



INS. REC. BY: Adrian King

REF:

CC3/Alh 18005801/Avb

**ASSIGNMENT**

From: \_\_\_\_\_ Date: \_\_\_\_\_  
 Estimated Cost: \_\_\_\_\_  
 OD / TP / WS / TP RES / OD RES / EVA / INV / MV  
 To Inspect Vehicle No: \_\_\_\_\_  
 at Workshop m/s \_\_\_\_\_  
 of \_\_\_\_\_  
 Insured: \_\_\_\_\_  
 Policy No. 2100306561  
 Claims No. \_\_\_\_\_  
 Sum Insured: \_\_\_\_\_ Excess: 2000  
 (Client's Record)  
 Make of Veh: \_\_\_\_\_  
 (Policy Condition)

Veh No: SG63899K Yr Regn: 2012 / July  
 Type:  M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /  
 Truck / Trailer or \_\_\_\_\_  
 Make: Audi S5 Cabriolet C.C. 2995  
 Colour: white A/C: Insured / Std / NI / NA  
 Sp. Reading: 107906 T/Radio: Insured / Std / NI / NA  
 Eng/No: \_\_\_\_\_  
 C/No: WAU2228F2CNB12309  
 Gen. Cond:  Good / Fair / Poor / Burnt  
 Steering:  In order / Jammed / Leaked / Burnt or \_\_\_\_\_  
 Brake:  In order / Jammed / Leaked / Burnt or \_\_\_\_\_  
 Modi: Nil /  S/Rim / STD A/Rim or \_\_\_\_\_  
 Tyre Size: F: 255/35R19  
 R: 255/35R19

(Without Prejudice)

Assigned By	: M/S Poh Huan Logistic	Date of Request	: 6-March-2006	Date of Inspection	: 6-March-2006	Date of Re-inspection	: NA	Type of Inspection	: 3rd Party
Claim No	: -	Policy No	: -	Sum Insured	: -	Excess	: -	Date of Accident	: 1/3/2006

**VEHICLE APPRAISAL REPORT**

Reg. No: 462489003      BLOCK 3, DEFU LANE 10, #01-590 SINGAPORE 539184, TEL 98160800 FAX 64630875      PACER 92058935

Licensed Motor Vehicle Appraisers/Assessors

**AD AUTO SERVICES**

29/3/18 Revert by merimen, pending repair cost from repairer  
29/3/18 @ 4:49pm Adrian spoken to Victor, hold on authorise first  
3/4/18 @ 2:46pm Nora request for \$25K  
5/4/18 @ 1:25pm Nora insist \$25K  
5/4/18 Rece approved \$25k from Victor by merimen  
5/4/18 Informed Jeffrey c/A not exceeding \$25k ex \$2000 by email

Date/Time, File Pass to?  : Preli. Report  
 : Final Report

Days Of Repair: 10

Resurvey No. of Trip: 1

1) Date/Time, File Return to?

2) \_\_\_\_\_

Add Fee:  : Site Insp (\$ \_\_\_\_\_)  
 : Interview (\$ \_\_\_\_\_)  
 : Tech. Invs (\$ \_\_\_\_\_)  
 : Weekend (\$ \_\_\_\_\_)

Survey Fee: \_\_\_\_\_  
 Transportation: \_\_\_\_\_  
 S + RS: \_\_\_\_\_  
 Photos \_\_\_\_\_  
 Others \_\_\_\_\_  
 TOTAL \_\_\_\_\_

Report Format : \_\_\_\_\_

Lump Sum / I.B.I: (\$ \_\_\_\_\_)



# LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile

AIG ASIA PACIFIC INSURANCE PTE LTD

Ref : CC3/AIG18005801/Avb

78 SHENTON WAY #08-16  
CHARTIS BUILDING  
SINGAPORE 079120

Date : 28-03-2018



Code : AIG

## 1. Policy Particulars :- OWN DAMAGE

Insured Veh.		Veh. Inspected	SGU 3899K
Policy No.	2100306561	Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	28/03/2018

## 2. Vehicle Particulars & Condition

Make & Model		c.c	0
Engine No.	HIDDEN	Year of Reg.	
Chassis No.		Colour	
Odometer	-	Steering	
Brakes		Modification	
General			

## 3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre			mm
L/H Front Tyre			mm
R/H Rear Tyre			mm
L/H Rear Tyre			mm

## 4. Description of Damages

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## 5. General Information

Accident Date	23/03/2018	Inspection Date	28/03/2018
Survey held at	PREMIUM AUTOMOBILES PTE LTD 55 UBI ROAD 1. SINGAPORE 408699		

## 5a. Remarks

A) THE MARKET VALUE IS S\$----- (EST. AVERAGE)
B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE AUTHORISED REPAIRS.

