

## **Khanchna (LKK Auto)**

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**From:** Khanchna (LKK Auto)  
**Sent:** 17 August 2020 3:42 PM  
**To:** MT\_Claim\_SG; GERALD POH WEE BIN  
**Cc:** Admin A  
**Subject:** RE: ACCIDENT BETWEEN SLG 9636 C AND YOUR INSURED XD XD 9461 M ON 28/11/2019 [External Confidential]

**LPC ref: 19/19/19/VC05/022713**  
**LKK REF: CC4/LPC19021168/Aka3**

Dear Mr. Gerald,

We refer to the above matter.

Please be informed that there is no development from Third party workshop to date.

In view of no development, we will proceed to submit our report and close 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)

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**From:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

**Sent:** 4 December 2019 2:59 PM

**To:** GERALD POH WEE BIN <geraldpoh@lonpac.com>

**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>

**Subject:** RE: ACCIDENT BETWEEN SLG 9636 C AND YOUR INSURED XD XD 9461 M ON 28/11/2019 [External Confidential]

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

**LPC ref: 19/19/19/VC05/022713**  
**LKK REF: CC4/LPC19021168/Aka3**

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SLG 9636C

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Our case handler in-charge is Khanchna and she can be contacted at DID: 6841 2360.

***To check availability of the case handler, you may contact the undersigned.***

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Sent:** Tuesday, 3 December, 2019 12:14 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Subject:** RE: ACCIDENT BETWEEN SLG 9636 C AND YOUR INSURED XD XD 9461 M ON 28/11/2019  
[External Confidential]

**Lonpac External - Confidential**

Our Ref : 19/19/19/VC05/022713

Dear Mei Kwan,

Attached copy of insured's report for your attention.

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



*Lonpac External - Confidential data is for use by authorised external parties only.*

---

**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

**Sent:** Tuesday, 3 December 2019 12:03 pm

**To:** GERALD POH WEE BIN

**Cc:** MT\_Claim\_SG; Admin A; Khanchna (LKK Auto)

**Subject:** RE: ACCIDENT BETWEEN SLG 9636 C AND YOUR INSURED XD XD 9461 M ON 28/11/2019  
[External Confidential]

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

**LPC REF: 19/19/19/VC05/022713**  
**LKK REF: CC4/LPC19021168/ka3**

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Our case handler in-charge is Khanchna and she can be contacted at DID: 6841 2360.

***To check availability of the case handler, you may contact the undersigned.***

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Friday, 29 November, 2019 12:10 PM

**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: ACCIDENT BETWEEN SLG 9636 C AND YOUR INSURED XD XD 9461 M ON 28/11/2019  
[External Confidential]

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer arrange on 02/12/2019.

Best Regards

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]  
**Sent:** Friday, 29 November 2019 10:58 AM  
**To:** 'assignments@lkkauto.com' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** FW: ACCIDENT BETWEEN SLG 9636 C AND YOUR INSURED XD XD 9461 M ON 28/11/2019  
[External Confidential]

## **Lonpac External - Confidential**

Our Ref : 19/19/19/VC05/022713

Dear Nivitha,

Kindly proceed accordingly.

As for liability, our insured has yet to lodge the report and we are making enquiries.

Best Regards  
Gerald Poh  
Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road, #17-04/07 The Concourse, Singapore 199555  
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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**From:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Friday, 29 November 2019 10:36 am  
**To:** MT\_Claim\_SG  
**Cc:** 'Claims'  
**Subject:** ACCIDENT BETWEEN SLG 9636 C AND YOUR INSURED XD XD 9461 M ON 28/11/2019

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 the officer in-charge we shall liaise with. To avoid dispute during finalisation, we propose for LOU/R at \$100/180 per day.

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

Kindly arrange survey on 2/12/2019, 10am. Vehicle is in our compound.

Best Regards,

**Syafiq**  
**Claims Admin Assistant**

Premium Automobiles Pte Ltd (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699  
p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183  
e. [claims@premiumauto.com.sg](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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[www.avg.com](http://www.avg.com)

## **Khanchna (LKK Auto)**

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**From:** Khanchna (LKK Auto)  
**Sent:** 5 August 2020 2:44 PM  
**To:** Claims  
**Cc:** Admin A  
**Subject:** RE: ACCIDENT BETWEEN SLG 9636 C AND YOUR INSURED XD 9461 M ON 28/11/2019  
[External Confidential]

Without Prejudice

Dear Sir/Madam,

Please confirm whether your client is still pursuing the claim or not.

If we do not hear from you 10 days from today (i.e. until 15/8/2020), we will proceed to close the matter at our end.

