Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Wednesday, 3 February 2021 2:09 PM
To: Claims Dept
Cc: Admin A; SUR; Admin-D (LKKAuto); Celine Fong (LKKAuto)
Subject: RE: ACCIDENT BETWEEN SFP 3193 B AND YOUR INSURED YP 6941 X ON 18/1/2021

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SFP 3193 B** **(Excess $1,100/-).**

NEW / OLD parts photos required after repair & before paint photos showing all parts replaced are required.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their rights **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Wednesday, 3 February 2021 10:26 AM
To: Claims Dept <claims@premiumauto.com.sg>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>
Subject: RE: ACCIDENT BETWEEN SFP 3193 B AND YOUR INSURED YP 6941 X ON 18/1/2021

Dear Tony,

Pending approval, will chase AIG very hard.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Wednesday, 3 February 2021 10:23 AM
To: 'Claims Dept' <claims@premiumauto.com.sg>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>
Subject: RE: ACCIDENT BETWEEN SFP 3193 B AND YOUR INSURED YP 6941 X ON 18/1/2021

Dear Celine,

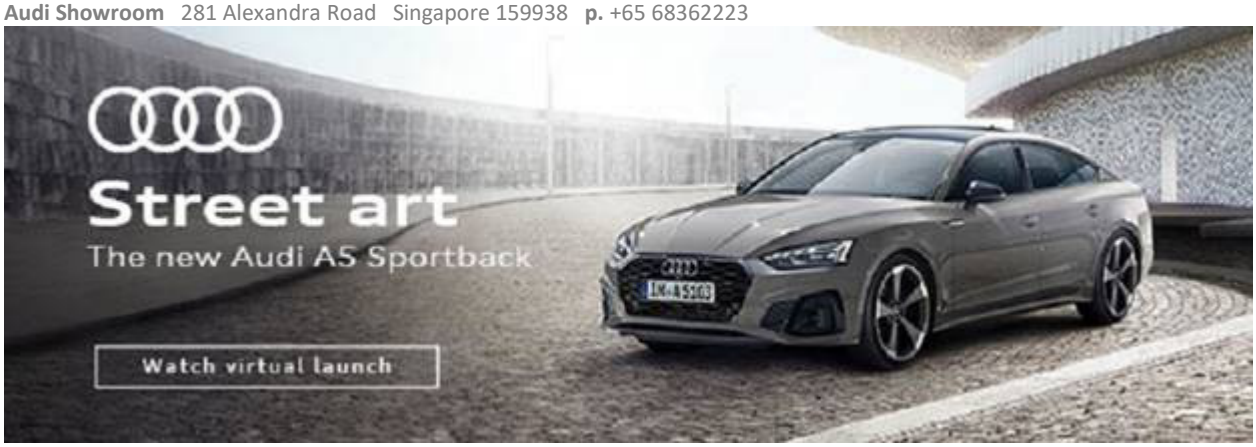
Kindly assist in checking who is handling this OD claim. There is no reply for a few days, and the owner is chasing.

Appreciate it if you can assist with this.

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: Tuesday, 2 February 2021 1:13 PM
To: 'Claims Dept'; 'Cecilia Chong (LKK Auto)'; 'Mei Kwan (LKKAuto)'
Cc: 'Admin A'; 'SUR'; 'Admin-D (LKKAuto)'
Subject: RE: ACCIDENT BETWEEN SFP 3193 B AND YOUR INSURED YP 6941 X ON 18/1/2021

Dear Sur,

Any update on repair approval?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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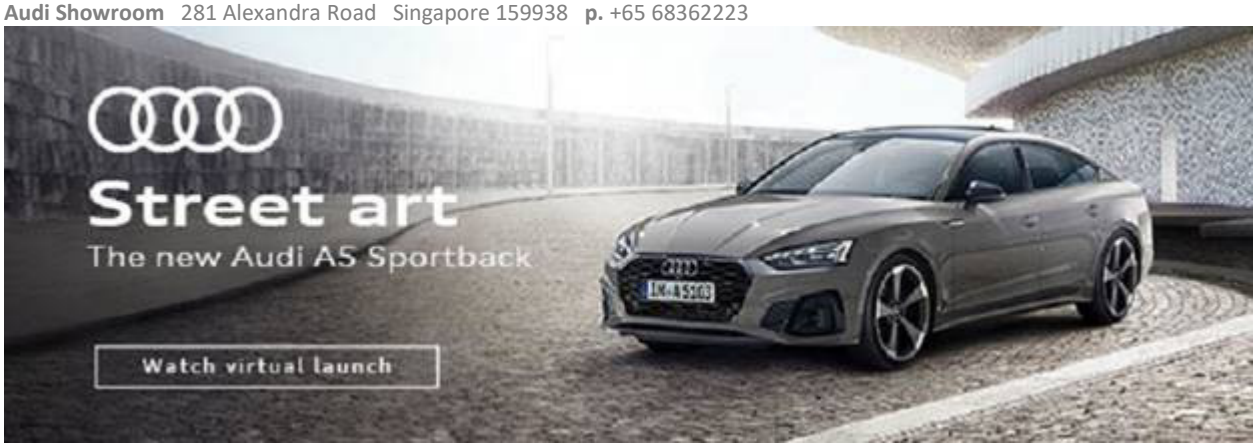

