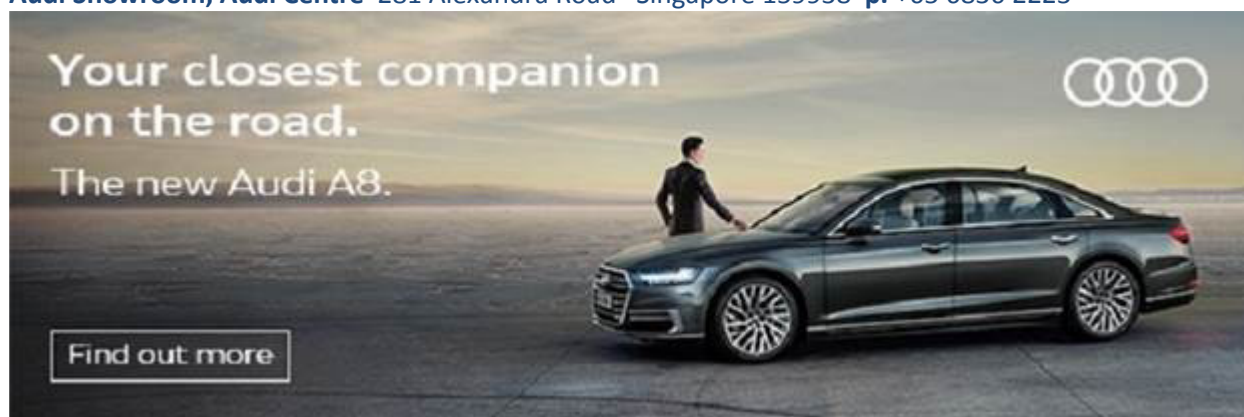
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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e. claims@premiumauto.com.sg **w.** www.audi.com.sg

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

Sent: Wednesday, 16 October 2019 8:29 AM

To: 'Khanchna (LKK Auto)'

Cc: 'Admin A'; 'Claims'

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Any update ?

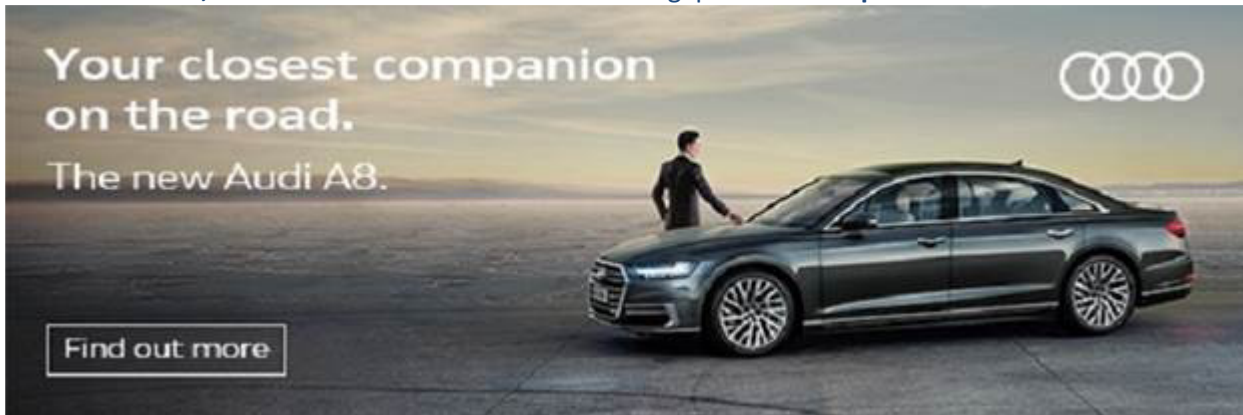
Best Regards,
Kelvin Khoo
Claims Advisor

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



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

Sent: Monday, 14 October 2019 9:14 AM

To: Claims

Cc: Admin A

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

Please be informed that we are in the midst of preparing height measurement report to our principal.

Kindly be also informed that our Insured is disputing the claim.

We will try to update you accordingly.

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 | Fax: 6741-4108

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

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

Sent: Saturday, 12 October 2019 8:05 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Kindly assist to expedite the liability clearance, our client is chasing for the status.

Thank you.

