

## Veron Chen (LKKAuto)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Tuesday, 10 September 2024 10:20 AM  
**To:** Veron Chen (LKKAuto); Rajes (LKK Auto); SUR; assignments  
**Cc:** claims@premiumauto.com.sg  
**Subject:** RE: OWN DAMGE CLAIM FOR SLM 8880 M DATED 2/9/2024

Dear Veron,

Kindly advise the excess waiver for this case? As video footage is available and is not our customer fault in this incident.

We look forward to your reply.

Thank you.

**Best Regards,**  
**En Qi Lim**  
**Claims Administrator**

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699  
p. +65 6388 2323 d. +65 6768 9924 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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**From:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>  
**Sent:** Tuesday, 10 September 2024 7:54 am  
**To:** Claims <claims@premiumauto.com.sg>; Rajes (LKK Auto) <rajes@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: OWN DAMGE CLAIM FOR SLM 8880 M DATED 2/9/2024

Dear En Qi,

As instructed by our client , please proceed to repair the **insured vehicle SLM 8880M (Excess \$800/-)**.

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.

**Checked and Supplementary items to resurvey with CLEAR photos for damage and consistency.**

**Before paint photos for all NEW Panels and Parts required after repair.**

Best Regards,

**Veron Chen** | Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) fax:6256-4315

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

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**From:** Veron Chen (LKKAuto)

**Sent:** Monday, 9 September 2024 2:45 PM

**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: OWN DAMGE CLAIM FOR SLM 8880 M DATED 2/9/2024

Dear En Qi,

Pending approval from AIG.

**Once approved will send you email.**

Best Regards,

**Veron Chen** | Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) fax:6256-4315

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

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

**Sent:** Monday, 9 September 2024 2:41 PM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: OWN DAMGE CLAIM FOR SLM 8880 M DATED 2/9/2024

Dear Veron,

Kindly advise repair approval.

We look forward to your reply.

Thank you.

**Best Regards,  
En Qi Lim  
Claims Administrator**

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** Thursday, 5 September 2024 3:17 pm

**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: OWN DAMGE CLAIM FOR SLM 8880 M DATED 2/9/2024

Dear George,

According to AIG excess amount is \$800.00

Best Regards,

**Veron Chen** | Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) fax:6256-4315

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

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

**Sent:** Thursday, 5 September 2024 3:11 PM

**To:** Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

Cc: [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

Subject: RE: OWN DAMGE CLAIM FOR SLM 8880 M DATED 2/9/2024

Dear Rajes,

Can you confirm if there's an excess waiver applies for this case ? since video footage is available and not our customer fault in this incident.

Thank you

Best regards,  
George Wong  
Claims advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

281 Alexandra Road Singapore 159938

p. +65 6366 2323 d. 66900293

e. [Claims@premiumauto.com.sg](mailto:Claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)

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**From:** Rajes (LKK Auto) [<mailto:rajes@lkkauto.com>]

**Sent:** Wednesday, 4 September 2024 2:19 PM

**To:** Claims; SUR; assignments

**Subject:** RE: OWN DAMGE CLAIM FOR SLM 8880 M DATED 2/9/2024

Dear George,

Noted with thanks.

We will arrange accordingly.

Best Regards,

Rajes | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Wednesday, September 4, 2024 1:59 PM  
**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** OWN DAMGE CLAIM FOR SLM 8880 M DATED 2/9/2024

Dear all,

Please register and own damage claim for the above mentioned vehicle

Attached is the GIA report, CI & video footage for your reference.

We will send you the repair estimate once is available.

Kindly arrange for car survey on 6 Sept @2 pm at Audi 55 ubi rd 1.

Thank you

**Best regards,  
George Wong  
Claims advisor**

◆ **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

281 Alexandra Road Singapore 159938

p. +65 6366 2323 d. 66900293

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