

## Shiau Chan (LKKAUTO)

---

**From:** Shiau Chan (LKKAUTO)  
**Sent:** Monday, 22 July 2024 2:54 PM  
**To:** 'Claims'; SUR  
**Subject:** RE: OD CLAIM FOR SNR 8427 P , DOA: 13/7/2024 - CH

Dear En Qi,

As instructed by our client, please proceed to repair the insured vehicle **SNR 8427P (Excess \$300/-)**.

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:** Claims <claims@premiumauto.com.sg>  
**Sent:** Monday, July 22, 2024 10:36 AM  
**To:** Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Cc:** claims@premiumauto.com.sg  
**Subject:** RE: OD CLAIM FOR SNR 8427 P , DOA: 13/7/2024 - CH

Dear Shiau Chan,

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

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



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

---

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

**Sent:** Friday, 19 July 2024 11:06 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 SNR 8427 P , DOA: 13/7/2024 - CH

Dear En Qi,

We are still pending our principle 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

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:** Friday, July 19, 2024 10:56 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 SNR 8427 P , DOA: 13/7/2024 - CH

Dear LKK,

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

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



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

---

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

**Sent:** Thursday, 18 July 2024 4:24 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: OD CLAIM FOR SNR 8427 P , DOA: 13/7/2024 - CH

Dear LKK,

The survey had been carried out yesterday by Surveyor – Steve already.

Kindly advise repair approval.

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



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.  
 If you have received it in error, please notify us immediately by reply email and then delete this message from your system.  
 Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

**From:** claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Monday, 15 July 2024 12:18 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: OD CLAIM FOR SNR 8427 P , DOA: 13/7/2024 - CH

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)

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



**Email Disclaimer**

This email, including any attachments, is confidential and may also be privileged.  
 If you have received it in error, please notify us immediately by reply email and then delete this message from your system.  
 Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other people. Thank you

---

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

**Sent:** Monday, 15 July 2024 10:37 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 SNR 8427 P , DOA: 13/7/2024 - CH

Dear Nadia,

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, #01-25 | S(408933)

---

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

**Sent:** Saturday, July 13, 2024 12:25 PM

**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; admin-d <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

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

**Subject:** OD CLAIM FOR SNR 8427 P , DOA: 13/7/2024 - CH

Dear LKK,

Kindly register OD claim **under AIG** 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 17/7/2024 @ 10.30AM. Owner waiting.

Location: 55 Ubi Road 1, Singapore 408699

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 9911 **m.** +65 8826 8736

**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



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you