

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Monday, 17 February 2020 5:56 PM
To: 'Nora Khai PA'; claims@premiumauto.com.sg; Mei Kwan (LKKAUTO); Admin A
Subject: RE: ACCIDENT BETWEEN SBA 3113 J(AIG) AND YOUR INSURED SGK 671 Y(AIG) ON 16/1/2020 *** LKK REF: CC3/AIG20001207/Aes3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

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.

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 base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

In order to expedite the claim process, please forward all relevant documents to us (**LKK**) to proceed on negotiate settlement.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@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>
Sent: Monday, 17 February 2020 5:41 PM
To: claims@premiumauto.com.sg; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: ACCIDENT BETWEEN SBA 3113 J(AIG) AND YOUR INSURED SGK 671 Y(AIG) ON 16/1/2020 *** LKK REF: CC3/AIG20001207/Aes3
Importance: High

Urgent Reply please.

Dear Asher,

We refer to the above matter and to follow up from our latest email sent by Chang Chee Sing dated on 13/2/2020. Kindly advise us the liability clearance and direct settlement.
Hope to hear from you soonest possible.

Thank you.

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 **w.** www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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From: claims@premiumauto.com.sg [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, February 13, 2020 1:01 PM
To: 'Mei Kwan (LKKAUTO)' <Meikwan@lkkauto.com>; 'Asher Sng (LKKAUTO)' <AsherSng@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT BETWEEN SBA 3113 J(AIG) AND YOUR INSURED SGK 671 Y(AIG) ON 16/1/2020 *** LKK REF: CC3/AIG20001207/Aes3

Dear Asher,

Kindly advice on the Liability status please, can we proceed with direct settlement?

Thank you.

Best Regards,
Chang Chee Sing

Premium Automobiles Pte Ltd (Reg No 199902271W)

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

Sent: Tuesday, 11 February 2020 10:50 AM

To: 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>; 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>

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

Subject: RE: ACCIDENT BETWEEN SBA 3113 J(AIG) AND YOUR INSURED SGK 671 Y(AIG) ON 16/1/2020 *** LKK REF: CC3/AIG20001207/Aes3

Dear Asher,

Liability status please, can we proceed with direct settlement?

Best Regards,
Kee Siang
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

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

Sent: Tuesday, 4 February 2020 10:51 AM

To: 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>; 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: ACCIDENT BETWEEN SBA 3113 J(AIG) AND YOUR INSURED SGK 671 Y(AIG) ON 16/1/2020 *** LKK REF: CC3/AIG20001207/Aes3

Good morning Asher,

We hope you have looked into the case.

As accident is reported by our client that it is a clear front to rear collision, we conclude liability should be clear and that we can proceed with direct settlement without delay.

Thank you.

Best Regards,

Nadia

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

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

Sent: Monday, 3 February, 2020 9:54 AM

To: claims@premiumauto.com.sg; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

Subject: RE: ACCIDENT BETWEEN SBA 3113 J(AIG) AND YOUR INSURED SGK 671 Y(AIG) ON 16/1/2020 *** LKK REF: CC3/AIG20001207/Aes3

Dear Sirs / Madam,

Thank you for your email.

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

Hi Asher,

Kindly assist urgently.

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

“Wishing you a Happy and Prosperous Lunar New Year”



Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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

Sent: Friday, 31 January, 2020 8:37 AM

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

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

Subject: RE: ACCIDENT BETWEEN SBA 3113 J(AIG) AND YOUR INSURED SGK 671 Y(AIG) ON 16/1/2020

Hi All,

Kindly assist to update us 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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From: claims@premiumauto.com.sg <claims@premiumauto.com.sg>

Sent: Thursday, 30 January 2020 7:45 AM

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

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

Subject: RE: ACCIDENT BETWEEN SBA 3113 J(AIG) AND YOUR INSURED SGK 671 Y(AIG) ON 16/1/2020

Dear All,

Kindly advise who is the OIC to follow up liability clearance.

**Best Regards,
Kelvin Khoo
Claims Advisor**

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

Sent: Wednesday, 29 January 2020 8:18 AM

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

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

Subject: RE: ACCIDENT BETWEEN SBA 3113 J(AIG) AND YOUR INSURED SGK 671 Y(AIG) ON 16/1/2020

Dear All,

Kindly advise on liability clearance.

Thank you.

**Best Regards,
Kelvin Khoo
Claims Advisor**

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

Sent: Thursday, 23 January 2020 7:43 AM

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

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

Subject: RE: ACCIDENT BETWEEN SBA 3113 J(AIG) AND YOUR INSURED SGK 671 Y(AIG) ON 16/1/2020

Dear All,

Kindly advise on liability clearance.

Thank you.

**Best Regards,
Kelvin Khoo
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)

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

Sent: Tuesday, 21 January 2020 12:45 PM

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

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

Subject: RE: ACCIDENT BETWEEN SBA 3113 J(AIG) AND YOUR INSURED SGK 671 Y(AIG) ON 16/1/2020

Dear All,

Attached is the marked estimate for your reference.

Kindly advise on liability clearance.

Thank you.

**Best Regards,
Kelvin Khoo
Claims Advisor**

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

Sent: Monday, 20 January 2020 4:58 PM

To: claims@premiumauto.com.sg; 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

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

Subject: RE: ACCIDENT BETWEEN SBA 3113 J(AIG) AND YOUR INSURED SGK 671 Y(AIG) ON 16/1/2020

Dear all,

Attached is the estimate for your reference.

**Best Regards,
Syafiq
Claims Admin Assistant**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Saturday, 18 January 2020 9:22 AM

To: 'Admin A'; 'Admin-D (LKKAuto)'; 'SUR'; 'assignments'

Cc: 'Claims'

Subject: ACCIDENT BETWEEN SBA 3113 J(AIG) AND YOUR INSURED SGK 671 Y(AIG) ON 16/1/2020

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 \$60/100 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 21/1/2020, 1130AM, Owner waiting.

Thank You.

**Best Regards,
Kelvin Khoo
Claims Advisor**

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55 Ubi Road 1 Road Singapore 408699

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