

Vic (LKKAUTO)

From: Nora Khai PA <nora.khai@premiumauto.com.sg>
Sent: Wednesday, 8 April, 2020 7:54 PM
To: Vic (LKKAUTO); 'Claims'; Jasper Chua (LKK Auto)
Cc: Admin A
Subject: RE: ACCIDENT INVOLVING SFE 8991P AND SLP 2681U ON 25/01/2020 - LKK REF CC6/AIG20003327/Khs3

Hi Vic,

Can we discuss on this first ? Mr. Teo is adamant he is not at fault.

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

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: Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]
Sent: Wednesday, April 8, 2020 4:28 PM
To: Claims <claims@premiumauto.com.sg>; 'Nora Khai PA' <nora.khai@premiumauto.com.sg>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SFE 8991P AND SLP 2681U ON 25/01/2020 - LKK REF CC6/AIG20003327/Khs3

Without Prejudice

Dear Syafiq,

Received with thanks.

Based on the Insured's video footage, accident took place at the bend.

We will request for evidence from the claimant as well.

If there is no evidence provided, we may look into a 50/50 liability.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

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

Sent: Wednesday, 8 April, 2020 3:34 PM

To: Vic (LKKAuto); 'Nora Khai PA'; Jasper Chua (LKK Auto)

Cc: Admin A; 'Claims'

Subject: RE: ACCIDENT INVOLVING SFE 8991P AND SLP 2681U ON 25/01/2020 - LKK REF CC6/AIG20003327/Khs3

Dear all,

Attached is the video footage for your reference.

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 9828 **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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

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: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Wednesday, 8 April 2020 2:58 PM

To: Nora Khai PA; Jasper Chua (LKK Auto)

Cc: claims@premiumauto.com.sg; Admin A; Vic (LKKAuto)

Subject: RE: ACCIDENT INVOLVING SFE 8991P AND SLP 2681U ON 25/01/2020 - LKK REF CC6/AIG20003327/Khs3

Without Prejudice

Dear Nora,

We refer to your below email.

We did not receive the video footage.

Kindly resend the video and make sure the file size is not more than 5MB.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: Nora Khai PA [<mailto:nora.khai@premiumauto.com.sg>]
Sent: Tuesday, 7 April, 2020 6:34 PM
To: Jasper Chua (LKK Auto); Vic (LKKAuto)
Cc: claims@premiumauto.com.sg
Subject: RE: ACCIDENT INVOLVING SFE 8991P AND SLP 2681U ON 25/01/2020

Hi Jasper,

Have you seen the video ? Any comment that you can share? We are assisting owner to do a third party claim.

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

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: Nora Khai PA [<mailto:nora.khai@premiumauto.com.sg>]
Sent: Wednesday, April 1, 2020 1:18 PM
To: jasperchua@lkkauto.com; vicalpeh@lkkauto.com
Cc: claims@premiumauto.com.sg
Subject: FW: ACCIDENT INVOLVING SFE 8991P AND SLP 2681U ON 25/01/2020

Hi Jasper ,

Attached is the video footage for SFE 8991 P. Please assist Mr. Teo to fight for this case.

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

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: Den Teo [<mailto:denverteo@gmail.com>]

Sent: Saturday, March 28, 2020 11:09 AM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Nora Khai PA <NORA.KHAI@PREMIUMAUTO.COM.SG>

Subject: Re: ACCIDENT INVOLVING SFE 89941P AND SLP 2681U ON 25/01/2020

Hi Jasper,

Thank you for your email. Ms. Nora from premium Auto will assist me in providing my information in claiming against SLP2681U.

Thanks.

Den

On 27 Mar 2020, at 5:05 PM, Jasper Chua (LKK Auto) <jasperchua@lkkauto.com> wrote:

Our Ref: CC6/AIG20003327/Khs3

27 March 2020

Teo Jia Wei

Dear Sir/Madam,

ACCIDENT INVOLVING SFE 89941P AND SLP 2681U ON 25/01/2020

We refer to the above accident where we are acting for AIG Asia Pacific Insurance Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Kindly note that we have reviewed this matter and would like to advise that you and/or your authorized driver may not be absolved from blame for this accident.

If you have evidence/information to prove that we should not settle the third party claim, kindly let us have them in writing within the next 10 days i.e. by **07/04/2020**, after we shall proceed with negotiation with Third Party claimant on the **without prejudice basis** and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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