

## Vic (LKKAUTO)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Friday, 24 January, 2020 9:50 AM  
**To:** Vic (LKKAUTO); Admin A; assignments; Adrian Ling (LKKAUTO)  
**Cc:** claims@premiumauto.com.sg  
**Subject:** RE: LOD - ACCIDENT INVOLVING SDP 9111 Y AND YOUR INSURED SMC 9395 G DATED 19/11/2019 - LKK REF CC3/AIG19020573/hb3  
**Attachments:** SAftersales20012409560.pdf

Dear Vic,

Attached LOD for your perusal. We will submit over original documents by hand to Adrian.

Kindly keep a look out and arrange for settlement upon receiving.

Thank you.

**Best Regards,**  
**Nadia**  
**Claims Administrator**

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699  
**p.** +65 8826 8736 **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 Dept [mailto:claims@premiumauto.com.sg]  
**Sent:** Friday, 6 December, 2019 11:43 AM  
**To:** 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>  
**Cc:** 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>  
**Subject:** RE: ACCIDENT INVOLVING SDP 9111 Y AND YOUR INSURED SMC 9395 G DATED 19/11/2019 - LKK REF CC3/AIG19020573/hb3

Dear Vic,

Noted. We accept your offer on direct settlement with 100% liability in our client's favour and

To avoid dispute on the LOU/LOR rate. We will follow the benchmark rate for 1800cc and below ,  
LOU \$60/DAY or LOR \$100/DAY.

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

e.<mailto:claims@premiumauto.com.sg> w. [www.audi.com.sg](http://www.audi.com.sg)

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

**Sent:** Monday, 25 November 2019 2:05 PM

**To:** Claims

**Cc:** Admin A; assignments; Vic (LKKAUTO)

**Subject:** RE: ACCIDENT INVOLVING SDP 9111 Y AND YOUR INSURED SMC 9395 G DATED 19/11/2019 - LKK REF CC3/AIG19020573/hb3

WITHOUT PREJUDICE

Dear George,

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.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

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**From:** Shu Pei (LKKAuto)

**Sent:** Wednesday, 20 November, 2019 2:46 PM

**To:** Claims

**Cc:** Admin A; assignments; Vic (LKKAuto)

**Subject:** RE: ACCIDENT INVOLVING SDP 9111 Y AND YOUR INSURED SMC 9395 G DATED 19/11/2019

Dear George,

We refer to the below email.

Please be informed that we are currently pending for our insured's report.

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

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)

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

**Sent:** Wednesday, 20 November 2019 9:17 AM

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

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

**Subject:** RE: ACCIDENT INVOLVING SDP 9111 Y AND YOUR INSURED SMC 9395 G DATED 19/11/2019

Dear Shu Pei,

Please be informed that the third party is insured with AIG.

Thank you.

Best Regards,  
**George Wong**  
Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
281 Alexandra Road Singapore 159938  
p. +65 6366 2323, option 1  
e. [Claims@premiumauto.com.sg](mailto:Claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)  
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**From:** Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>  
**Sent:** Wednesday, November 20, 2019 9:14 AM  
**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** FW: ACCIDENT INVOLVING SDP 9111 Y AND YOUR INSURED SMC 9395 G DATED 19/11/2019

Dear George,

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](mailto:shupeil@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Tuesday, 19 November 2019 6:05 PM  
**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

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

**Subject:** ACCIDENT INVOLVING SDP 9111 Y AND YOUR INSURED SMC 9395 G DATED 19/11/2019

Dear all,

Kindly assist liability clearance for above mention case We propose 100% direct settlement in our client's favour

Please advise who is the officer in-charge shall we liaise with. To avoid dispute during finalisation we propose LOU/R at \$60/100 per day.

Attached is the GIA report for your reference and We will send you the estimate once ready.

Kindly arrange survey on 25/11/2019, 1PM. Owner waiting.

Address : 281 Alexandra Road Singapore 159938

Thank you.

Best Regards,  
**George Wong**  
Claims Advisor

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

281 Alexandra Road Singapore 159938

p. +65 6366 2323, option 1

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

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