

Veron Chen (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 12 November 2019 5:21 PM
To: Veron Chen (LKKAUTO); SUR
Cc: 'Claims'
Subject: RE: LOD - FINAL REVISION - SDU2319K - OD AIG - SURVEYED 5 MAR 18
Attachments: SAftersales19111217240.pdf

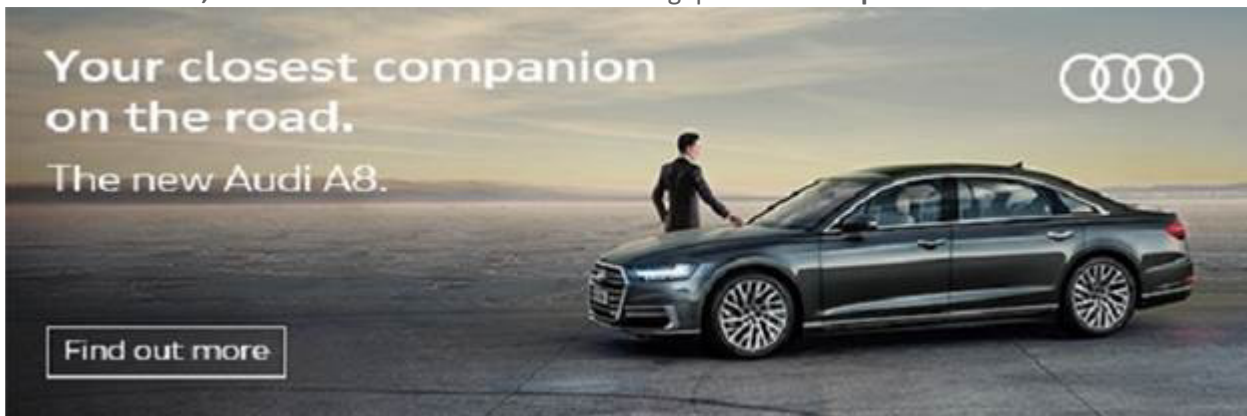
Dear all,

Attached LOD for your perusal. We will pass original by hand to Adrian.

Kindly keep a look out and process the payment to us.

Best Regards
Nadia Hani
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
281 Alexandra Road Singapore 159938
p. +65 6388 2223 f. +65 6475 1023
e. Claims@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



From: Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]
Sent: Monday, November 11, 2019 2:13 PM
To: Carrine Leong; SUR
Cc: jiayee.yap@premiumauto.com.sg; 'Chang Chee Sing'; 'Boo seng yak'; nora.khai@premiumauto.com.sg
Subject: RE: FINAL REVISION - SDU2319K - OD AIG - SURVEYED 5 MAR 18

Dear Carrine,

Confirm repair cost of **\$58,151.80** before excess \$600 and GST @ **40 days**

Kindly send us invoice and discharge voucher for us to close file.

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: Carrine Leong <carrine.leong@premiumauto.com.sg>

Sent: Thursday, 31 October 2019 1:42 PM

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

Cc: jiayee.yap@premiumauto.com.sg; 'Chang Chee Sing' <claims@premiumauto.com.sg>; 'Boo seng yak' <boojohnny@gmail.com>; nora.khai@premiumauto.com.sg

Subject: RE: FINAL REVISION - SDU2319K - OD AIG - SURVEYED 5 MAR 18

Hi Veron,

Ok, For days of repair we counter propose 40days.

Thanks & Best Regard

Carrine Leong

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9925 f. +65 6841 1183

e. carrine.leong@premiumauto.com.sg w. www.audi.com.sg

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

Sent: Thursday, 31 October, 2019 12:52 PM

To: Carrine Leong <carrine.leong@premiumauto.com.sg>; SUR <sur@lkkauto.com>

Cc: jiayee.yap@premiumauto.com.sg; 'Chang Chee Sing' <claims@premiumauto.com.sg>; 'Boo seng yak' <boojohnny@gmail.com>; nora.khai@premiumauto.com.sg

Subject: RE: FINAL REVISION - SDU2319K - OD AIG - SURVEYED 5 MAR 18

Dear Carrine,

After surveyor's has review, kindly take out

- 1) TAILLIGHT OUTER RHS-\$732

Please confirm repair cost of **\$58,151.80** before excess \$600 and GST @ **35 days instead of 47 days.**

We need to get approval from AIG.

