

Veron Chen (LKKAUTO)

From: Mastura <mastura@premiumauto.com.sg>
Sent: Thursday, 12 April 2018 10:18 AM
To: Veron Chen (LKKAUTO); 'Claims Department'; SUR
Subject: LOD - OD CLAIM FOR SKK 1215 C-DOA: 13/1/2018 (AIG OD)
Attachments: SAftersales18041209550.pdf

Dear Veron,

Above attachment is for your perusal. We will pass the LOD to Adrian by hand shortly.
Thank you.

Best Regards,
Mastura
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183
e. mastura@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: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Wednesday, 17 January 2018 5:29 PM
To: Claims Department <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SKK 1215 C-DOA: 13/1/2018 (AIG OD)

Dear Kee Siang,

As instructed by our client AIG , please proceed to repair the insured vehicle **SKK 1215C at parts by parts**,
,repair limit not exceeding \$22K (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 right **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Veron Chen | Case Handler

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 Department [<mailto:claims@premiumauto.com.sg>]

Sent: Wednesday, 17 January 2018 5:22 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: RE: OD CLAIM FOR SKK 1215 C

Dear Ms Veron,

We regret inform you we are unable to accept your current offer @ \$20k.
We have check with our workshop and would like to counter purpose @ \$23k

Thank you

Best Regards,
Claims Advisor

Kee Siang

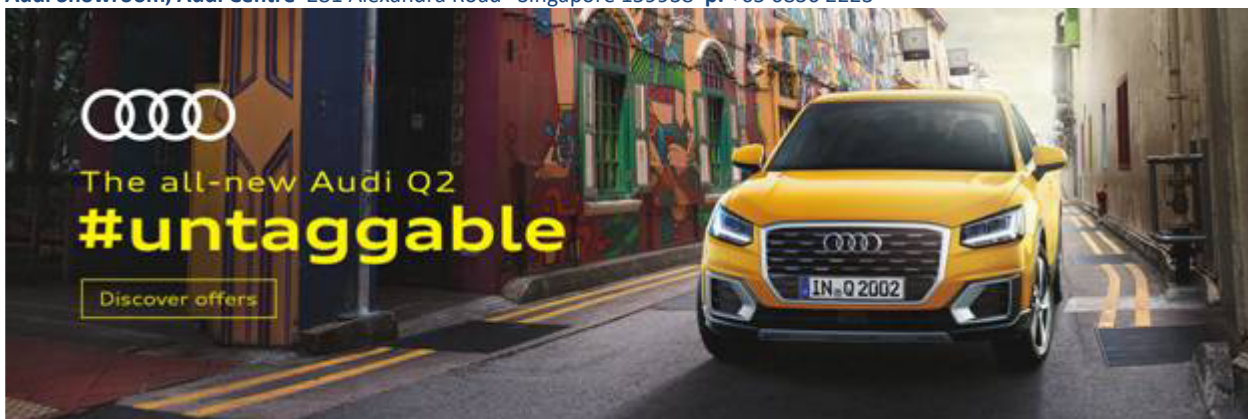
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From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

Sent: Wednesday, 17 January, 2018 1:50 PM

To: Claims; SUR

Subject: RE: OD CLAIM FOR SKK 1215 C

Dear Tony,

Kindly check vehicle able to repair at part by part not exceeding \$20K

Best Regards,

Veron Chen | Case Handler

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 [<mailto:claims@premiumauto.com.sg>]

Sent: Tuesday, 16 January 2018 4:14 PM

To: SUR <sur@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: OD CLAIM FOR SKK 1215 C

Dear all,

Kindly assist follow up on repair approval. Adrian had done the survey just now.

Thank you.

Best Regards,

Tony Foong

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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