## Veron Chen (LKKAuto)

---

**From:** Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>  
**Sent:** Tuesday, 25 February 2020 4:44 PM  
**To:** Claims  
**Cc:** Veron Chen (LKKAuto)  
**Subject:** RE: RE: RE: SGU 3899K-DOA: 23/03/2018 (AIG REF:2940864180SG)

Hi Nadia

Thanks for your patience.

Could you keep me in the cc loop in your fresh email to him?

We will try to exert pressure at our end too.

Thank you.

**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:** Tuesday, February 25, 2020 4:41 PM  
**To:** Khoo, Kay-Eng; 'Veron Chen (LKKAuto)'

Cc: claims@premiumauto.com.sg

Subject: [EXTERNAL] RE: RE: SGU 3899K-DOA: 23/03/2018 (AIG REF:2940864180SG)

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

Dear Kay Eng,

We have exhausted all means of reaching out to him, via email, post, calls and messages.

We will continue to try to get hold of him, however it seems not possible at this point.

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: Khoo, Kay-Eng [mailto:Kay-Eng.Khoo@aig.com]

Sent: Tuesday, 25 February, 2020 4:26 PM

To: Claims <claims@premiumauto.com.sg>; 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>

Subject: RE: RE: SGU 3899K-DOA: 23/03/2018 (AIG REF:2940864180SG)

Hi Nadia

Appreciate if you can kindly drop an email to him at his Gmail address attaching the DV and for his signature.

We can then proceed with the necessary.

It will not be appropriate for us to effect payment for the OD claim when the documents are not complete; hope you understand.

Thank you.

**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:** Monday, February 17, 2020 3:27 PM  
**To:** Khoo, Kay-Eng; 'Veron Chen (LKKAuto)'  
**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** [EXTERNAL] RE: SGU 3899K-DOA: 23/03/2018 (AIG REF:2940864180SG)

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Dear Kay Eng,

I called you on 08/01/2020 regarding above case, followed up by Kee Siang a couple of weeks later.

In my first call I expressed to you the difficulties our team is facing with the client to obtain his payment for excess and signature for the necessary documents. You advised us then to proceed to try to reach out to our client again. However, he is not complying with our requests and have since then avoided our calls.

Do let me know if you need more clarification.

**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](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)  
**Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223**



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**From:** Khoo, Kay-Eng [<mailto:Kay-Eng.Khoo@aig.com>]  
**Sent:** Monday, 17 February, 2020 2:37 PM  
**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Cc:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Subject:** FW: SGU 3899K-DOA: 23/03/2018 (AIG REF:2940864180SG)

Dear Nadia,

Reference to below and noting your communication with LKK Auto Consultants on the matter.

For easy reference, can you provide me the correspondence details relating to my engagement with you on this case?

Thank you.

**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:** Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]  
**Sent:** Tuesday, February 11, 2020 2:41 PM  
**To:** Khoo, Kay-Eng  
**Subject:** [EXTERNAL] SGU 3899K-DOA: 23/03/2018 (AIG REF:2940864180SG)

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

Dear Kay Eng,

Refer email from Premium Automobile.

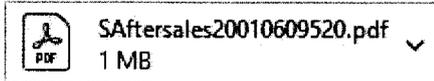
Can we submit our report accordingly?

---

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



Claims <claims@premiumauto.com.sg>  
To: Veron Chen (LKKAuto); SUR; Adrian Ling (LKKAuto); Admin A  
Cc: claims@premiumauto.com.sg



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 seek your kind understanding in accepting this claim. For your own record, we have corresponded with Kay Eng fro

Herewith soft copy of LOD for your perusal. Appreciate that you could look into it and once confirmed we will subn

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

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

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)

**Veron Chen (LKKAuto)**

---

**From:** Veron Chen (LKKAuto)  
**Sent:** Thursday, 5 April 2018 2:54 PM  
**To:** 'Zawaye, Norsazani'  
**Cc:** SUR  
**Subject:** RE: OD / 2940864180SG / SGU3899K -Claim status

Dear Norsazani Zawaye,

Our surveyor had contacted insured and addressed his concern.