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: Carrine Leong <carrine.leong@premiumauto.com.sg>

Sent: Friday, 11 October 2019 2:54 PM

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

Cc: jiayee.yap@premiumauto.com.sg; 'Chang Chee Sing' <claims@premiumauto.com.sg>; 'Boo seng yak' <boojohnny@gmail.com>; nora.khai@premiumauto.com.sg

Subject: RE: FINAL REVISION - SDU2319K - OD AIG - SURVEYED 5 MAR 18

Hi Adrian/Veron,

Please find attachment photo for your attention.

Revised estimate is attached.

Please confirm repair cost of \$58,883.80 @ 47 days of repairs exclude 9 Sundays.

Thanks & Best Regard

Carrine Leong

Claims Administrator

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55 Ubi Road 1 Road Singapore 408699

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

Sent: Monday, 2 September, 2019 2:58 PM

To: Carrine Leong <carrine.leong@premiumauto.com.sg>; SUR <sur@lkkauto.com>

Cc: jiayee.yap@premiumauto.com.sg; 'Chang Chee Sing' <claims@premiumauto.com.sg>; Boo seng yak <boojohnny@gmail.com>; (nora.khai@premiumauto.com.sg) <nora.khai@premiumauto.com.sg>
Subject: RE: FINAL REVISION - SDU2319K - OD AIG - SURVEYED 5 MAR 18

Dear Carrine,

As spoken.

Items no photos, please take out and re-finalise

- 1) Exhaust muffler-\$700
- 2) Silencer-\$775.60
- 3) Roof handle-\$396.80
- 4) Taillight outer RHS-\$732
- 5) Fuse unit-\$376
- 6) Convenience system control unit-\$1085.60
- 7) Exhaust clamp-\$34
- 8) Exhaust bracket-\$29.04
- 9) To remove and renew exhaust assy,damage brake components-\$900

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: Carrine Leong <carrine.leong@premiumauto.com.sg>

Sent: Thursday, 29 August 2019 4:43 PM

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

Cc: jiayee.yap@premiumauto.com.sg; 'Chang Chee Sing' <claims@premiumauto.com.sg>

Subject: RE: FINAL REVISION - SDU2319K - OD AIG - SURVEYED 5 MAR 18

Hi Adrian and All,

Reminder

We have yet receive your confirmation of repair cost and days of repair for above vehicle.
Revised estimate was mailed to you on 28 Dec 2018, 22 Jan, 21 Feb & 15 Jul 2019.
We sincerely appreciate your early closure.

Thanks & Best Regard

Carrine Leong

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Carrine Leong [<mailto:carrine.leong@premiumauto.com.sg>]

Sent: Monday, 15 July, 2019 3:12 PM

To: 'Adrian Ling' <adrianling@lkkauto.com>; 'Veron Chen' <veronchen@lkkauto.com>; 'sur@lkkauto.com' <sur@lkkauto.com>

Cc: 'jiayee.yap@premiumauto.com.sg' <jiayee.yap@premiumauto.com.sg>; 'Chang Chee Sing' <claims@premiumauto.com.sg>

Subject: RE: FINAL REVISION - SDU2319K - OD AIG - SURVEYED 5 MAR 18

Importance: High

Hi Adrian and All,

Reminder

We have yet receive your confirmation of repair cost and days of repair for above vehicle.
Revised estimate was mailed to you on 28 Dec 2018, 22 Jan & 21 Feb 2019.
We sincerely appreciate your early closure.