**Best Regards,
Kelvin Khoo
Claims Advisor**

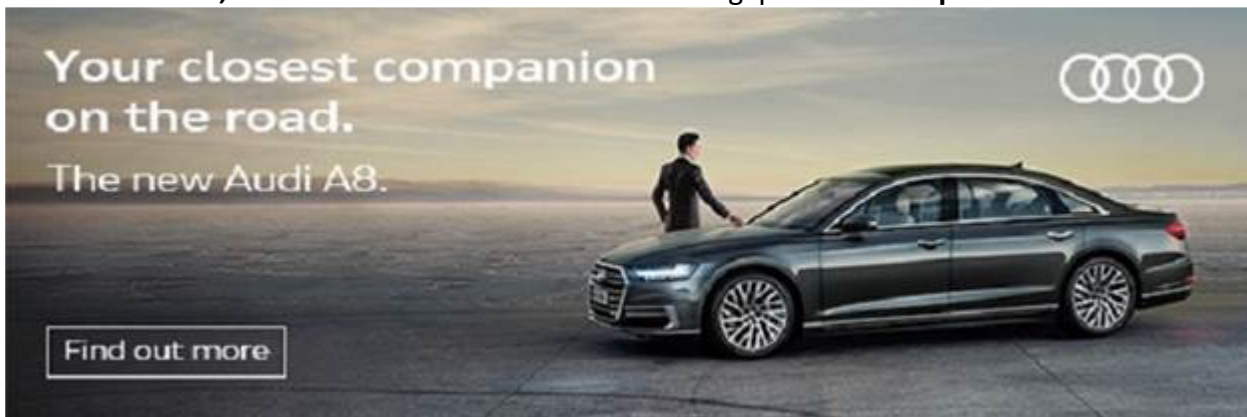
Premium Automobiles Pte Ltd (Reg No 199902271W)

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



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

Sent: Thursday, 10 October, 2019 9:44 AM

To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Any update with your principal ?

**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

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

Sent: Monday, 7 October, 2019 2:35 PM

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

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

Please be informed that we are still in a course of investigating into the circumstances of the accident with Insured and we are in the midst of preparing height measurement report.

Kindly do not refer to any party for legal assistance until you heard further from us.

We will try to update you accordingly.

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

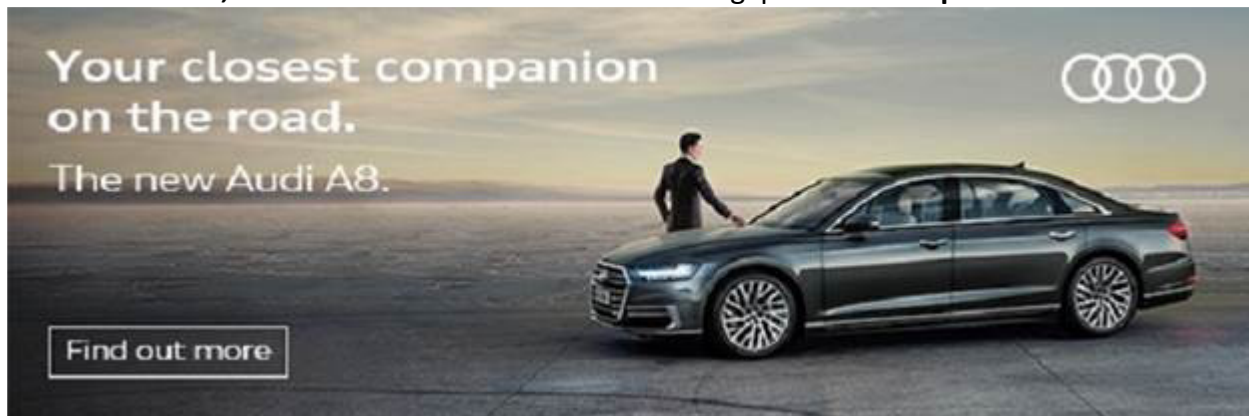
From: Claims <claims@premiumauto.com.sg>
Sent: Monday, 7 October 2019 10:32 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Kindly advise what is the status.

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
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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 4 October, 2019 8:53 AM
To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Any update from your principal ?

Thank you.

