

Veron Chen (LKKAUTO)

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Friday, 10 August 2018 11:49 AM
To: 'Dally Amri, Mimi Zarina'
Cc: Veron Chen (LKKAUTO); 'Claims Dept'
Subject: RE: OD claim for SGC 8218 M-DOA: 29/5/18 (AIG OD)

Dear Ms. Mimi,

Owner is asking, if his insurance is not able to help him, then who should he go to, to seek for assistance on this matter? The police have also given their investigation result to this accident.

The insured is asking, since his is paying a premium every year and now that he is in this situation, isn't his insurance going to help him? There is a video sitting at the accident scene location to proof that this accident was at no fault of his and yet nothing can be done to help him.

Kindly advise on the matter again.

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 w. www.audi.com.sg

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Claims Dept [mailto:claims@premiumauto.com.sg]
Sent: Tuesday, 7 August, 2018 3:15 PM
To: 'Dally Amri, Mimi Zarina' <MimiZarina.DallyAmri@aig.com>
Cc: 'Veron Chen' <veronchen@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: OD claim for SGC 8218 M-DOA: 29/5/18 (AIG OD)

Dear Ms. Mimi,

Noted on this.

We will inform your insured of this and let him decide how he would like to proceed from here.

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 w. www.audi.com.sg

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Dally Amri, Mimi Zarina [<mailto:MimiZarina.DallyAmri@aig.com>]

Sent: Tuesday, 7 August, 2018 9:48 AM

To: Claims Dept <claims@premiumauto.com.sg>

Cc: Veron Chen (veronchen@lkkauto.com) <veronchen@lkkauto.com>

Subject: RE: OD claim for SGC 8218 M-DOA: 29/5/18 (AIG OD)

Dear Jeffery

We are not practicing to retrieve the video footage from building management.
We do not have an authority of it.

Regards,

Mimi Zarina @ Mimi
AIG

Express Claims Adjuster

Claims Operations | AIG Shared Services

IMPORTANT NOTICE:

The information in this email (and any attachments hereto) is confidential and may be protected by legal privileges and work product immunities. If you are not the intended recipient, you must not use or disseminate the information. Receipt by anyone other than the intended recipient is not a waiver of any attorney-client or work product privilege. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, August 03, 2018 9:16 PM
To: Dally Amri, Mimi Zarina
Cc: 'Claims Dept'
Subject: RE: OD claim for SGC 8218 M-DOA: 29/5/18 (AIG OD)

Dear Mimi,

Kindly revert back on to our queries.

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 w. www.audi.com.sg

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 31 July, 2018 10:08 AM
To: 'Dally Amri, Mimi Zarina' <MimiZarina.DallyAmri@aig.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: OD claim for SGC 8218 M-DOA: 29/5/18 (AIG OD)

Dear Ms. Mimi,

We refer to the our earlier email to LKK on the matter.

Kindly assist the client, Mr. Lim to retrieve the video from the accident location as the owner is now seeking AIG for their assistance on the matter.

Should you need more info you may contact me @ 8777 9608.

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 w. www.audi.com.sg

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]

Sent: Tuesday, 31 July, 2018 9:22 AM

To: Claims Dept <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: OD claim for SGC 8218 M-DOA: 29/5/18 (AIG OD)

Dear Jeffery,

Please refer to OIC Mimi.

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 <claims@premiumauto.com.sg>

Sent: Monday, 30 July 2018 6:00 PM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: 'Claims Dept' <claims@premiumauto.com.sg>

Subject: RE: OD claim for SGC 8218 M-DOA: 29/5/18 (AIG OD)

Dear Veron,

There is a police investigation result for this accident.

Herein attach the necessary documents for your kind reference.

There is also a video captured during this accident. The owner himself is not able to retrieve the video. The building management for the accident scene have saved a copy of the video. Building location is 39 Jurong West Ave 1 Singapore 649518. (Singapore Che Wein Khor Moral Uplifting Society). Phone number 6450 1369.

Who can assist the client on to this matter? Would it be LKK or AIG? Kindly let us know how to move ahead from here.

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 w. www.audi.com.sg

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Nora Khai [<mailto:nora.khai@premiumauto.com.sg>]

Sent: Monday, 11 June, 2018 3:46 PM

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

Subject: RE: OD claim for SGC 8218 M-DOA: 29/5/18 (AIG OD)

Hi Veron,

Please ignore the email.

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Nora Khai [<mailto:nora.khai@premiumauto.com.sg>]
Sent: 11 June, 2018 3:40 PM
To: 'Veron Chen (LKKAUTO)'; 'Claims Dept'; 'SUR'
Subject: RE: OD claim for SGC 8218 M-DOA: 29/5/18 (AIG OD)

Hi Veron,

Can we confirm if this is repair approval?

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]
Sent: 08 June, 2018 2:22 PM
To: Claims Dept; SUR
Subject: RE: OD claim for SGC 8218 M-DOA: 29/5/18 (AIG OD)

Dear Phua,

Vehicle excess \$600/-

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: Monday, 4 June 2018 2:26 PM
To: SUR <sur@lkkauto.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: OD claim for SGC 8218 M

Dear all,

Kindly assist with the Own Damage Claim approval for the above mentioned vehicle.
Here are the attachments of GIA report & estimate for your kind reference.
Kindly arrange survey on 07/06/2018(Thursday) @ 10am.Owner will be waiting.

Thank you.

Best Regards,
Phua
Claims Advisor

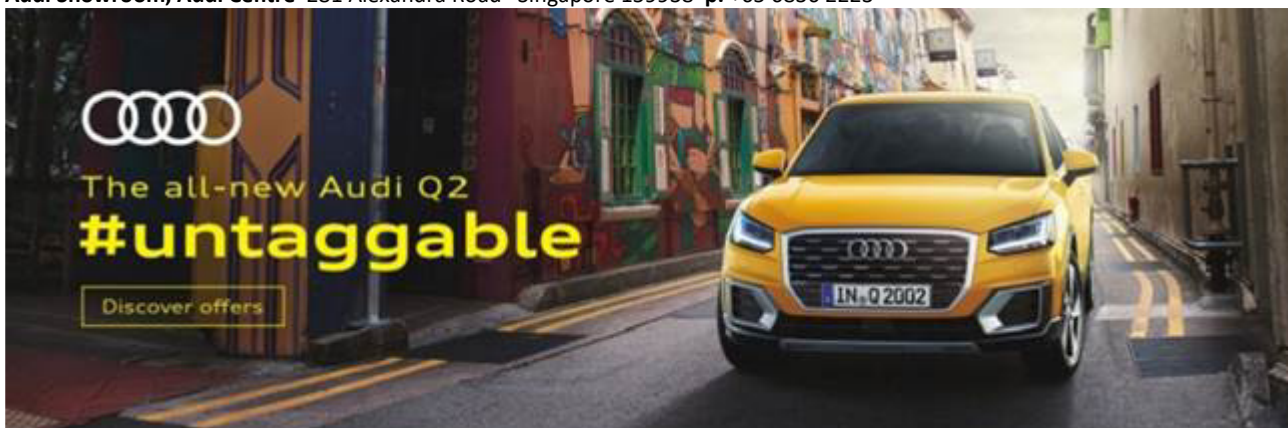
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

e. claims@premiumauto.com.sg w. www.audi.com.sg

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.