

Veron Chen (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 8 October 2024 2:28 PM
To: Veron Chen (LKKAUTO); CS A Team; Admin A; SUR; 'ClaimsDocManagement'
Cc: claims@premiumauto.com.sg
Subject: RE: OWN DAMAGE CLAIM FOR SKU 8419 H - DOA 7/7/2024 VEHICLE IN WORKSHOP - CH

Dear All,

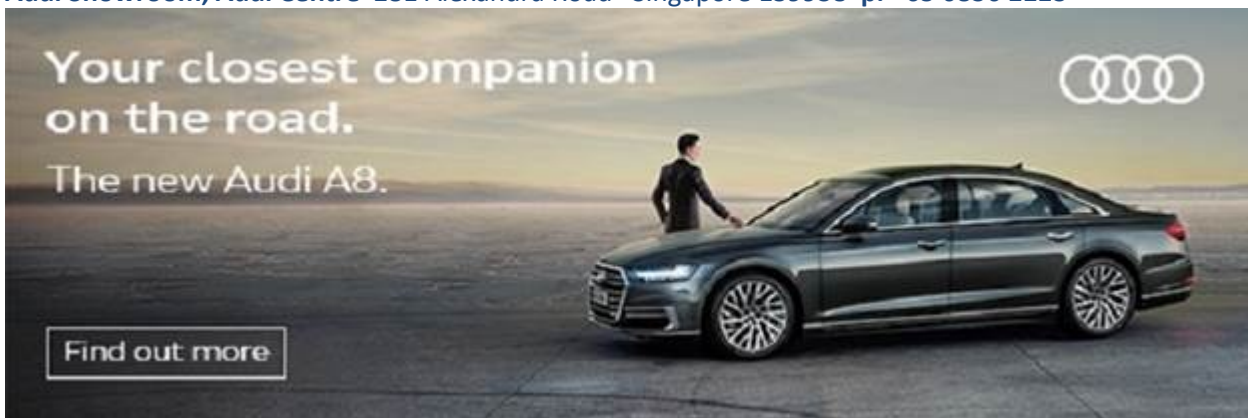
We refer to the above-mentioned claim.

We would like to enquire if you had recovered 100% of repair cost for above claim.

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 9924 **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: Saturday, 5 October 2024 9:24 am
To: 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; 'CS A Team' <cs-a@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OWN DAMAGE CLAIM FOR SKU 8419 H - DOA 7/7/2024 VEHICLE IN WORKSHOP - CH

Dear Veron,

Report well received.

Thank you for your assistance.

Best Regards,
Nadia Hani
Claims Administrator

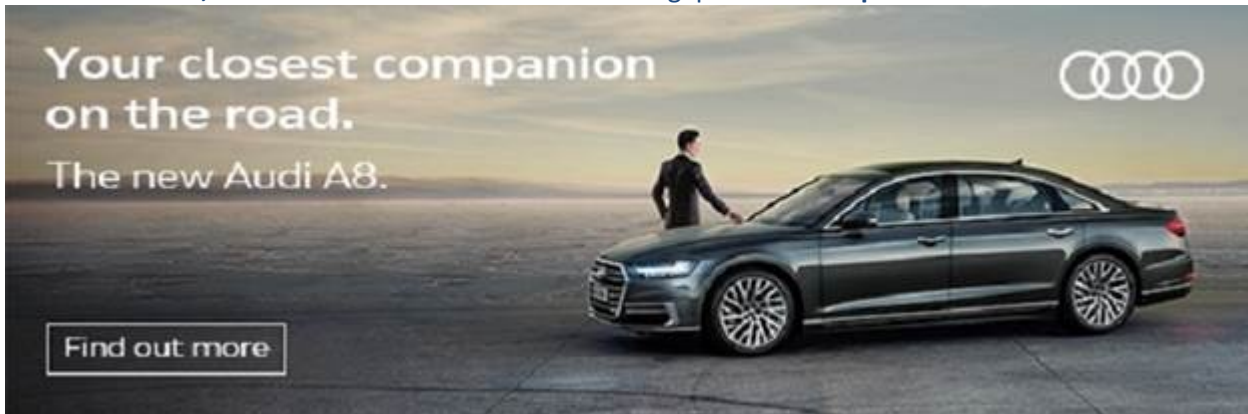
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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>

Sent: Friday, 4 October 2024 11:31 am

To: Claims <claims@premiumauto.com.sg>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>;
SUR <sur@lkkauto.com>

Subject: RE: OWN DAMAGE CLAIM FOR SKU 8419 H - DOA 7/7/2024 VEHICLE IN WORKSHOP - CH

Dear Nadia,

Attach survey report.