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:** Zawaye, Norsazani [mailto:Norsazani.Zawaye@aig.com]  
**Sent:** Wednesday, 4 April 2018 9:34 AM  
**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>  
**Subject:** OD / 2940864180SG / SGU3899K -Claim status

Hi Veron,

Kindly assist to contact insured and advise on the claim status.

LING YONG WAH, Tel: +6597321397,

Thanks & Regards,

Norsazani Zawaye  
AIG  
Claims Adjuster | Express Auto Claims  
Singapore Claims | AIG Shared Services

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**Veron Chen (LKKAuto)**

---

**From:** Veron Chen (LKKAuto)  
**Sent:** Thursday, 5 April 2018 2:36 PM  
**To:** 'Claims Dept'  
**Cc:** SUR; 'Nora Khai'  
**Subject:** RE: SGU 3899 K Own Damage Claim (Vehicle IN)

Dear Jeffery,

As instructed by our client **AIG**, please proceed to repair the insured vehicle **SGU 3899K** not exceeding **part by part \$25,000/- (Excess \$2000/-)**.

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:** Veron Chen (LKKAuto)  
**Sent:** Wednesday, 4 April 2018 11:12 AM  
**To:** 'Claims Dept' <claims@premiumauto.com.sg>  
**Cc:** SUR <sur@lkkauto.com>; 'Nora Khai' <nora.khai@premiumauto.com.sg>  
**Subject:** RE: SGU 3899 K Own Damage Claim (Vehicle IN)

Dear Jeffery,

Pending 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:** Claims Dept [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Wednesday, 4 April 2018 11:08 AM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'Nora Khai' <[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>  
**Subject:** RE: SGU 3899 K Own Damage Claim (Vehicle IN)

Dear Veron,

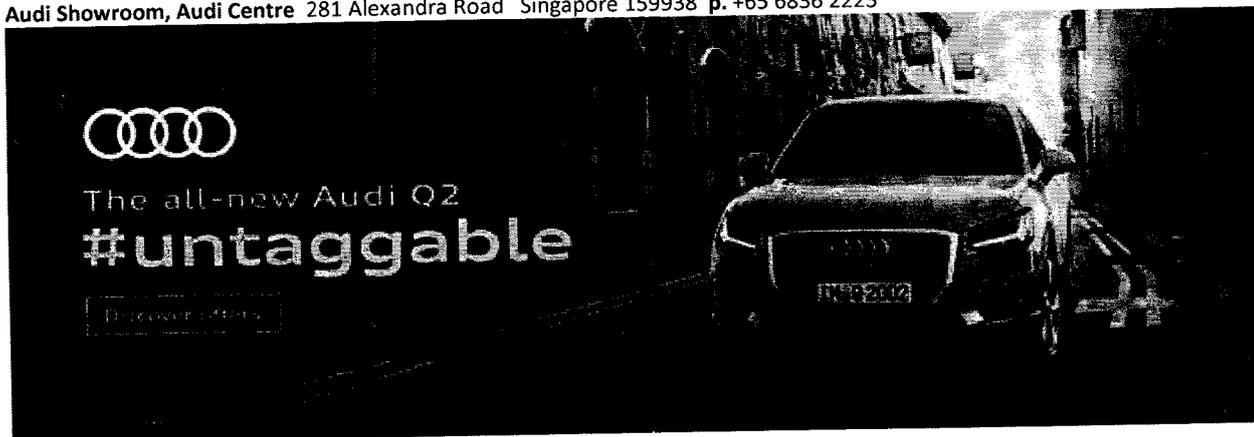
Following up on behalf of Ms. Nora.

Any update from AIG for the increase in offer?

Many thanks!

Best regards,  
Jeffery Tan

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699  
p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183  
e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)  
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**From:** Nora Khai [<mailto:nora.khai@premiumauto.com.sg>]  
**Sent:** Tuesday, 3 April, 2018 2:14 PM  
**To:** 'Veron Chen (LKKAuto)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Cc:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SGU 3899 K Own Damage Claim (Vehicle IN)

Hi Veron,

We counter propose for 25-26k.

