



Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/AIG20005775/Aga3

10 JUNE 2020

**POPULAR RENT A CAR PTE LTD**

501 Guillemard Rd  
Singapore 399840

Dear Sir/Madam,

**ACCIDENT INVOLVING SLJ 2946M & SFS 989B ON 12/05/2020**

We refer to the above accident. We are the Appointed Surveyor and Loss Adjuster Company by your Motor Insurer (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.

This is to inform you that we received a Third Party Claim from **SFS 989B**.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

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.

Yours faithfully,

Cecilia Chong  
Case Handler  
DID: 6749 4274  
FAX: 6741 4108  
EMAIL: [ceciliachong@lkkauto.com](mailto:ceciliachong@lkkauto.com)

c.c AIG Asia Pacific Insurance Pte Ltd  
(Motor Claims Dept)

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Tuesday, 3 November 2020 10:54 AM  
**To:** Norsiah.MdNoor@aig.com  
**Subject:** YOUR REF: 0835342886SG (OUR REF: CC3/AIG20005775/Aga3 ) \*\*\* ACCIDENT INVOLVING SLJ 2946M & SFS 989B ON 12/05/2020 \*\*\*  
**Attachments:** EMAIL FROM TP.pdf

Dear Norsiah,

Attached is a copy of email from TP for your reference.

TP repairer inform that their client is withdrawing of claim.

We will upload the email attached in merimen and close off the case as WP as survey has been done.

Thanks

**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,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@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.*

## Cecilia Chong (LKK Auto)

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**From:** Premiumauto Claims <claims@premiumauto.com.sg>  
**Sent:** Friday, 30 October 2020 1:39 PM  
**To:** 'Joreen Ang'; Cecilia Chong (LKK Auto)  
**Cc:** Claims  
**Subject:** RE: ACCIDENT BETWEEN SFS 989 B AND YOUR INSURED SLJ 2946 M ON 12/5/2020 \*\*\*  
LKK REF: CC3/AIG20005775/Aga3  
**Attachments:** SAftersales20103011170\_0001.jpg

Dear Joreen,

Owner will repair himself.

Attached is the addendum form. Kindly assist to convert the report.

Thank you.

**Best Regards,  
Terrence Tan  
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](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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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

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**From:** Joreen Ang [mailto:[Joreen.Ang@income.com.sg](mailto:Joreen.Ang@income.com.sg)]  
**Sent:** Friday, 30 October, 2020 12:16 PM  
**To:** Premiumauto Claims <claims@premiumauto.com.sg>; 'Cecilia Chong (LKK Auto)' <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Subject:** RE: ACCIDENT BETWEEN SFS 989 B AND YOUR INSURED SLJ 2946 M ON 12/5/2020 \*\*\* LKK REF: CC3/AIG20005775/Aga3

Dear Terrence,

As your email mention below SFS989B is doing repair outside.

Can confirm is this means he is still claiming third party?

If he is dropping the case and want to revert to "reporting only" , please let him sign on the attached addendum form to indicate the change.

We will amend accordingly once receive the addendum form.

Thank you

**Joreen Ang**

Senior Admin Assistant

Operations, Motor & Personal Lines



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

**Sent:** Friday, 30 October 2020 11:39 AM

**To:** 'Cecilia Chong (LKK Auto)'; Joreen Ang

**Cc:** Claims

**Subject:** RE: ACCIDENT BETWEEN SFS 989 B AND YOUR INSURED SLJ 2946 M ON 12/5/2020 \*\*\* LKK REF: CC3/AIG20005775/Aga3

**[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you can confirm the sender and know the content is safe.]**

Dear Cecilia,

Please be informed that our client refuse to accept for 50% settlement.

He decide to do the repair outside.

We will proceed to close this case on our end.

Aside to Joreen,

Kindly assist to amend the report to reporting only and send us a copy.

Thank you.

**Best Regards,**

**Terrence Tan**

**Claims Advisor**

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