**Best Regards,
Kelvin Khoo
Claims Advisor**

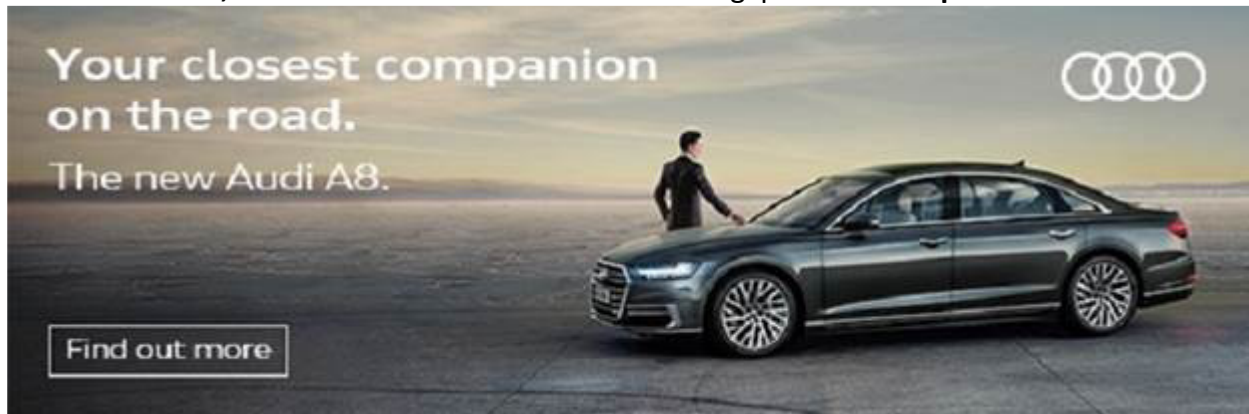
Premium Automobiles Pte Ltd (Reg No 199902271W)

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: Tuesday, 1 October, 2019 10:07 AM

To: Premiumauto Claims <claims@premiumauto.com.sg>; Nora Khai PA <nora.khai@premiumauto.com.sg>

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 *****LKK
REF:CC3/AIG19016320/kb3

WITHOUT PREJUDICE

Dear Nora,

We refer to the above matter.

Please be informed that we are still in a course of investigating into the circumstances of the accident with Insured as he is disputing on damages.

Our principal has instructed us to do height measurement report.

Kindly do not refer to any party for legal assistance until you heard further from us.

We will try to update you accordingly.

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 | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Khanchna (LKK Auto)
Sent: Tuesday, 1 October 2019 8:50 AM
To: Premiumauto Claims <claims@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

WITHOUT PREJUDICE

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that we are still in a course of investigating into the circumstances of the accident with Insured as he is disputing.

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.

We will try to update you accordingly.

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 | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Premiumauto Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 1 October 2019 8:37 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Claims <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 *****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Kindly revert liability clearance asap, since TP have file the report and video footage have clearly show your insured reverse hit into my client vehicle.

Attached is the photo was my client vehicle is parked in the parking lot.

Best Regards,
Kelvin Khoo
Claims Advisor

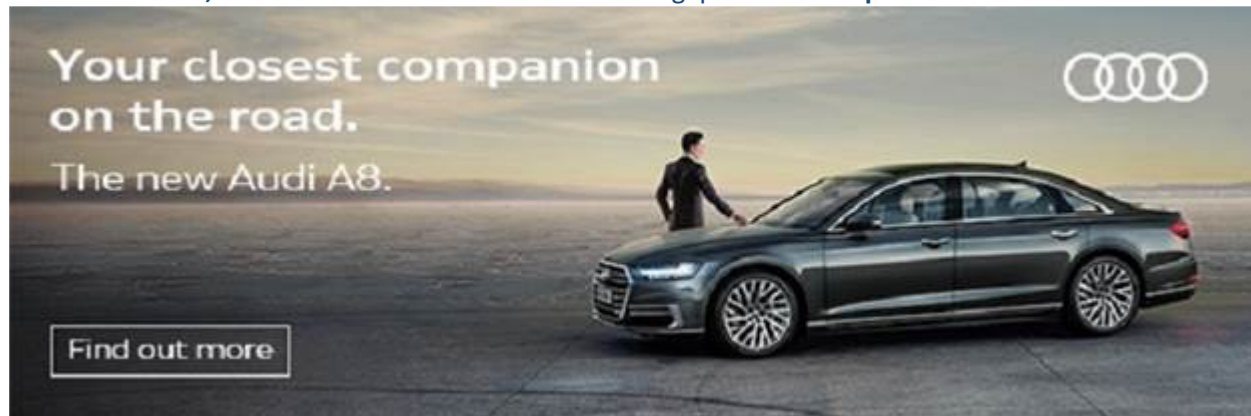
Premium Automobiles Pte Ltd (Reg No 199902271W)

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

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

Sent: Monday, 30 September, 2019 10:37 AM

To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 *****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Any update ?

