

## Veron Chen (LKKAuto)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Thursday, 9 April 2020 1:56 PM  
**To:** Veron Chen (LKKAuto)  
**Cc:** claims@premiumauto.com.sg  
**Subject:** FW: SGU 3899 K

Hi Veron,

Below email for your reference

**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:** Claims [mailto:claims@premiumauto.com.sg]  
**Sent:** Monday, 6 April, 2020 3:25 PM  
**To:** 'Khoo, Kay-Eng' <Kay-Eng.Khoo@aig.com>  
**Cc:** claims@premiumauto.com.sg  
**Subject:** RE: SGU 3899 K

Hi Kay Eng,

Thank you for your email.

First off, would you consider for DV to be signed by our company as witness? We may get persons in charge of above case to confirm that repairs were duly completed and released to owner.

In our record we have signature of owner on our repair jobcard during check-in, that confirms that his vehicle was brought in to our workshop on the date. Is there any way we could use that to show the jobs that were carried out?

**Best Regards,  
Nadia  
Claims Administrator**

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**From:** Khoo, Kay-Eng [<mailto:Kay-Eng.Khoo@aig.com>]  
**Sent:** Monday, 6 April, 2020 2:58 PM  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: RE: SGU 3899 K

Dear Nadia

Noted on the matter.

I have discussed this matter internally.

We will still need the Discharge Voucher to be signed by the owner, confirming repairs completed & in order, before we effect the payment to your workshop.

Understand our attempts to have it signed have been futile so far.

Appreciate if you can consider alternatives to have the documents duly completed.

Thanks.

**Khoo Kay Eng  
AIG**

Manager, Auto Property Damage Claims  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1026

[kay-eng.khoo@aig.com](mailto:kay-eng.khoo@aig.com) | [www.aig.sg](http://www.aig.sg)



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**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Friday, April 3, 2020 12:05 PM  
**To:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>  
**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** [EXTERNAL] RE: SGU 3899 K

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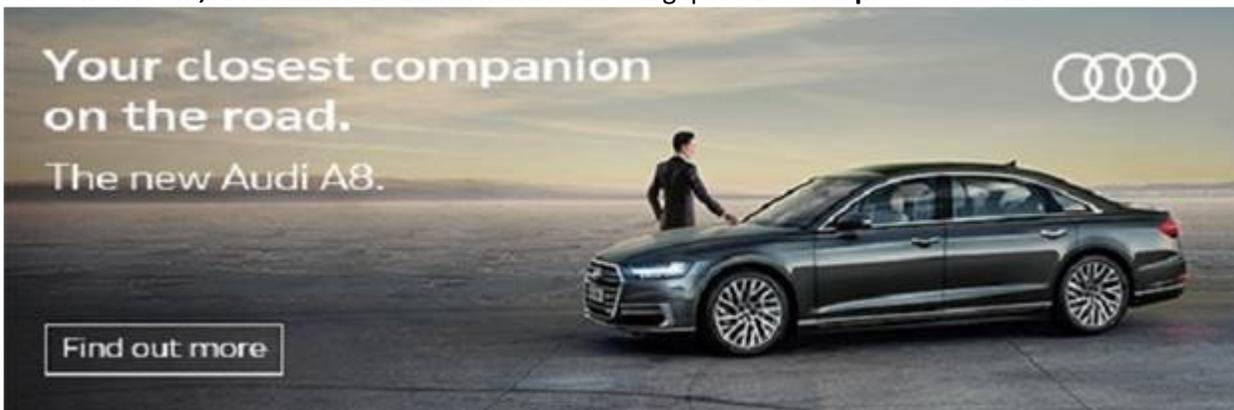
Hi Kay Eng,

We refer to our email yesterday (2/4/2020).

We hope to get your approval on the matter as our auditors are already looking into the case.

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

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**From:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Thursday, 2 April, 2020 3:34 PM  
**To:** 'Khoo, Kay-Eng' <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>  
**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** RE: SGU 3899 K

Hi Kay Eng,

Subsequent to our emails to Mr Ling, we have tried to reach him via phone but still not responsive to date.

We would like to request for LOD to be submitted without signature on release voucher.

