

Re: ACCIDENT BETWEEN SGD 223 U AND YOUR INSURED SDE 8008 C ON 9/6/2020

Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Fri 6/19/2020 10:59 AM

To: Claims Dept <claims@premiumauto.com.sg>; Su Li (LKK Auto) <suli@lkkauto.com>

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

'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 via email.

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)

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.

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

Sent: Friday, June 19, 2020 10:02 AM

To: 'Claims Dept' <claims@premiumauto.com.sg>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Su Li (LKK Auto) <suli@lkkauto.com>

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

Subject: RE: ACCIDENT BETWEEN SGD 223 U AND YOUR INSURED SDE 8008 C ON 9/6/2020

Dear Asher,

Refer above letter from your insured and agreed to settle the claim.

Kindly assist on liability clearance.

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

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

Sent: Tuesday, 16 June 2020 4:32 PM

To: 'Asher Sng (LKKAuto)'; 'Su Li (LKK Auto)'

Cc: 'Admin A'; 'Claims Dept'

Subject: RE: ACCIDENT BETWEEN SGD 223 U AND YOUR INSURED SDE 8008 C ON 9/6/2020

Dear Asher,

Noted and we update to you again.

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

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: Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]

Sent: Tuesday, 16 June 2020 4:16 PM

To: Claims; Su Li (LKK Auto)

Cc: Admin A

Subject: Re: ACCIDENT BETWEEN SGD 223 U AND YOUR INSURED SDE 8008 C ON 9/6/2020

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Hi Sir,

We refer to the above matter.

Please be informed that liability is unclear for this matter. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, we would like to request a copy of video footage/witness statement/scene photos(if any) in order for us to look into the matter.

We shall revert upon hearing from you.

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)

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.

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

Sent: Tuesday, June 16, 2020 3:50 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Su Li (LKK Auto) <suli@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT BETWEEN SGD 223 U AND YOUR INSURED SDE 8008 C ON 9/6/2020

Dear Asher,

Kindly advise on liability clearance.

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

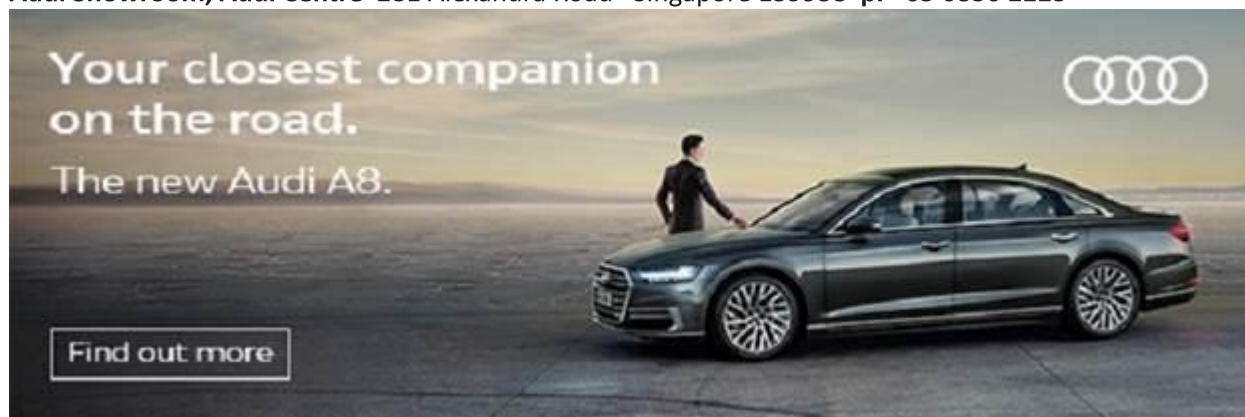
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

e. claims@premiumauto.com.sg **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: Claims Dept <claims@premiumauto.com.sg>

Sent: Friday, 12 June 2020 4:51 PM

To: 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>; 'Su Li (LKK Auto)' <suli@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT BETWEEN SGD 223 U AND YOUR INSURED SDE 8008 C ON 9/6/2020

Dear Asher,

Please call me.