Best Regards,

Veron Chen | Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: 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>

Sent: Tuesday, 1 October 2024 4:05 PM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; 'ClaimsDocManagement' <ClaimsDocManagement@aig.com>

Cc: claims@premiumauto.com.sg

Subject: FW: OWN DAMAGE CLAIM FOR SKU 8419 H - DOA 7/7/2024 VEHICLE IN WORKSHOP - CH

Dear All,

We are assisting insured to claim recovery for his uninsured losses.

Appreciate your kind assistance to provide us the surveyor report.

Thank you.

Best Regards,
Nadia Hani
Claims Administrator

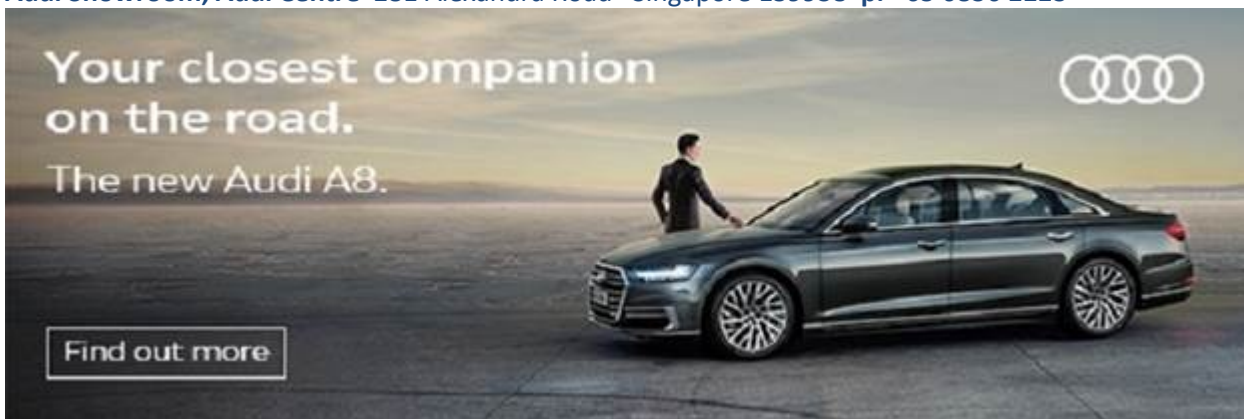
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From: Claims <claims@premiumauto.com.sg>

Sent: Tuesday, 1 October 2024 4:05 pm

To: 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'CS A Team' <cs-a@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>

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

Subject: RE: OWN DAMAGE CLAIM FOR SKU 8419 H - DOA 7/7/2024 VEHICLE IN WORKSHOP - CH

Dear Veron,

Attached tax invoice & DV for your perusal.

Please arrange for payment.

Thank you.

Best Regards,
Nadia Hani
Claims Administrator

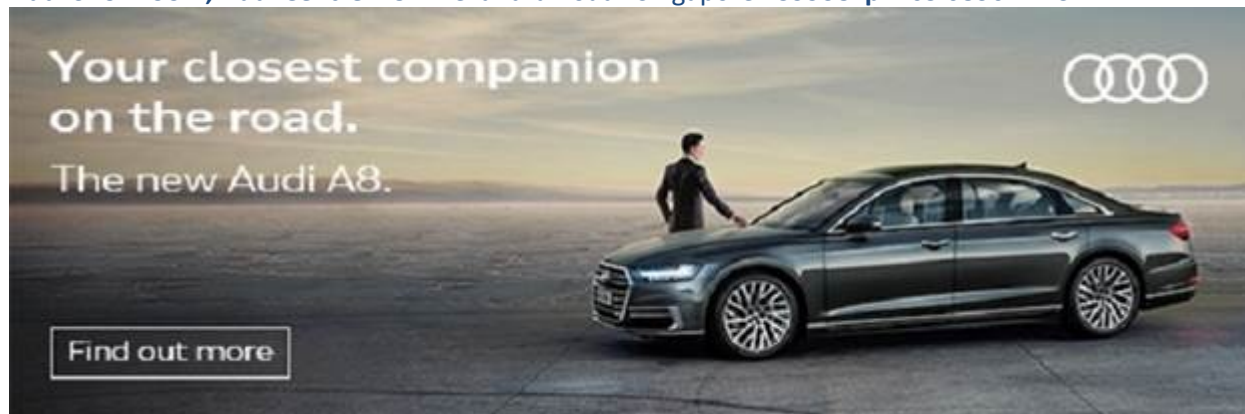
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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>

