

Asher Sng (LKKAuto)

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Wednesday, 10 November 2021 4:26 PM
To: Asher Sng (LKKAuto)
Cc: Admin A; Hsiao Tong (LKKAuto); 'Claims Dept'
Subject: RE: LOD - ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/R1ea3

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Asher,

Our client confirms that he will let us handle his loss of use.

Kindly expedite the settlement.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e.<mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



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

Sent: Wednesday, 10 November 2021 3:57 PM

To: Claims

Cc: Admin A; Hsiao Tong (LKKAuto)

Subject: RE: LOD - ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/R1ea3

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Hi Nadia,

We refer to the above matter.

Our principal would like to confirmed if your client is claiming the loss of use through workshop as AIG have received informantion that your client is claiming loss of use on his own.

Kindly confirm on the above in order for us to process with any offer or settlement.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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

Sent: Tuesday, 9 November 2021 11:15 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: LOD - ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/R1ea3

Dear Sir / 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,

Case trf under your care.

Kindly assist.

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 | fax: 67414108

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, 9 November, 2021 10:19 AM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: LOD - ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/R1ba3

Hi Jasper,

Any issues with the case? Please let us know if you have any enquiries regarding the case so we may close.

Thank you.

Best Regards,
Nadia Hani
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9911 **m.** +65 8826 8736

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 <claims@premiumauto.com.sg>

Sent: Wednesday, 22 September 2021 12:30 PM

To: 'Jasper Chua (LKK Auto)' <jasperchua@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: LOD - ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/R1ba3

Dear Jasper,

Kindly advise has the payment been process?

It's been a month and yet we haven't receive any reply from you.

Thank you.

Best Regards,
Jennis Tan
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9911 m. +65 8826 8736
e. claims@premiumauto.com.sg w. www.audi.com.sg
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From: Claims Dept <claims@premiumauto.com.sg>
Sent: Thursday, 9 September 2021 2:57 PM
To: 'Claims' <claims@premiumauto.com.sg>; 'Jasper Chua (LKK Auto)' <jasperchua@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>
Subject: RE: LOD - ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/R1ba3

Dear Jasper,

Is there any update for this case payment? Kindly update us urgently.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

◆ PREMIUM AUTOMOBILES
(Reg No 199902271W)
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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 8 September 2021 3:50 PM
To: 'Jasper Chua (LKK Auto)'; 'Admin A'; 'Hsiao Tong (LKKAuto)'
Cc: claims@premiumauto.com.sg
Subject: LOD - ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/R1ba3

Dear jasper,

Any update?

Thank you.

Best Regards,
Jennis Tan
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 **d.** +65 6768 9911 **m.** +65 8826 8736
e. claims@premiumauto.com.sg **w.** www.audi.com.sg
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From: Claims <claims@premiumauto.com.sg>
Sent: Monday, 17 May 2021 12:04 PM
To: 'Jasper Chua (LKK Auto)' <jasperchua@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Hsiao Tong (LKKAuto)'

<chewht@lkkauto.com>

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

Subject: RE: LOD - ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/R1ba3

Dear Jasper,

Attached LOD for your perusal. We will be submitting the original documents to Adrian by hand.

Please arrange for settlement upon receipt.

Thank you.

Best Regards,
Nadia Hani
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9911 **m.** +65 8826 8736

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

Sent: Monday, 26 April 2021 3:37 PM

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

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/R1ba3

Dear Jasper,

Attached authorization letter for your kind reference.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

◆ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

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From: Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]

Sent: Friday, 23 April 2021 3:05 PM

To: Claims Dept

Cc: Admin A; Hsiao Tong (LKKAuto)

Subject: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/R1ba3

WITHOUT PREJUDICE

Dear Tony,

We refer to the matter above. Kindly advise

1. whether it's convenient to send us a copy of the Release Voucher upon vehicle SMQ 7771T (changed to SJN 8788R) done with the repair.
2. Any documentation relating to initial discharge of the vehicle prior to repairs.

Thanks

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)

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

Sent: Monday, 22 February 2021 9:58 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/R1ba3

Dear Jasper,

Noted. We accept your offer on the direct settlement with 100% liability in our client's favor. We propose LOU \$100/day or LOR \$160/day.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

◆ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e. <mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

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From: Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]

Sent: Friday, 19 February 2021 10:13 AM

To: Claims Dept

Cc: Admin A; Hsiao Tong (LKKAuto)

Subject: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/R1ba3

WITHOUT PREJUDICE

Dear Sirs/Madam,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both party, the liability is clear subject to the BOLA guideline settlement. 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 and admission of any liability to our Insured's part. 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 be based on the number of days of repair as recommended by our surveyor and approved by our principal.