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From: Claims Dept [mailto:claims@premiumauto.com.sg]
Sent: Monday, 1 February 2021 9:17 AM
To: 'Claims Dept'; 'Cecilia Chong (LKK Auto)'; 'Mei Kwan (LKKAuto)'
Cc: 'Admin A'; 'SUR'; 'Admin-D (LKKAuto)'
Subject: RE: ACCIDENT BETWEEN SFP 3193 B AND YOUR INSURED YP 6941 X ON 18/1/2021

Dear SUR,

Any update on repair approval?

Thank you.

Best Regards,

Tony Foong
Claims Advisor

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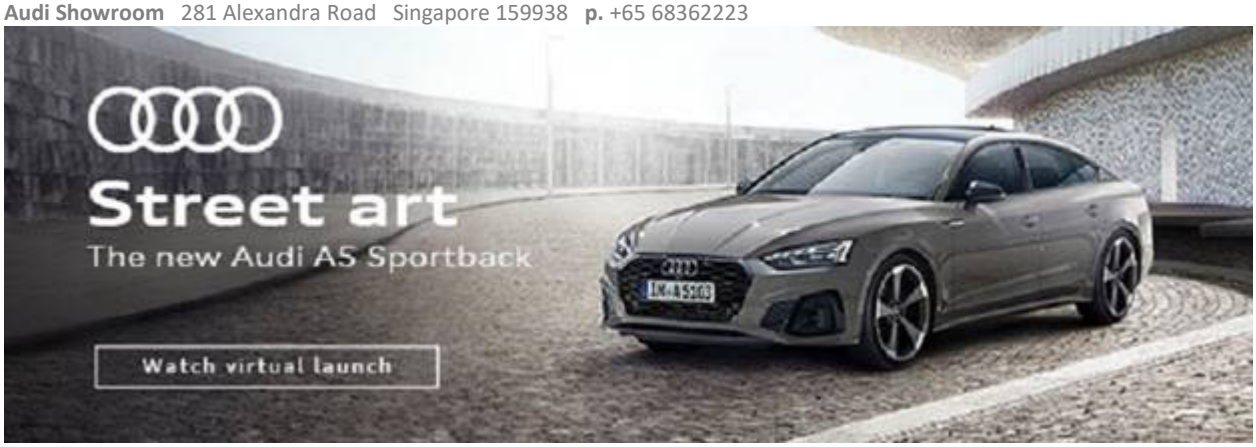

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From: Claims Dept [mailto:claims@premiumauto.com.sg]
Sent: Friday, 29 January 2021 8:10 AM
To: 'Cecilia Chong (LKK Auto)'; 'Mei Kwan (LKKAuto)'
Cc: 'Admin A'; 'Claims Dept'; 'SUR'; 'Admin-D (LKKAuto)'
Subject: RE: ACCIDENT BETWEEN SFP 3193 B AND YOUR INSURED YP 6941 X ON 18/1/2021

Dear Cecilia,

Noted and our client convert the claim to claim own insurance and do recovery later.

Kindly assist close off third party claim.

Aside to LKK OD claim team,

Kindly assist to open file under AIG OD claim and follow up repair approval.

Attached GIA report, CI and revise estimate (by Adrian) for your kind reference.