Thank You.

Best Regards,
Kelvin Khoo
Claims Advisor

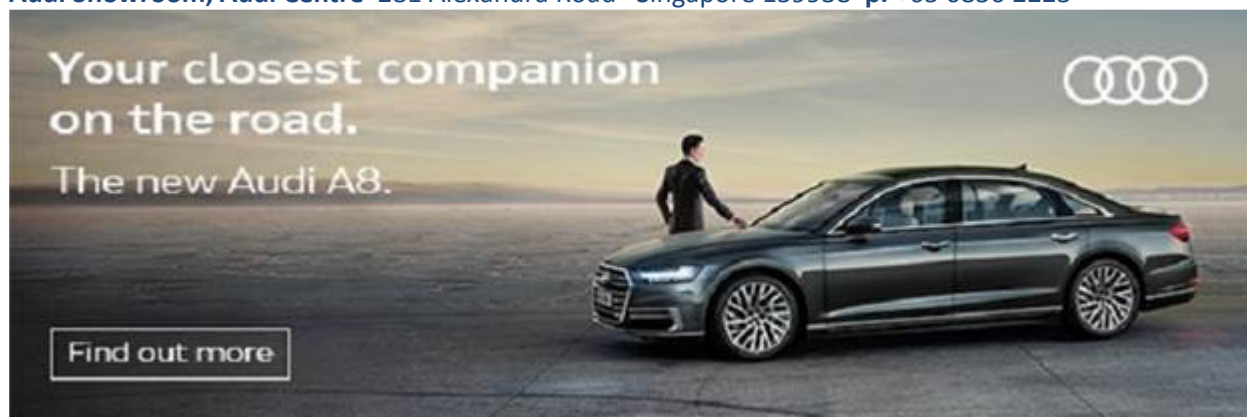
Premium Automobiles Pte Ltd (Reg No 199902271W)

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

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

Sent: Thursday, 26 September, 2019 11:04 AM

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

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 *****LKK

REF:CC3/AIG19016320/kb3

WITHOUT PREJUDICE

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that we are still in a course of investigating into the circumstances of the accident with Insured as he is disputing. 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.

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 | Fax: 6741-4108

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

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

Sent: Thursday, 26 September 2019 10:58 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

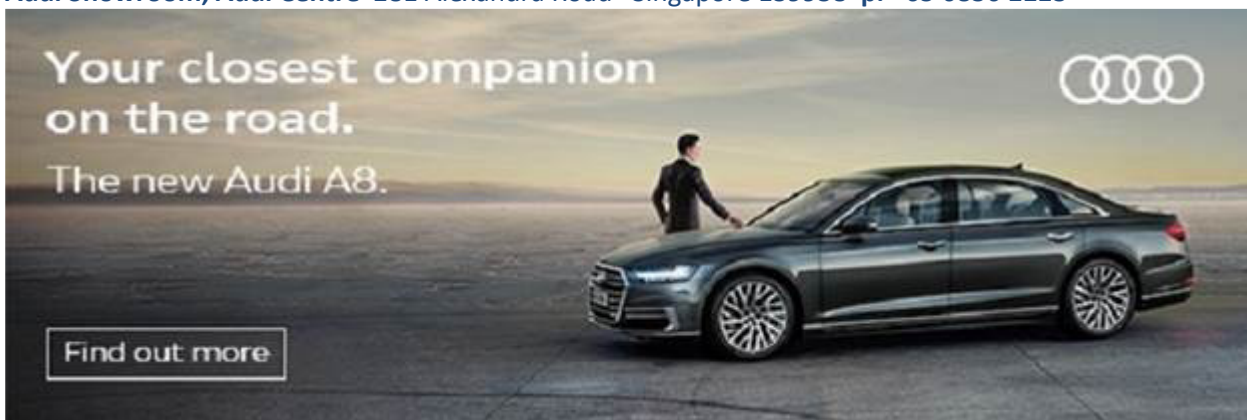
Dear Khanchna,

Any update on investigating ? Please let us have your reply.

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
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From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]
Sent: Monday, 23 September, 2019 10:59 AM
To: Claims <claims@premiumauto.com.sg>
Cc: Nora Khai PA <nora.khai@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

WITHOUT PREJUDICE

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that 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.