Kindly proceed to repair vehicle and forward the LOD and all supporting documents to us if available to proceed with the settlement.

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,

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)

From: Jasper Chua (LKK Auto)

Sent: Monday, 1 February 2021 4:13 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Tony,

Please directly call AIG officer -Jeremy (6419 1767) for updates required and inform the claimant accordingly.

Thanks

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)

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

Sent: Monday, 1 February 2021 9:17 AM

To: 'Claims Dept' <claims@premiumauto.com.sg>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

Any update on this case?

Thank you.

Best Regards,

Tony Foong

Claims Advisor

◆ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e.<mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

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

Sent: Tuesday, 26 January 2021 10:20 AM

To: 'Claims Dept'; 'Jasper Chua (LKK Auto)'

Cc: 'Admin A'; 'Hsiao Tong (LKKAuto)'

Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper/ Hsiao Tong,

Can let us know what happen on this case?

Thank you.

Best Regards,

Tony Foong

Claims Advisor

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 21 January 2021 8:12 AM
To: 'Claims Dept'; 'Jasper Chua (LKK Auto)'
Cc: 'Admin A'; 'Hsiao Tong (LKKAuto)'; 'Claims'
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper/ Hsiao Tong,

Can let us know what happen on this case?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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(Reg No 199902271W)

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p. +65 6366 2323, d. +65 67689828

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 18 January 2021 10:44 AM
To: 'Claims Dept'; 'Jasper Chua (LKK Auto)'
Cc: 'Admin A'; 'Hsiao Tong (LKKAuto)'
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Hello Jasper,

Any update?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

◆ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 15 January 2021 8:03 AM
To: 'Claims Dept'; 'Jasper Chua (LKK Auto)'
Cc: 'Admin A'; 'Hsiao Tong (LKKAuto)'
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

Any update on this?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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(Reg No 199902271W)

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

Sent: Thursday, 14 January 2021 9:25 AM

To: 'Jasper Chua (LKK Auto)'

Cc: 'Admin A'; 'Hsiao Tong (LKKAuto)'; 'Claims Dept'

Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

We understand from owner there will be an update on 1-2 days.

Have any update and let us know.

Thank you.

Best Regards,

Tony Foong

Claims Advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

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From: Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]
Sent: Wednesday, 13 January 2021 10:38 AM
To: Claims Dept
Cc: Admin A; Hsiao Tong (LKKAuto)
Subject: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

WITHOUT PREJUDICE

Dear Sir/Mdm,

We are in the midst of clearing our insured on liability.

We will get back to you for an update/offer in due course.

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,

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)

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Wednesday, 13 January 2021 10:29 AM
To: 'Claims Dept' <claims@premiumauto.com.sg>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Jasper?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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

Sent: Monday, 11 January 2021 5:36 PM

To: 'Jasper Chua (LKK Auto)'

Cc: 'Admin A'; 'Hsiao Tong (LKKAuto)'; 'Claims Dept'

Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

We understand from owner, there will be an update on today.

Please update us.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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(Reg No 199902271W)

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From: Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]
Sent: Wednesday, 6 January 2021 4:17 PM
To: Claims Dept
Cc: Admin A; Hsiao Tong (LKKAuto)
Subject: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

WITHOUT PREJUDICE

Dear Sir/Mdm,

We are in the midst of clearing our insured on liability.

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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,

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)

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Tuesday, 5 January 2021 5:22 PM
To: 'Claims Dept' <claims@premiumauto.com.sg>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Hsiao Tony / Jasper,

Any update on this case?

Owner is chasing.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e. <mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



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

Sent: Wednesday, 30 December 2020 4:07 PM

To: 'Claims Dept'; 'Jasper Chua (LKK Auto)'

Cc: 'Admin A'; 'Hsiao Tong (LKKAuto)'

Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Hsiao Tony / Jasper,

Any update on this case?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e. <mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 23 December 2020 8:25 AM
To: 'Claims Dept'; 'Jasper Chua (LKK Auto)'
Cc: 'Admin A'; 'Hsiao Tong (LKKAuto)'
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Hsiao Tong/ Jasper,

Any update on this case?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

◆ **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e.<mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 21 December 2020 2:51 PM
To: 'Claims Dept'; 'Jasper Chua (LKK Auto)'
Cc: 'Admin A'; 'Hsiao Tong (LKKAuto)'
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Hsiao Tong,