Sent: Wednesday, 28 August 2024 3:54 pm

To: claims@premiumauto.com.sg; SUR <sur@lkkauto.com>; allan.wu@premiumauto.com.sg

Subject: RE: OWN DAMAGE CLAIM FOR SKU 8419 H - DOA 7/7/2024 VEHICLE IN WORKSHOP - CH

Dear Cha Hau/Allan,

Kindly advise vehicle status.

If vehicle has been repaired, please send us finalize.

Best Regards,

Veron Chen | Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: sur@lkkauto.com fax:6256-4315

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

From: Veron Chen (LKKAUTO)

Sent: Friday, July 12, 2024 11:45 AM

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

Subject: RE: OWN DAMAGE CLAIM FOR SKU 8419 H - DOA 7/7/2024 VEHICLE IN WORKSHOP - CH

Dear Cha Hau,

As instructed by our client , please proceed to repair the **insured vehicle SKU 8419H @ repair limit of \$8,780 or whichever lower. (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 fax:6256-4315

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

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

Sent: Thursday, July 11, 2024 5:32 PM

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

Cc: claims@premiumauto.com.sg

Subject: RE: OWN DAMAGE CLAIM FOR SKU 8419 H - DOA 7/7/2024 VEHICLE IN WORKSHOP - CH

Dear Veron,

We propose to lump sum repair at \$8780 before GST & Excess for this vehicle.

Kindly let us have your approval soonest possible.

Best Regards,

Cha Hau

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

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From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Wednesday, 10 July 2024 11:37 AM
To: Claims <claims@premiumauto.com.sg>; Rajes (LKK Auto) <rajes@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OWN DAMAGE CLAIM FOR SKU 8419 H - DOA 7/7/2024 VEHICLE IN WORKSHOP - CH

Dear En Qi,

Kindly check vehicle able to repair Not exceeding \$8000.00 or whichever lower. (subject to insurance approval)

Best Regards,
Veron Chen | Case Handler
Own Damage & Third Party Property Damage
LKK Auto Consultants Pte Ltd
phone: 6256-3561 | email: 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>
Sent: Wednesday, July 10, 2024 11:07 AM
To: Rajes (LKK Auto) <rajes@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OWN DAMAGE CLAIM FOR SKU 8419 H - DOA 7/7/2024 VEHICLE IN WORKSHOP - CH

Dear LKK,

Urgent

Kindly advise repair approval.

***Note that the vehicle is in the workshop.**

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 w. www.audi.com.sg

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

Sent: Tuesday, 9 July 2024 5:07 pm

To: 'Rajes (LKK Auto)' <rajes@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: OWN DAMAGE CLAIM FOR SKU 8419 H - DOA 7/7/2024 VEHICLE IN WORKSHOP - CH

Dear LKK,

Urgent

The survey had been carried out today by Surveyor – Rasul already.

Kindly advise repair approval.

***Note that the vehicle is in the workshop.**

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 w. www.audi.com.sg

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From: Rajes (LKK Auto) <rajes@lkkauto.com>

Sent: Monday, 8 July 2024 3:37 pm

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

Subject: RE: OWN DAMAGE CLAIM FOR SKU 8419 H - DOA 7/7/2024 VEHICLE IN WORKSHOP - CH

Dear Kee Siang,

Noted with thanks.

We will arrange accordingly.

Please be informed that **Ms. Veron** is the handler of this case who can be contacted at 6256 3561/veronchen@lkkauto.com

Best Regards,

Rajes | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

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

Sent: Monday, July 8, 2024 3:19 PM

To: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: OWN DAMAGE CLAIM FOR SKU 8419 H - DOA 7/7/2024 VEHICLE IN WORKSHOP - CH

Dear all,

Kindly register OD claim for this vehicle. Attached is the GIA report for your reference.

We will forward you the estimate once it is available.

Kindly arrange survey on 9/7/2024 @ 2:30pm

Location: 24 Benoi Sector , S629857

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

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