Note: Vehicle in.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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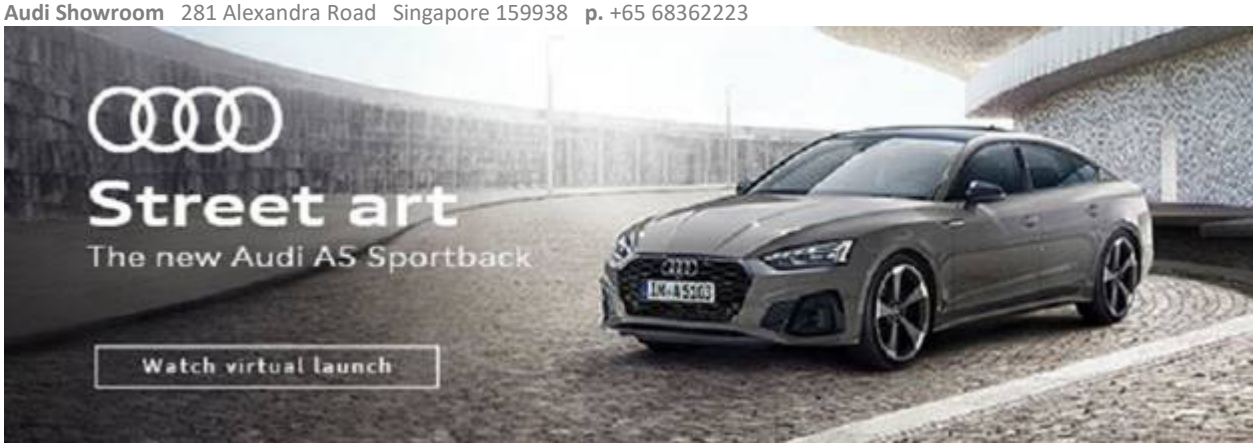

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---

From: Cecilia Chong (LKK Auto) [mailto:CeciliaChong@lkkauto.com]
Sent: Thursday, 28 January 2021 10:35 AM
To: Claims Dept; Mei Kwan (LKKAuto)
Cc: Admin A
Subject: RE: ACCIDENT BETWEEN SFP 3193 B AND YOUR INSURED YP 6941 X ON 18/1/2021

WITHOUT PREJUDICE

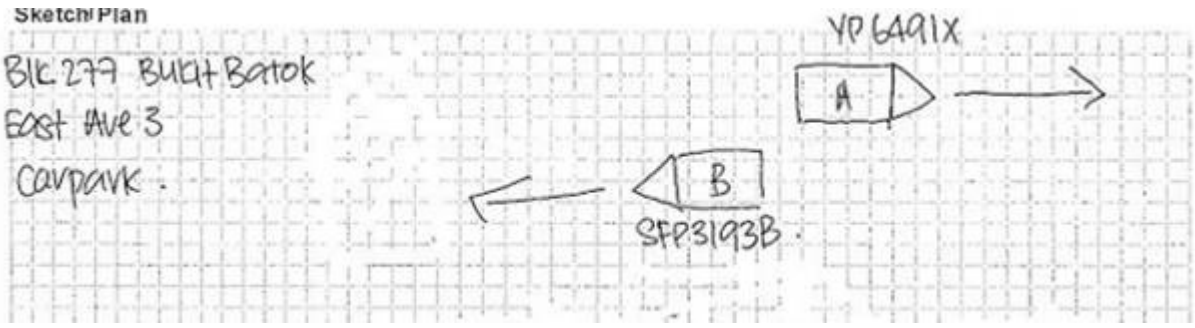
Dear Tony,

We refer to the above matter

The liability is unclear.

Please provide video footage to prove of OI involvement.

OI report as follow:



Describe Circumstances of the Accident

LICENSE PLATE: YP6491X ACCIDENT DATE & TIME: 18/01/21, 11.30am.

CONTACT NUMBER: 8754 2717 E-MAIL ADDRESS: Vijayar.rsms.@gmail.com

LOCATION: Blk 277 Bukit Batok East Ave 3

Driver claim my Lorry YP6491X Back Door Swing and hit her car side mirror.
I come down and check and saw my back Door was still Lock and wasn't open.

Accident happen at Blk 277 Bukit Batok East Ave 3 at bout ~~19~~ 11.30am.

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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: 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·

From: Claims Dept [mailto:claims@premiumauto.com.sg]
Sent: Wednesday, 27 January 2021 4:59 PM
To: 'Claims Dept' <claims@premiumauto.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Subject: RE: ACCIDENT BETWEEN SFP 3193 B AND YOUR INSURED YP 6941 X ON 18/1/2021

Dear Cecilia,

Kindly assist check on liability clearance.

Aside to Survey team,

Kindly arrange the survey on tomorrow @2pm – 24 Benoi Sector.

Thank you.