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:** Khanchna (LKK Auto)  
**Sent:** Wednesday, 4 December 2019 9:42 AM  
**To:** Claims <claims@premiumauto.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: ACCIDENT BETWEEN SLG 9636 C AND YOUR INSURED XD 9461 M ON 28/11/2019  
[External Confidential]

Without Prejudice

Dear Sir/Madam,

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

Please refer below:



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:** Wednesday, 4 December 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)>; 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: ACCIDENT BETWEEN SLG 9636 C AND YOUR INSURED XD XD 9461 M ON 28/11/2019  
[External Confidential]

Dear Khanchna,

Kindly assist and provide your insured report statement for us.

Thanks

Best Regards,

**TRoy Goh**



## 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](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, 4 December 2019 8:56 AM

**To:** Claims

**Cc:** Admin A

**Subject:** RE: ACCIDENT BETWEEN SLG 9636 C AND YOUR INSURED XD XD 9461 M ON 28/11/2019 [External Confidential]

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

Dear Sir/Madam,

We refer to the above matter.

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

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

**Sent:** Wednesday, 4 December 2019 8:06 AM



**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: ACCIDENT BETWEEN SLG 9636 C AND YOUR INSURED XD XD 9461 M ON 28/11/2019  
[External Confidential]

Dear Khanchna,

Please do let me know the status for the mentioned cases by today.

Thanks

Best Regards,  
**TRoy Goh**  
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

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---

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

**Sent:** Tuesday, 3 December 2019 5:36 PM

**To:** 'Khanchna (LKK Auto)'

**Cc:** 'Claims'

**Subject:** RE: ACCIDENT BETWEEN SLG 9636 C AND YOUR INSURED XD XD 9461 M ON 28/11/2019 [External Confidential]

Dear Khanchna,

Any update?

Thanks

Best Regards,  
**TRoy Goh**  
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

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---

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

**Sent:** Tuesday, 3 December 2019 12:17 PM

**To:** 'Khanchna (LKK Auto)'

**Cc:** 'Claims'

**Subject:** FW: ACCIDENT BETWEEN SLG 9636 C AND YOUR INSURED XD XD 9461 M ON 28/11/2019 [External Confidential]

Forward

Best Regards,

**TRoy Goh**

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

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---

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

**Sent:** Tuesday, 3 December 2019 11:59 AM

**To:** 'Khanchna (LKK Auto)'; 'GERALD POH WEE BIN'

**Cc:** 'Claims'

**Subject:** FW: ACCIDENT BETWEEN SLG 9636 C AND YOUR INSURED XD XD 9461 M ON 28/11/2019 [External Confidential]

Dear Khanchna,

As spoken through a phone call just now, please do let me know the claims status.

Thanks

Best Regards,

**Troy Goh**

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

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---

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

**Sent:** Monday, 2 December 2019 3:46 PM

**To:** 'GERALD POH WEE BIN'; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

**Cc:** 'MT\_Claim\_SG'; 'Claims'

**Subject:** RE: ACCIDENT BETWEEN SLG 9636 C AND YOUR INSURED XD XD 9461 M ON 28/11/2019 [External Confidential]

Dear All,

Survey was just carrier out by this afternoon by surveyor. Herein attached the estimate repair with marking for your kind reference. Please advise on the liability clearance and direct settlement for the mentioned case.

Thanks

Best Regards,

**TRoy Goh**  
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](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)

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---

**From:** GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]

**Sent:** Friday, 29 November 2019 10:58 AM

**To:** 'assignments@lkkauto.com'

**Cc:** MT\_Claim\_SG; 'Claims'

**Subject:** FW: ACCIDENT BETWEEN SLG 9636 C AND YOUR INSURED XD XD 9461 M ON 28/11/2019 [External Confidential]

**Lonpac External - Confidential**

Our Ref : 19/19/19/VC05/022713

Dear Nivitha,

Kindly proceed accordingly.

As for liability, our insured has yet to lodge the report and we are making enquiries.

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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**Sent:** Friday, 29 November 2019 10:36 am

**To:** MT\_Claim\_SG

**Cc:** 'Claims'

**Subject:** ACCIDENT BETWEEN SLG 9636 C AND YOUR INSURED XD XD 9461 M ON 28/11/2019

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Please advise who the officer in-charge we shall liaise with. To avoid dispute during finalisation, we propose for LOU/R at \$100/180 per day.

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

Kindly arrange survey on 2/12/2019, 10am. Vehicle is in our compound.

**Best Regards,**

**Syafiq**

**Claims Admin Assistant**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

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