Attached video footage for your kind reference.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

❖ PREMIUM AUTOMOBILES
(Reg No 199902271W)
55 Ubi Road 1 Singapore 408699
p. +65 6366 2323, d. +65 67689828
e.<mailto:claims@premiumauto.com.sg> w. www.audi.com.sg
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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 18 December 2020 9:10 AM
To: 'Claims Dept'; 'Jasper Chua (LKK Auto)'
Cc: 'Admin A'; 'Hsiao Tong (LKKAuto)'
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

Is there any update on this case?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e. <mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

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

Sent: Wednesday, 16 December 2020 4:39 PM

To: 'Jasper Chua (LKK Auto)'

Cc: 'Admin A'; 'Hsiao Tong (LKKAuto)'; 'Claims Dept'

Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

Attached is the Police investigation result that shows your insured had committed the offense that we had send to you on 7 December.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e. <mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

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From: Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]
Sent: Wednesday, 16 December 2020 2:57 PM
To: Claims
Cc: Admin A; Hsiao Tong (LKKAuto)
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

WITHOUT PREJUDICE

Dear Tony ,

Kindly send us a longer version of your client vehicle video footage to show our insured driver vehicle was involved in the accident.

We need to clear our insured first before giving liability clearance.

Thanks

"Best Wishes for Merry Christmas & Happy New Year 2021"

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)

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 10 December 2020 9:16 PM
To: 'Claims Dept' <claims@premiumauto.com.sg>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

Any update on liability clearance?

Best Regards,
Tony Foong
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



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

Sent: Monday, 7 December 2020 7:27 PM

To: 'Jasper Chua (LKK Auto)'

Cc: 'Admin A'; 'Hsiao Tong (LKKAuto)'; 'Claims Dept'

Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

Attached PIR result for your kind reference.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

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From: Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]
Sent: Friday, 4 December 2020 12:05 PM
To: Claims Dept
Cc: Admin A; Hsiao Tong (LKKAuto)
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

WITHOUT PREJUDICE

Dear Tony,

We just received our insured report.

We will revert with liability soon.

Thanks

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)

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Friday, 4 December 2020 11:29 AM
To: 'Claims Dept' <claims@premiumauto.com.sg>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Jasper?

Best Regards,
Tony Foong
Claims Advisor

 PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

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

Sent: Thursday, 3 December 2020 9:06 AM

To: 'Claims Dept'; 'Jasper Chua (LKK Auto)'

Cc: 'Admin A'; 'Hsiao Tong (LKKAuto)'

Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

Please revert.....

Thank you.

Best Regards,

Tony Foong

Claims Advisor

◆ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e.<mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 25 November 2020 4:34 PM
To: 'Claims Dept'; 'Jasper Chua (LKK Auto)'
Cc: 'Admin A'; 'Hsiao Tong (LKKAuto)'; 'Claims Dept'
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

Any update on your insured report?

Kindly advise.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

◆ PREMIUM AUTOMOBILES
(Reg No 199902271W)
55 Ubi Road 1 Singapore 408699
p. +65 6366 2323, d. +65 67689828
e.<mailto:claims@premiumauto.com.sg> w. www.audi.com.sg
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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 18 November 2020 9:34 AM
To: 'Claims Dept'; 'Jasper Chua (LKK Auto)'
Cc: 'Admin A'; 'Hsiao Tong (LKKAuto)'
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

Have your insured file the accident report?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e. <mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

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

Sent: Monday, 9 November 2020 2:03 PM

To: 'Claims Dept'; 'Jasper Chua (LKK Auto)'

Cc: 'Admin A'; 'Hsiao Tong (LKKAuto)'

Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

Any update?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e. <mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 6 November 2020 9:17 AM
To: 'Claims Dept'; 'Jasper Chua (LKK Auto)'
Cc: 'Admin A'; 'Hsiao Tong (LKKAuto)'
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

Have your insured file the report?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

◆ **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e.<mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 29 October 2020 9:45 AM
To: 'Jasper Chua (LKK Auto)'
Cc: 'Admin A'; 'Hsiao Tong (LKKAuto)'; 'Claims Dept'
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

Thanks for your reply.

Noted and we follow up with you next week again.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

◆ PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e.<mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

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From: Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]
Sent: Thursday, 29 October 2020 9:42 AM
To: Claims Dept
Cc: Admin A; Hsiao Tong (LKKAuto)
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

WITHOUT PREJUDICE

We refer to the matter above.