Thanks & Best Regard

Carrine Leong

Claims Administrator

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From: Carrine Leong [<mailto:carrine.leong@premiumauto.com.sg>]
Sent: Thursday, 21 February, 2019 4:09 PM
To: 'Adrian Ling' <adrianling@lkkauto.com>; 'Veron Chen' <veronchen@lkkauto.com>; 'sur@lkkauto.com' <sur@lkkauto.com>
Cc: 'jiayee.yap@premiumauto.com.sg' <jiayee.yap@premiumauto.com.sg>; 'Chang Chee Sing' <claims@premiumauto.com.sg>
Subject: RE: FINAL REVISION - SDU2319K - OD AIG - SURVEYED 5 MAR 18

Hi Adrian and All,

Reminder

We have yet receive your confirmation of repair cost and days of repair for above vehicle.
Revised estimate was mailed to you on 28 Dec 2018 & 22 Jan 2019.
We sincerely appreciate your early closure.

Thanks & Best Regard
Carrine Leong
Claims Administrator

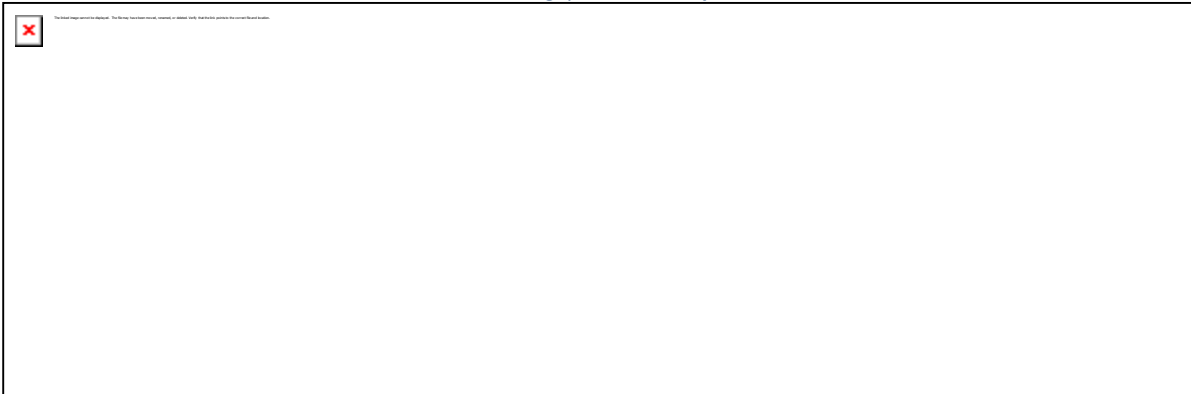
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From: Carrine Leong [<mailto:carrine.leong@premiumauto.com.sg>]
Sent: Tuesday, 22 January, 2019 1:51 PM
To: 'Adrian Ling' <adrianling@lkkauto.com>; 'Veron Chen' <veronchen@lkkauto.com>; 'sur@lkkauto.com' <sur@lkkauto.com>
Cc: 'jiayee.yap@premiumauto.com.sg' <jiayee.yap@premiumauto.com.sg>; 'Chang Chee Sing' <claims@premiumauto.com.sg>
Subject: RE: FINAL REVISION - SDU2319K - OD AIG - SURVEYED 5 MAR 18

Hi Adrian and All,

Reminder

We have yet receive your confirmation of repair cost and days of repair for above vehicle.
Revised estimate was mailed to you on 28 Dec 2018.
We sincerely appreciate your early closure.

Thanks & Best Regard
Carrine Leong
Claims Administrator

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From: Boo seng yak [<mailto:boojohnny@gmail.com>]

Sent: Friday, 28 December, 2018 4:47 PM

To: Adrian Ling <adrianling@lkkauto.com>; Veron Chen <veronchen@lkkauto.com>; sur@lkkauto.com; Carrine Leong <carrine.leong@premiumauto.com.sg>; jiayee.yap@premiumauto.com.sg; Chang Chee Sing <claims@premiumauto.com.sg>

Subject: FINAL REVISION - SDU2319K - OD AIG - SURVEYED 5 MAR 18

Hi Adrian and all,

Revised estimate is attached.

Please confirm repair cost of \$60,880.60 @ 47 days of repairs exclude 9 Sundays.

Photographs is obtainable in our share folder here from SA

Your early closure is well appreciated.

Best regards - jb