

## Shiau Chan (LKKAUTO)

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**From:** Shiau Chan (LKKAUTO)  
**Sent:** Friday, 15 November 2024 11:34 AM  
**To:** Claims; SUR  
**Subject:** RE: OD CLAIM FOR VEHICLE ES 707 K, DOA: 8/10/2024 - TF

Dear En Qi,

As instructed by our client, please proceed to repair the insured vehicle **ES 707K (Excess \$3,100/-)**.

**Please take note that removal of under-carriage labour till further confirm work carried out.**

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,

**Shiau Chan (Ms)** | Senior Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

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

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

---

**From:** Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>

**Sent:** Thursday, 14 November 2024 11:23 AM

**To:** Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

**Subject:** RE: OD CLAIM FOR VEHICLE ES 707 K, DOA: 8/10/2024 - TF

Dear En Qi,

We still pending insurance approval. Once approve, will send you an email.

Best Regards,

**Shiau Chan (Ms)** | Senior Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

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

**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Thursday, 14 November 2024 11:20 AM  
**To:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@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: OD CLAIM FOR VEHICLE ES 707 K, DOA: 8/10/2024 - TF

Dear Shiau Chan,

**Urgent**

Kindly advise repair approval.

**\*Note that the vehicle is Tow-In.**

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:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Tuesday, 22 October 2024 3:09 pm  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: OD CLAIM FOR VEHICLE ES 707 K, DOA: 8/10/2024 - TF

Dear En Qi,

For an update.

This case is under investigation.

Best Regards,

**Shiau Chan (Ms)** | Senior Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

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

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

---

**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Sent:** Tuesday, 22 October 2024 10:43 AM

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

**Subject:** RE: OD CLAIM FOR VEHICLE ES 707 K, DOA: 8/10/2024 - TF

Dear En Qi,

Kindly provide us the vehicle maintenance history record (especially for handbrake) as requested by our principle.

Best Regards,

**Shiau Chan (Ms)** | Senior Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

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

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

---

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

**Sent:** Tuesday, 22 October 2024 10:28 AM

**To:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; 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: OD CLAIM FOR VEHICLE ES 707 K, DOA: 8/10/2024 - TF

Dear Shiau Chan,

**Urgent**

Kindly advise repair approval.

**\*Note that the vehicle is Tow-In.**

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

**Sent:** Monday, 21 October 2024 9:49 am

**To:** 'Shiau Chan (LKKAuto)' <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; 'Veron Chen (LKKAuto)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'Rajes (LKKAuto)' <[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: OD CLAIM FOR VEHICLE ES 707 K, DOA: 8/10/2024 - TF

Dear Shiau Chan,

**Urgent**

Kindly advise repair approval.

**\*Note that the vehicle is Tow-In.**

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

**Sent:** Friday, 18 October 2024 10:48 am

**To:** 'Shiau Chan (LKKAUTO)' <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; 'Veron Chen (LKKAUTO)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'Rajes (LKKAUTO)' <[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: OD CLAIM FOR VEHICLE ES 707 K, DOA: 8/10/2024 - TF

Dear Shiau Chan,

**Urgent**

Kindly advise repair approval.

**\*Note that the vehicle is Tow-In.**

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)

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---

**From:** Shiao Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Thursday, 17 October 2024 10:44 am  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; 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)>  
**Subject:** RE: OD CLAIM FOR VEHICLE ES 707 K, DOA: 8/10/2024 - TF

Dear En Qi,

Our principal haven't authorise yet.

Once approve, will send you an email.

Best Regards,

**Shiao Chan (Ms)** | Senior Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

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

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

---

**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Thursday, 17 October 2024 10:39 AM  
**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)>; Shiao Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** RE: OD CLAIM FOR VEHICLE ES 707 K, DOA: 8/10/2024 - TF

Dear Shiao Chan / Veron,

**Urgent**

Kindly advise repair approval.

**\*Note that the vehicle is Tow-In.**



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

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---

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

**Sent:** Wednesday, 16 October 2024 10:27 am

**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)>; 'Shiau Chan (LKKAUTO)' <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

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

**Subject:** RE: OD CLAIM FOR VEHICLE ES 707 K, DOA: 8/10/2024 - TF

Dear Shiau Chan / Veron,

**Urgent**

Kindly advise repair approval.

**\*Note that the vehicle is Tow-In.**

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

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---

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

**Sent:** Tuesday, 15 October 2024 9:53 am

**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)>; Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Subject:** RE: OD CLAIM FOR VEHICLE ES 707 K, DOA: 8/10/2024 - TF

Dear En Qi,

We are pending approval from insurance

Once approved will send you email.

Best Regards,

**Veron Chen** | Case Handler **ON BEHALF OF SHIAU CHAN**

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)

---

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

**Sent:** Tuesday, 15 October 2024 9:51 AM

**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)>; Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

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

**Subject:** RE: OD CLAIM FOR VEHICLE ES 707 K, DOA: 8/10/2024 - TF

Dear Shiau Chan,

**Urgent**



Kindly advise repair approval.

**\*Note that the vehicle is Tow-In.**

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

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---

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

**Sent:** Monday, 14 October 2024 5:46 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)>;

'Shiau Chan (LKKAuto)' <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

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

**Subject:** RE: OD CLAIM FOR VEHICLE ES 707 K, DOA: 8/10/2024 - TF

Dear Shiau Chan,

**Urgent**

The survey had been carried out on 11/10/2024 by Surveyor – Rasul already.

Kindly advise repair approval.

**\*Note that the vehicle is Tow-In.**

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)

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

**Sent:** Friday, 11 October 2024 9:12 am

**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: OD CLAIM FOR VEHICLE ES 707 K, DOA: 8/10/2024 - TF

Dear all,

Please find above attached estimate for your perusal.

Best Regards,  
Kee Siang  
Claims Advisor

❖ **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689824

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

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



---

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

**Sent:** Thursday, 10 October 2024 10:43 am

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

**Subject:** RE: OD CLAIM FOR VEHICLE ES 707 K, DOA: 8/10/2024 - TF

Dear En Qi,

Noted with thanks.

We will arrange accordingly.

Please be informed that **Ms. Shiau Chan** is the handler of this case who can be contacted at 6256 3561/  
[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)

Best Regards,

**Rajes** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto: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](mailto:claims@premiumauto.com.sg)>

**Sent:** Wednesday, October 9, 2024 5:05 PM

**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; admin-d <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

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

**Subject:** OD CLAIM FOR VEHICLE ES 707 K, DOA: 8/10/2024 - TF

Dear all

Kindly register OD claim for this vehicle. Attached are the GIA report, Certificate of Insurance, Undertaking Letter and Motor Accident Interview Form for your reference.

We will forward you the estimate once it is available.

Kindly arrange survey on 11/10/2024 @10am. 24 Benoi Sector, S629857. Vehicle Tow-In.

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

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