Sorry for the late reply . We are currently still pending for our insured accident report.

We will revert once we received.

Thanks

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)

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

Sent: Thursday, 29 October 2020 9:38 AM

To: 'Claims Dept' <claims@premiumauto.com.sg>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

We have send numerous email to follow up this claim, but no reply.

If you are not the officer in-charge of this claim, please let us know or should we liaise with?

Kindly revert urgently.

Thank you.

Best Regards,

Tony Foong

Claims Advisor

❖ **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

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

Sent: Friday, 23 October 2020 9:19 AM

To: 'Claims Dept'; 'Jasper Chua (LKK Auto)'

Cc: 'Admin A'

Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

Any update?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

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

Sent: Monday, 19 October 2020 8:27 PM

To: 'Claims Dept'; 'Jasper Chua (LKK Auto)'

Cc: 'Admin A'

Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

Refer above mention case. Have your insured file the report?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699
p. +65 6366 2323, d. +65 67689828
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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 15 October 2020 3:11 PM
To: 'Claims Dept'; 'Jasper Chua (LKK Auto)'
Cc: 'Admin A'
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

Any update?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

❖ PREMIUM AUTOMOBILES
(Reg No 199902271W)
55 Ubi Road 1 Singapore 408699
p. +65 6366 2323, d. +65 67689828
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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 13 October 2020 8:19 AM
To: 'Jasper Chua (LKK Auto)'
Cc: 'Admin A'; 'Claims Dept'
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

Have your insured file the report?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

❖ PREMIUM AUTOMOBILES
(Reg No 199902271W)
55 Ubi Road 1 Singapore 408699
p. +65 6366 2323, d. +65 67689828
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From: Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]
Sent: Tuesday, 6 October 2020 9:30 AM
To: Claims Dept
Cc: Admin A
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

WITHOUT PREJUDICE

Dear Tony,

We are currently still pending for our insured GIA report

We will revert once we received.

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)

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

Sent: Monday, 5 October 2020 8:30 PM

To: 'Claims Dept' <claims@premiumauto.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

Refer email below, any update?

Thank you.

Best Regards,

Tony Foong

Claims Advisor

❖ **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

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

Sent: Friday, 2 October 2020 9:16 AM

To: 'Claims Dept'; 'Mei Kwan (LKKAuto)'

Cc: 'Admin A'; 'Jasper Chua (LKK Auto)'

Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Jasper,

Kindly assist to check have your insured have file the report?

If yes, Kindly assist check for liability clearance.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

PREMIUM AUTOMOBILES

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e. <mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



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

Sent: Wednesday, 23 September 2020 10:45 AM

To: 'Mei Kwan (LKKAuto)'

Cc: 'Admin A'; 'Jasper Chua (LKK Auto)'; 'Claims Dept'

Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Mei Kwan,

Attached addendum GIA report for your kind reference.

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 67689828

e. <mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Wednesday, 16 September 2020 9:10 PM
To: Claims Dept
Cc: Admin A; Jasper Chua (LKK Auto)
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Tony,

Please submit addendum GIA.

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)

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 [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 16 September 2020 8:55 PM
To: Mei Kwan (LKKAuto)
Cc: Admin A; Jasper Chua (LKK Auto); 'Claims Dept'
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Dear Mei Kwan,

The accident happen on 12:15pm.

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 67689828
e.<mailto:claims@premiumauto.com.sg> w. www.audi.com.sg
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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Wednesday, 16 September 2020 6:21 PM
To: Claims
Cc: Admin A; Jasper Chua (LKK Auto)
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020 *** LKK REF: CC3/AIG20009908/ba3

Hi all,

OI has yet to report.

Please confirm time of accident.

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)

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 [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 16 September 2020 3:23 PM
To: Admin A; Admin-D (LKKAuto)
Cc: 'Claims'
Subject: RE: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020

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
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



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From: Claims Dept <claims@premiumauto.com.sg>
Sent: Tuesday, 15 September 2020 4:20 PM
To: 'Admin A' <admin-a@lkkauto.com>; 'Summer Lee (LKK Auto)' <admin-d@lkkauto.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: ACCIDENT BETWEEN SMQ 7771 T AND YOUR INSURED SCM 9995 R ON 19062020

Dear all,

Kindly assist in the liability clearance for the above mentioned case. We propose for 100% direct settlement in our clients favour.

We herein attached the GIA report for your reference.
we will forward you the estimate once is available.

Aside to Survey Team,

Please arrange survey on 17/9/2020@10am, owner waiting.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
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