

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Tuesday, 8 May 2018 3:02 PM
To: 'Loo, Tong Shing'; SUR
Subject: RE: SLU9009P OD / 2062244005SG DOA 28/04/2018

Dear Tong Shing,

Noted with thanks.

Please assist below email from Premium Automobile.



Mon 7/5/2018 3:58 PM

Nora Khai <nora.khai@premiumauto.com.sg>

RE: SLU 9009 P Own Damage Claims (Vehicle IN)

To Veron Chen (LKKAUTO); 'Claims';  SUR

Dear Veron ,

We received instruction from owner that he wanted AIG personnel to call him back urgently.

On a side note he would like for a one to one replacement .

On our side, we will hold the repairs until all the issue has been resolve.

Thank you.

Best regards,

Norazima Khairuddin
Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9827 f. +65 6841 1183

e. nora.khai@premiumauto.com.sg w. www.audi.com.sg

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

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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From: Loo, Tong Shing [<mailto:TongShing.Loo@aig.com>]

Sent: Tuesday, 8 May 2018 2:21 PM

To: SUR <sur@lkkauto.com>

Subject: SLU9009P OD / 2062244005SG DOA 28/04/2018

Hi LKK,

OI spouse mentioned his vehicle is badly damage, especially the inside part eg. Alignment , engine and so.

OI spouse req AIG / LKK become more careful when doing the physical surveyor and check carefully the damage part.

Thank you.

Loo Tong Shing
AIG

Express Claims Adjuster
Claims Operations | AIG Shared Services

TongShing.Loo@aig.com | www.aig.com

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