

## Veron Chen (LKKAuto)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Monday, 27 April 2020 4:43 PM  
**To:** Veron Chen (LKKAuto); SUR; Adrian Ling (LKKAuto); Admin A  
**Cc:** claims@premiumauto.com.sg  
**Subject:** RE: LOD - FINAL REVISION - SGU3899K - OD AIG - SURVEYED 28 MAR 2018  
**Attachments:** IMG\_20200422\_0001.pdf; SAftersales20010609520.pdf

Dear Veron,

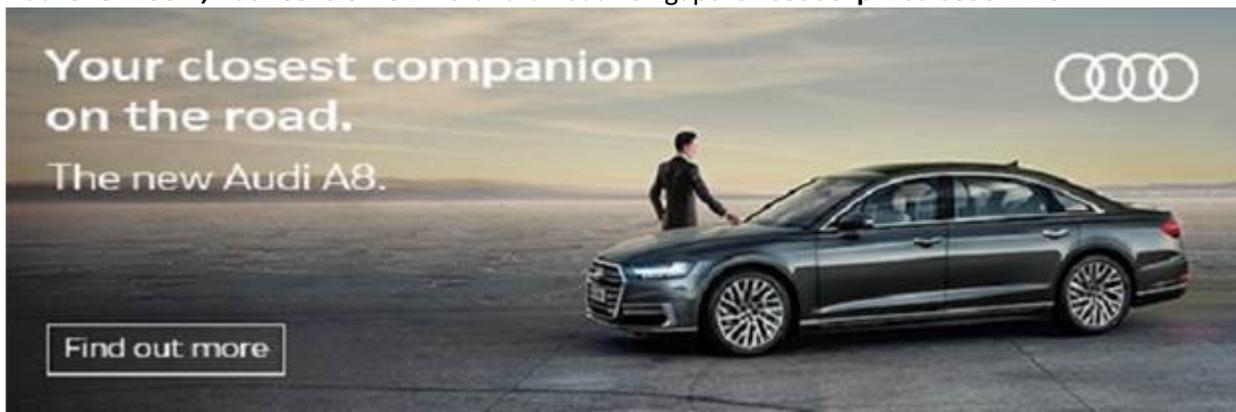
Kindly find attached signed DV. Soft copy of the LOD has been forwarded to you on 11/2 but I have attached another copy for your kind reference.

Aside to Kay Eng,

Kindly note owner has responded and provided signature for the DV.

**Best Regards,**  
**Nadia**  
**Claims Administrator**

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699  
**p.** +65 8826 8736 **p.** +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183  
**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:** Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]  
**Sent:** Monday, 17 February, 2020 11:24 AM  
**To:** Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: LOD - FINAL REVISION - SGU3899K - OD AIG - SURVEYED 28 MAR 2018

Dear Nadia,

Pending reply from AIG.

You may follow up with them again.

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)

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

**Sent:** Monday, 17 February 2020 11:04 AM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Adrian Ling (LKKAuto) <[adrianling@lkkauto.com](mailto:adrianling@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

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

**Subject:** RE: LOD - FINAL REVISION - SGU3899K - OD AIG - SURVEYED 28 MAR 2018

Dear Veron,

Hope you have reviewed the case.

We would like to follow up on the status. Kindly revert.

Thank you.

**Best Regards,**

**Nadia**

**Claims Administrator**

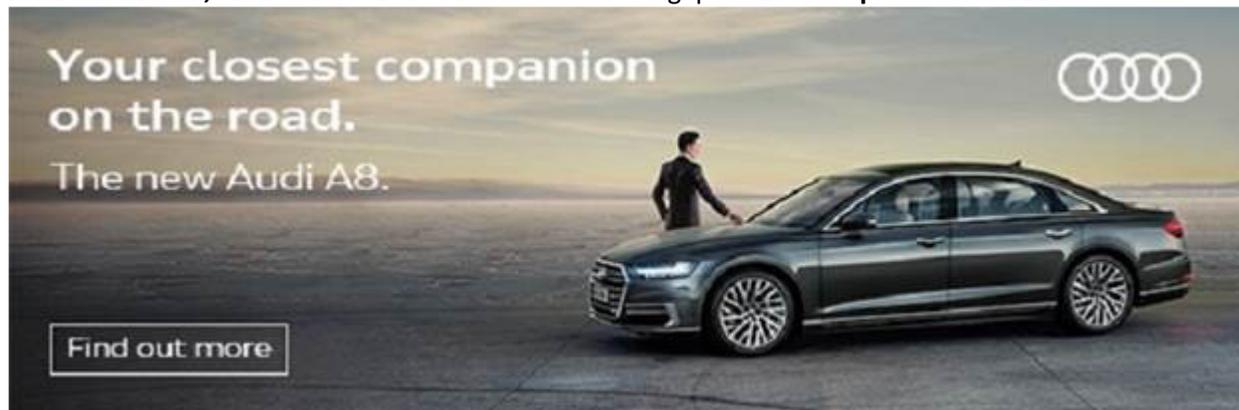
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**From:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Tuesday, 11 February, 2020 10:52 AM  
**To:** 'Veron Chen (LKKAuto)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'Adrian Ling (LKKAuto)' <[adrianling@lkkauto.com](mailto:adrianling@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** RE: LOD - FINAL REVISION - SGU3899K - OD AIG - SURVEYED 28 MAR 2018

Dear Veron,

We would like to bring your attention to above case.

Due to unfortunate circumstances, we are consequently not able to obtain signature from the client for the DV. We have tried to reach him on multiple occasions but was met with a lack of compliance. We would like to seek your kind understanding in accepting this claim. For your own record, we have corresponded with Kay Eng from AIG with details of the case.

Herewith soft copy of LOD for your perusal. Appreciate that you could look into it and once confirmed we will submit the original to Adrian.

Looking forward to hearing from you soon and do contact us should you have further queries.

**Best Regards,**  
**Nadia**  
**Claims Administrator**

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**From:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Wednesday, 18 September, 2019 9:59 AM  
**To:** Carrine Leong <[carrine.leong@premiumauto.com.sg](mailto:carrine.leong@premiumauto.com.sg)>  
**Cc:** 'Chang Chee Sing' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; 'Boo seng yak' <[boojohnny@gmail.com](mailto:boojohnny@gmail.com)>;

[jiayee.yap@premiumauto.com.sg](mailto:jiayee.yap@premiumauto.com.sg); 'Nora Khai PA' <[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: FINAL REVISION - SGU3899K - OD AIG - SURVEYED 28 MAR 2018

Dear Carrine,

Confirm repair cost of \$22,337.00 before excess \$2000 and GST @ 10 days of repairs.

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)

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

**Sent:** Tuesday, 17 September 2019 6:09 PM

**To:** Adrian Ling (LKKAuto) <[adrianling@lkkauto.com](mailto:adrianling@lkkauto.com)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Cc:** 'Chang Chee Sing' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; 'Boo seng yak' <[boojohnny@gmail.com](mailto:boojohnny@gmail.com)>;

[jiayee.yap@premiumauto.com.sg](mailto:jiayee.yap@premiumauto.com.sg); 'Nora Khai PA' <[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>

**Subject:** FINAL REVISION - SGU3899K - OD AIG - SURVEYED 28 MAR 2018

Hi Adrian/Veron,

Revised estimate is attached.

Please confirm repair cost of \$22337.00 @ 10 days of repairs.

Your early closure is well appreciated.

**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](mailto:carrine.leong@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

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