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 | Fax: 6741-4108

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

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

Sent: Monday, 23 September 2019 9:58 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Please revert. Let us know did TP file the report yet.

Best Regards,

Kelvin Khoo

Claims Advisor

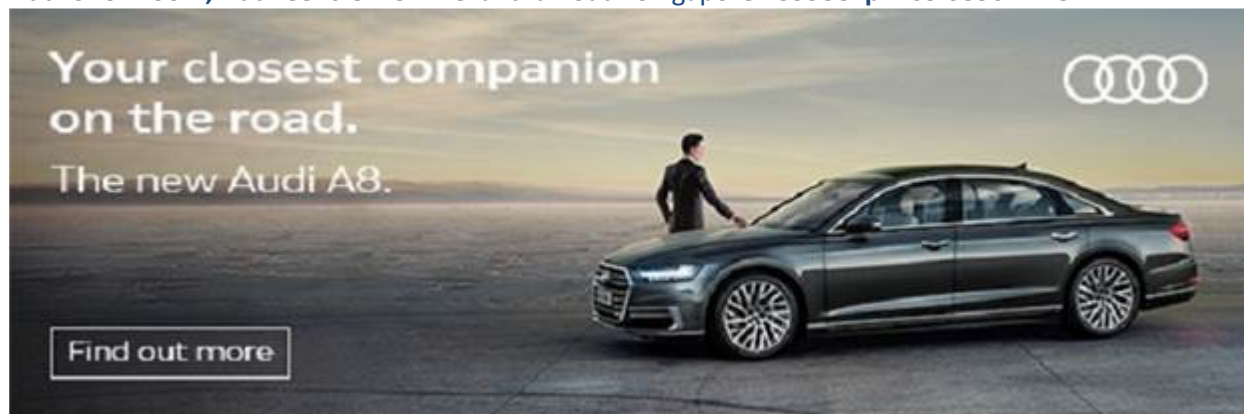
Premium Automobiles Pte Ltd (Reg No 199902271W)

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

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

Sent: Friday, 20 September, 2019 10:17 AM

To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>

Cc: claims@premiumauto.com.sg

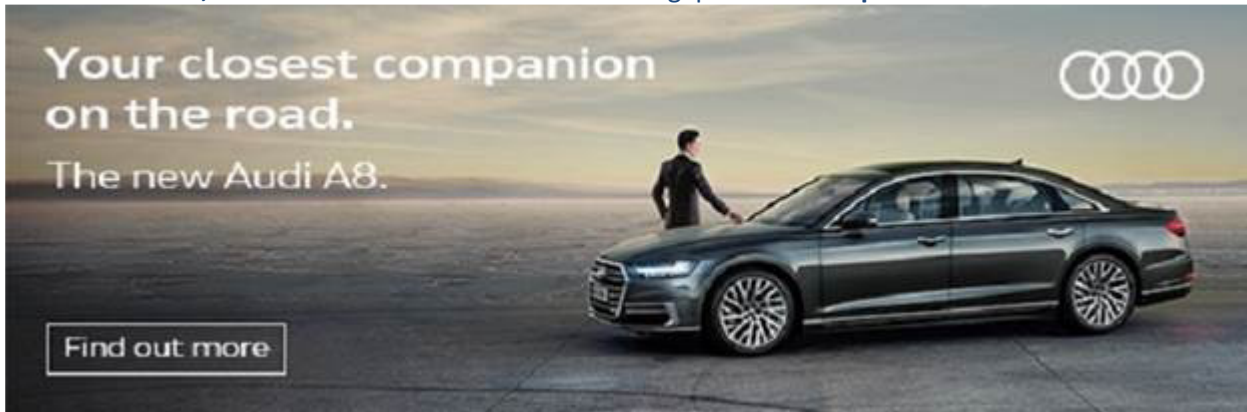
Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Please let us have your reply urgently.

**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
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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 19 September, 2019 4:41 PM
To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Any update on liability clearance ? Kindly revert.

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

Sent: Wednesday, 18 September, 2019 11:56 AM

To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

Attached is the repair estimate for your kind reference.

Kindly assist to update us liability clearance and direct settlement.

Thank you.

