

Veron Chen (LKKAuto)

From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 15 April 2020 9:17 AM
To: lingyongwah@gmail.com
Cc: 'Khoo, Kay-Eng'; Veron Chen (LKKAuto)
Subject: RE: SGU 3899 K
Attachments: DISCHARGE VOUCHER - AIG -SGU 3899 K - (OD).docx

Good morning Mr Ling,

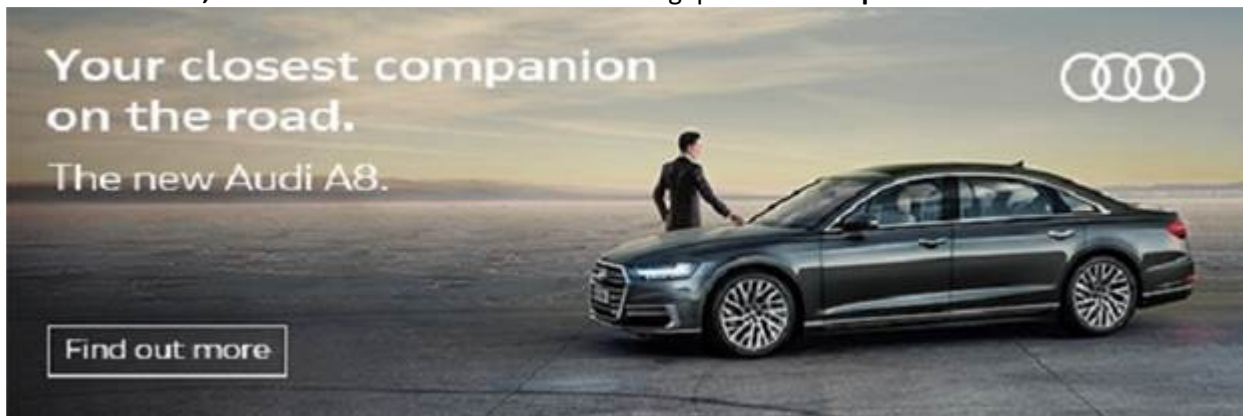
As relayed to you, please find Discharge Voucher pending for your signature.

We require your signature to execute your claim closure, hence we would appreciate if you could complete as attached.

We await your kind update on the matter.

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

Dear Mr Ling,

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

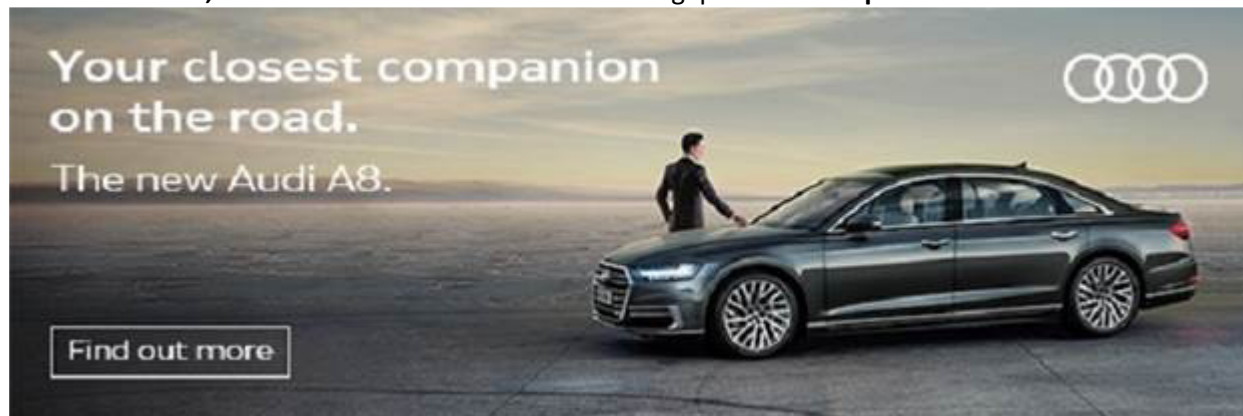
Reminder that there is an excess to be collected and DV to be signed for the processing of your claim.

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
Cc: Claims <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 | www.aig.sg



AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards. [Click here to find out more](#)

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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, February 26, 2020 12:46 PM
To: lingyongwah@gmail.com
Cc: claims@premiumauto.com.sg; Khoo, Kay-Eng
Subject: [EXTERNAL] SGU 3899 K

This message is from an external sender; be cautious with links and attachments.

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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