Kindly revert.

Best Regards,

Norazima Khairuddin  
Claims Manager

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699



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---

**From:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]  
**Sent:** 03 April, 2018 8:49 AM  
**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Cc:** SUR  
**Subject:** RE: SGU 3899 K Own Damage Claim (Vehicle IN)

Dear Jeffery,

Please check vehicle able to repair not exceeding \$23K on part by part.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Veron Chen (LKKAuto)  
**Sent:** Monday, 2 April 2018 10:13 AM  
**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** FW: SGU 3899 K Own Damage Claim (Vehicle IN)

Dear Jeffery,

Please check vehicle able to repair not exceeding \$23K on part by part.

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:** Veron Chen (LKKAuto)  
**Sent:** Saturday, 31 March 2018 11:13 AM  
**To:** 'Claims Dept' <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: SGU 3899 K Own Damage Claim (Vehicle IN)

Dear Jeffery,

Please check vehicle able to repair not exceeding \$23K on part by part.

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:** Veron Chen (LKKAuto)  
**Sent:** Thursday, 29 March 2018 10:03 AM  
**To:** Claims Dept <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: SGU 3899 K Own Damage Claim (Vehicle IN)

Dear Jeffery,

Please check vehicle able to repair not exceeding \$23K on part by part.

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:** Veron Chen (LKKAuto)  
**Sent:** Thursday, 29 March 2018 9:19 AM  
**To:** 'Claims Dept' <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: SGU 3899 K Own Damage Claim (Vehicle IN)

Dear Jeffery,

Please forward us a copy of CI.

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

**Sent:** Wednesday, 28 March 2018 11:48 AM

**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

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

**Subject:** SGU 3899 K Own Damage Claim (Vehicle IN)

Dear all,

Kindly assist in the Own Damage Claim approval for the above mentioned vehicle.

Survey was carried out earlier this morning.

Many thanks!

Best regards,  
**Jeffery Tan**

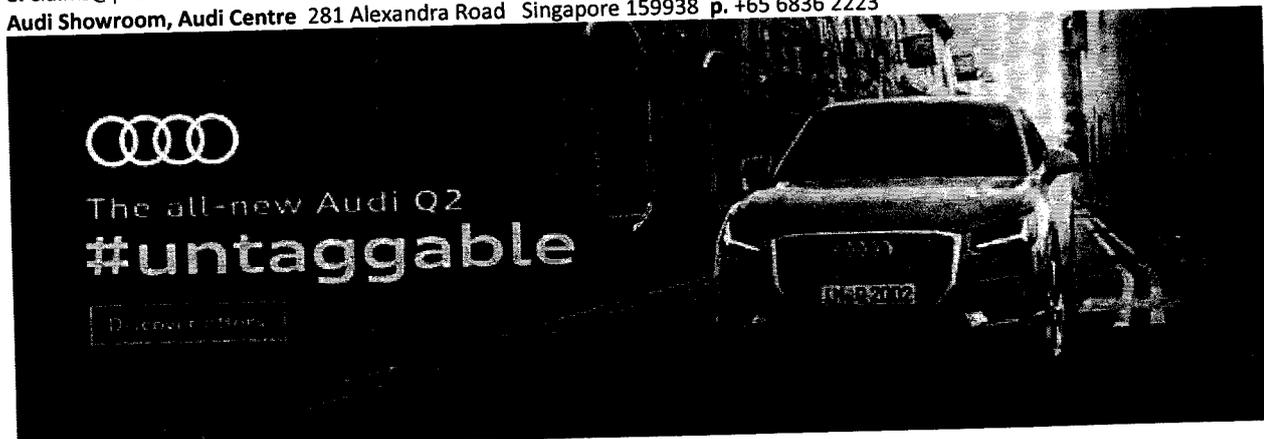
**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183

e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)

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## Veron Chen (LKKAuto)

---

**From:** Veron Chen (LKKAuto)  
**Sent:** Thursday, 5 April 2018 2:33 PM  
**To:** 'Koh, Victor-CK'  
**Cc:** SUR  
**Subject:** RE: SGU 3899K-DOA: 23/3/2018 (AIG REF: 2940864180SG)

Dear Victor,

Noted with thanks.