Best Regards,
Kelvin Khoo
Claims Advisor

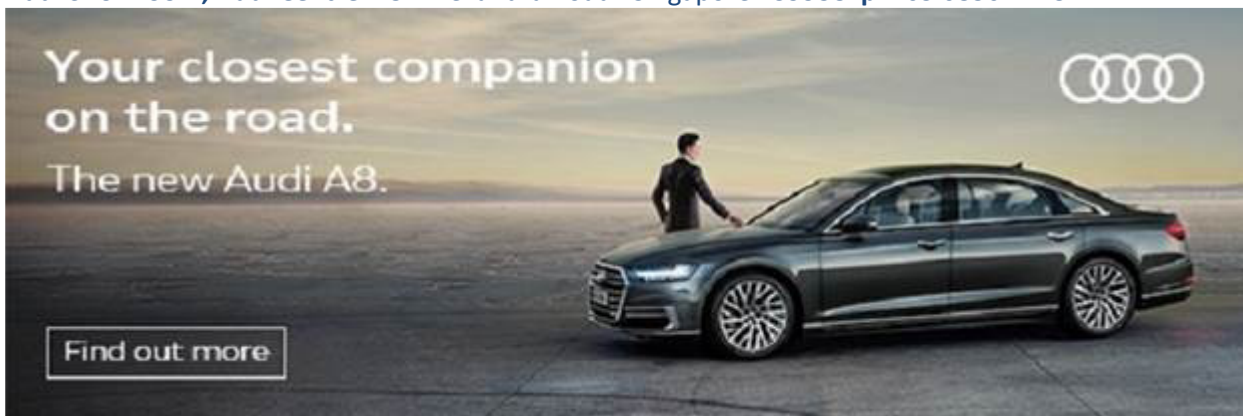
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 17 September, 2019 10:39 AM
To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: FW: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

Dear Khanchna,

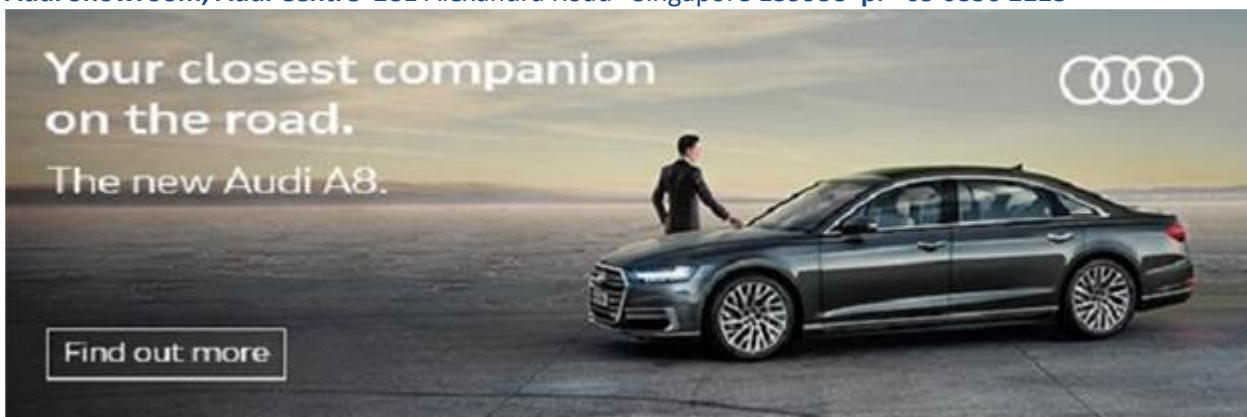
Kindly assist to update us liability clearance and direct settlement.

Attached is the video footage for your kind reference.

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
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From: Shu Pei (LKKAuto) [<mailto:shupe@lkkauto.com>]
Sent: Monday, 16 September, 2019 4:12 PM
To: Claims <claims@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: FW: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019 ****LKK
REF:CC3/AIG19016320/kb3

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 | fax: 6741-4108

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

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

Sent: Saturday, 14 September 2019 1:05 PM

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

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

Subject: ACCIDENT BETWEEN SLV 5105 P(DA) AND YOUR INSURED SLT 230 E(AIG) ON 11/9/2019

Dear all,

Kindly assist in the liability clearance for above mentioned case. We propose for a 100% direct settlement in our client's favour

Please advise who is the officer in-charge we shall liaise with. To avoid dispute during finalisation, we propose for LOU/R at \$100/150 per day.

Attached is the GIA report and video footage for your reference and we will send you the estimate once it is ready.

We will liaise with Adrian directly for survey on 18/9/2019 @ 1030AM.

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 9828 f. +65 6841 1183

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

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