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

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: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

Sent: Friday, 12 June 2020 4:15 PM

To: Claims Dept; Su Li (LKK Auto)

Cc: Admin A

Subject: Re: ACCIDENT BETWEEN SGD 223 U AND YOUR INSURED SDE 8008 C ON 9/6/2020

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Hi Tony,

We refer to the email below.

Our insured mention that he not sure who cause the accident as per he reported.

Please check with your client do he have any evidence like scene photo or video to support his version.

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)

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.

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Friday, June 12, 2020 2:39 PM
To: Su Li (LKK Auto) <suli@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT BETWEEN SGD 223 U AND YOUR INSURED SDE 8008 C ON 9/6/2020

Dear Asher,

Refer to this case. Our client don't have any accident photo.

However our client had contact your insured and admitted is his fault.

You may contact your insured for clarification.

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
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: Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]
Sent: Thursday, 11 June 2020 5:34 PM
To: Claims Dept
Cc: Admin A; Asher Sng (LKKAuto)
Subject: RE: ACCIDENT BETWEEN SGD 223 U AND YOUR INSURED SDE 8008 C ON 9/6/2020

Without Prejudice

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the attached OI's sketch plan and statement.

SKETCH PLAN

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

WAS DRIVING AT AMK AVE 1, TOWARDS CTE
AROUND 7:30 AM WHEN THIS MINOR ACCIDENT
OCCURRED. I WAS NOT SURE WHO CAUSED THE
ACCIDENT, HOWEVER MY LEFT FRONT BUMPER
(AND) WAS IN CONTACT WITH THE OTHER VEHICLE
REAR RIGHT PASSENGER SIDE.

Please note that for liability, claim negotiation and settlement, please contact Asher via email.

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

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

* 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.

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: SuLi@lkkauto.com | Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

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

Sent: Thursday, 11 June 2020 5:21 PM

To: Su Li (LKK Auto)

Cc: Admin A; Asher Sng (LKKAUTO); 'Claims Dept'

Subject: RE: ACCIDENT BETWEEN SGD 223 U AND YOUR INSURED SDE 8008 C ON 9/6/2020

Dear Asher,

Do you receive the report from your insured?

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**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: Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]**Sent:** Wednesday, 10 June 2020 10:30 AM**To:** Claims Dept**Cc:** Admin A; Asher Sng (LKKAuto)**Subject:** RE: ACCIDENT BETWEEN SGD 223 U AND YOUR INSURED SDE 8008 C ON 9/6/2020

Without Prejudice

Dear Sirs / Madam,

We refer to the above matter.

Please be informed that we are currently pending for our principal to release OI GIA report.

Kindly note that for liability, claim negotiation and settlement, please contact Asher via email.

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

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

* 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.

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: SuLi@lkkauto.com | Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

From: Claims Dept [<mailto:claims@premiumauto.com.sg>]**Sent:** Wednesday, 10 June 2020 9:43 AM

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

Cc: 'Claims Dept'

Subject: RE: ACCIDENT BETWEEN SGD 223 U AND YOUR INSURED SDE 8008 C ON 9/6/2020

Dear all,

Kindly let us know OIC of this case and liability clearance.

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

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: Summer Lee (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Tuesday, 9 June 2020 4:05 PM

To: 'Claims'; 'Admin A'; 'SUR'; 'assignments'

Subject: RE: ACCIDENT BETWEEN SGD 223 U AND YOUR INSURED SDE 8008 C ON 9/6/2020

Dear Syafiq,

Noted with thanks.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

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

Sent: Tuesday, 9 June, 2020 4:00 PM

To: 'Admin A' <admin-a@lkkauto.com>; 'Summer Lee (LKK Auto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>

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

Subject: ACCIDENT BETWEEN SGD 223 U AND YOUR INSURED SDE 8008 C ON 9/6/2020

Dear all,

Kindly assist in the liability clearance for the 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 \$60/100 per day.

Attached are the GIA report and estimate for your reference.

Kindly arrange survey on 11/6/2020, 10.30AM.

We are claiming against AIG.

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.