Best Regards,

Tony Foong
Claims Advisor

· PREMIUM AUTOMOBILES
(Reg No 199902271W)
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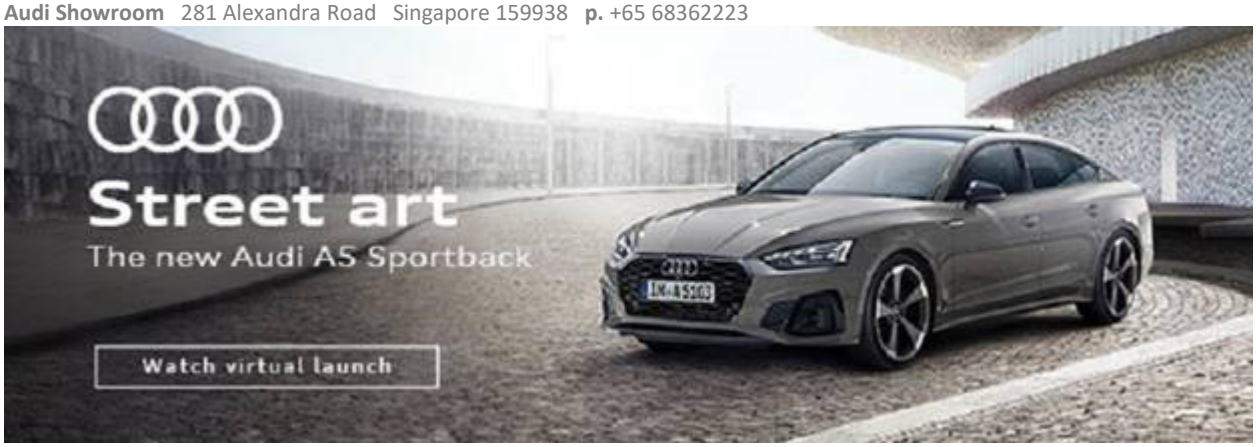

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From: Claims Dept [mailto:claims@premiumauto.com.sg]
Sent: Tuesday, 26 January 2021 4:34 PM
To: 'Mei Kwan (LKKAuto)'
Cc: 'Admin A'; 'Claims'
Subject: RE: ACCIDENT BETWEEN SFP 3193 B AND YOUR INSURED YP 6941 X ON 18/1/2021

Dear Mei Kwan,

Attached LTA search for your kind reference.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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From: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]
Sent: Monday, 25 January 2021 5:56 PM
To: Claims Dept
Cc: Admin A
Subject: RE: ACCIDENT BETWEEN SFP 3193 B AND YOUR INSURED YP 6941 X ON 18/1/2021

Hi Tony,

Please provide LTA search for YP6941X.

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 Dept <claims@premiumauto.com.sg>
Sent: Monday, 25 January, 2021 5:18 PM
To: Admin A <admin-a@lkkauto.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: ACCIDENT BETWEEN SFP 3193 B AND YOUR INSURED YP 6941 X ON 18/1/2021

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.

We are claiming AIG.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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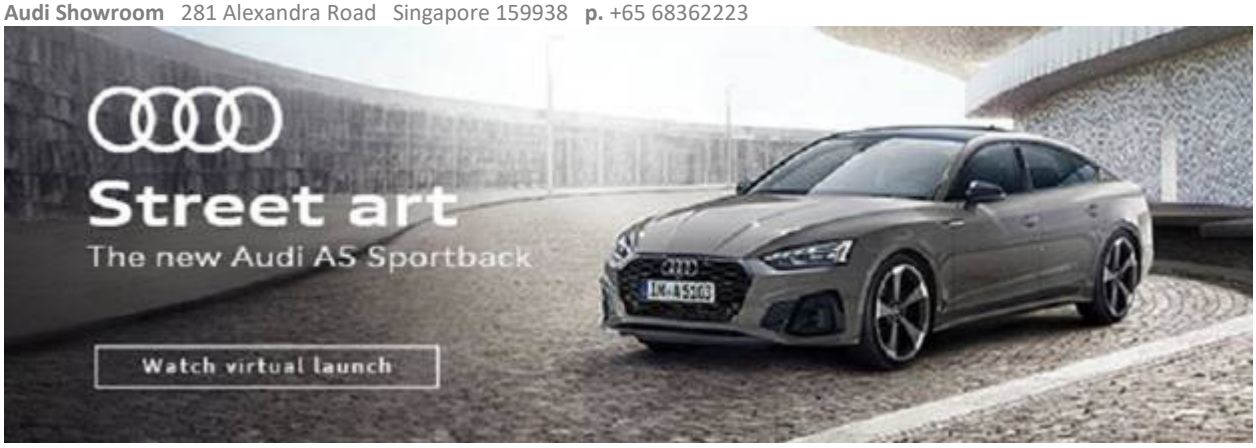

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