Do let us know if possible. Appreciate your understanding.

Thank you.

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

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**From:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Thursday, 19 March, 2020 8:57 AM  
**To:** [lingyongwah@gmail.com](mailto:lingyongwah@gmail.com)  
**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg); 'Khoo, Kay-Eng' <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>; 'Veron Chen (LKKAuto)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Subject:** RE: SGU 3899 K

Dear Mr Ling,

We would like to follow up with you regarding above matter.

Reminder that there is an excess to be collected and DV to be signed for the processing of your claim.

We seek your prompt cooperation to execute these documents so we may close them at speed.

Thank you and hope to hear from you soonest.

**Best Regards,  
Nadia  
Claims Administrator**

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**From:** Khoo, Kay-Eng [<mailto:Kay-Eng.Khoo@aig.com>]

**Sent:** Wednesday, 26 February, 2020 1:30 PM

**To:** [lingyongwah@gmail.com](mailto:lingyongwah@gmail.com)

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

**Subject:** RE: SGU 3899 K

Dear Mr Ling,

Further to Premium Automobile email on the same, we understand that Premium Automobile has been attempting to contact you thus far but to no avail.

With your vehicle having been repaired, we would appreciate if you can assist on the matter (on the excess payment and signature on the discharge voucher) so that we can have an quick closure on this long outstanding matter.

May we hear from you within the next 7 days.

Thanking you in anticipation.

**Khoo Kay Eng  
AIG**

Manager, Auto Property Damage Claims

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1026

[kay-eng.khoo@aig.com](mailto:kay-eng.khoo@aig.com) | [www.aig.sg](http://www.aig.sg)



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

**Sent:** Wednesday, February 26, 2020 12:46 PM

**To:** [lingyongwah@gmail.com](mailto:lingyongwah@gmail.com)

**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg); Khoo, Kay-Eng

**Subject:** [EXTERNAL] SGU 3899 K

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Dear Mr Ling,

We are writing to you in reference to your claim dated 23/3/2018.

As relayed to you over phone and mail, there is an outstanding payment for excess amount of **S\$ 2,000.00**. Do let us know how we can arrange for the collection of the payment.

We also request for your kind signature on the discharge voucher attached in this email. Do sign off and scan back to us a copy.

As we are unable to move the case without your signature obtained and excess payment paid, we hope to be able to reach to you soon.

Thank you.

**Best Regards,  
Nadia  
Claims Administrator**

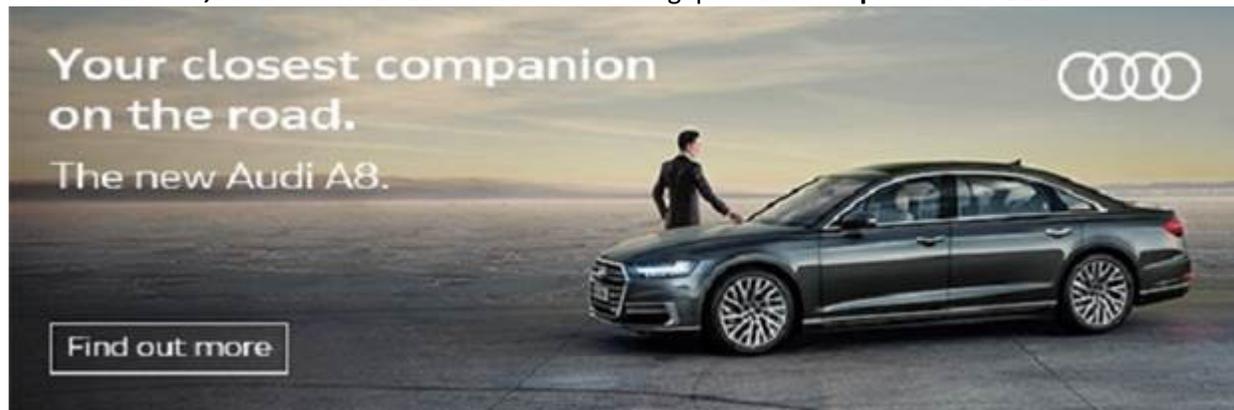
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