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:** Koh, Victor-CK [mailto:Victor-CK.Koh@aig.com]  
**Sent:** Thursday, 5 April 2018 2:00 PM  
**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>  
**Subject:** RE: SGU 3899K-DOA: 23/3/2018 (AIG REF: 2940864180SG)

Hi Veron,

Kindly proceed authorized repair not exceeding \$25,000.00.  
Have re-mandate in merimen already.

Thanks & Regards

**Victor Koh**

**AIG**

Claims Technical Controller

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +65 6419 1785 | Fax +65 68357416

[Victor-ck.koh@aig.com](mailto:Victor-ck.koh@aig.com) | [www.aig.com](http://www.aig.com)

---

**From:** Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]  
**Sent:** Thursday, April 05, 2018 12:24 PM  
**To:** Koh, Victor-CK  
**Cc:** SUR  
**Subject:** RE: SGU 3899K-DOA: 23/3/2018 (AIG REF: 2940864180SG)

Dear Victor,

Still pending for your instruction.

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:** Veron Chen (LKKAuto)

**Sent:** Wednesday, 4 April 2018 10:03 AM

**To:** Koh, Victor-CK <Victor-CK.Koh@aig.com>

**Cc:** SUR <sur@lkkauto.com>

**Subject:** RE: SGU 3899K-DOA: 23/3/2018 (AIG REF: 2940864180SG)

Dear Victor,

Still pending for your instruction.

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:** Veron Chen (LKKAuto)

**Sent:** Tuesday, 3 April 2018 2:46 PM

**To:** Koh, Victor-CK <Victor-CK.Koh@aig.com>

**Cc:** SUR <sur@lkkauto.com>

**Subject:** SGU 3899K-DOA: 23/3/2018 (AIG REF: 2940864180SG)

Dear Victor,

We refer to our conversation this afternoon.

Repairer asking for repair cost \$25,000/-

For your approval please.

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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This mail is associated with :

**\*SGU3899K (2940864180SG)**  
OD  
Mar 23 2018 10:00AM  
[LING YONG WAH]  
Premium Automobiles Pte Ltd

**From** AIG Asia Pacific Insurance Pte. Ltd. (AIG\_SG), sent on 05/04/2018 13:58 PM.

**To** LKK\_HQ

**Subject** Alert - Adj Mandate Approved (S\$25000.00) - SGU3899K - Claim Handler: Mohd Zawaye, Norsazani

Approved:25000.00:Re-inspect and upload damage photos of LH Front fender, LH headlamp. Kindly advise how much is the labour /day given. Repair limit not exceeding \$25,000.00.

#### DOCUMENTS SUMMARY

There are no documents.

## View Received Message

This mail is associated with :

**\*SGU3899K (2940864180SG)**

OD

Mar 23 2018 10:00AM

[LING YONG WAH]

Premium Automobiles Pte Ltd

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**From** AIG Asia Pacific Insurance Pte. Ltd. (AIG\_SG), sent on 29/03/2018 16:34 PM.

**To** LKK\_HQ

**Subject** Alert - Adj Mandate Approved (S\$24000.00) - SGU3899K - Claim Handler: Mohd Zawaye, Norsazani

Approved:24000.00:Re-inspect and upload damage photos of LH Front fender, LH headlamp. Kindly advise how much is the labour /day given.  
Repair limit not exceeding \$24,000.00 Kindly advise is repairer is able to repair within the limit.

### DOCUMENTS SUMMARY

There are no documents.

## Veron Chen (LKKAuto)

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**From:** Veron Chen (LKKAuto)  
**Sent:** Wednesday, 18 September 2019 9:59 AM  
**To:** Carrine Leong  
**Cc:** 'Chang Chee Sing'; 'Boo seng yak'; jiyee.yap@premiumauto.com.sg; 'Nora Khai PA'; SUR  
**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>  
**Sent:** Tuesday, 17 September 2019 6:09 PM  
**To:** Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>  
**Cc:** 'Chang Chee Sing' <claims@premiumauto.com.sg>; 'Boo seng yak' <boojohnny@gmail.com>; jiyee.yap@premiumauto.com.sg; 'Nora Khai PA' <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 w. www.audi.com.sg

**Audi Showroom, Audi Centre** 281 Alexandra Road Singapore 159938 p. +65 6836 2223

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