

## Veron Chen (LKKAUTO)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Wednesday, 24 July 2024 3:26 PM  
**To:** Veron Chen (LKKAUTO); SUR  
**Cc:** claims@premiumauto.com.sg  
**Subject:** RE: OWN DAMAGE CLAIM FOR SMS 8946 P DATED 8/7/2024  
**Attachments:** SMS 8946 P - Total loss letter.pdf

Dear Veron,

Attached Total Loss Letter for your kind reference.

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>  
**Sent:** Wednesday, 24 July 2024 11:22 am  
**To:** 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; 'SUR' <sur@lkkauto.com>  
**Cc:** claims@premiumauto.com.sg  
**Subject:** RE: OWN DAMAGE CLAIM FOR SMS 8946 P DATED 8/7/2024

Dear Veron,

Kindly take note that this is a Total Loss case.

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:** Monday, 15 July 2024 3:31 pm

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

**Subject:** RE: OWN DAMAGE CLAIM FOR SMS 8946 P DATED 8/7/2024

Dear En Qi,

As instructed by our client , please proceed to repair the **insured vehicle SMS 8946P. Repair limit at \$65,000.00 or whichever lower. (Excess \$400/-).**

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:** Friday, July 12, 2024 2:41 PM  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OWN DAMAGE CLAIM FOR SMS 8946 P DATED 8/7/2024

Dear En Qi,

Kindly check vehicle able to repair at Not Exceeding \$65,000.00 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](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:** Friday, July 12, 2024 11:13 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: OWN DAMAGE CLAIM FOR SMS 8946 P DATED 8/7/2024

Dear LKK,

**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:** Thursday, 11 July 2024 6:23 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 DAMAGE CLAIM FOR SMS 8946 P DATED 8/7/2024

Dear LKK,

**Urgent**

The survey had been carried out today 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

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**From:** claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Thursday, 11 July 2024 10:11 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: OWN DAMAGE CLAIM FOR SMS 8946 P DATED 8/7/2024

Dear all,

Kindly find above attached is the 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)

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**From:** Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>  
**Sent:** Tuesday, 9 July 2024 2:25 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: OWN DAMAGE CLAIM FOR SMS 8946 P DATED 8/7/2024

Dear George,

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](mailto:veronchen@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, #01-25 | S(408933)

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

**Sent:** Tuesday, July 9, 2024 1:32 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 DAMAGE CLAIM FOR SMS 8946 P DATED 8/7/2024

Dear LKK,

Please assist to open OD file for above mentioned vehicle.

Attached is the GIA report, CI and video footage for your perusal.

We will send you the repair estimate once available.

Kindly arrange for car survey Thursday 11/7/24 at 24 Benoi Sector.

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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