

Veron Chen (LKKAUTO)

From: Mastura <mastura@premiumauto.com.sg>
Sent: Saturday, 18 August 2018 10:34 AM
To: 'Claims'; 'Ler, Bernard-JQ'; Veron Chen (LKKAUTO)
Cc: 'Tr, Tinesh'; SUR
Subject: LOD - SKH 8079 Z Own Damage Claim (AIG REF:7611208577SG)
Attachments: SAftersales18081811320.pdf

Dear Claims team,

Above attachment is for your perusal. We will be mailing the LOD to AIG office shortly.

Thank you.

Best Regards,
Mastura
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183

e. mastura@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 <claims@premiumauto.com.sg>
Sent: Monday, 16 July 2018 5:19 PM
To: 'Ler, Bernard-JQ' <Bernard-JQ.Ler@aig.com>; 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>
Cc: 'Tr, Tinesh' <Tinesh.Tr@aig.com>; 'SUR' <sur@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: SKH 8079 Z Own Damage Claim (AIG REF:7611208577SG)

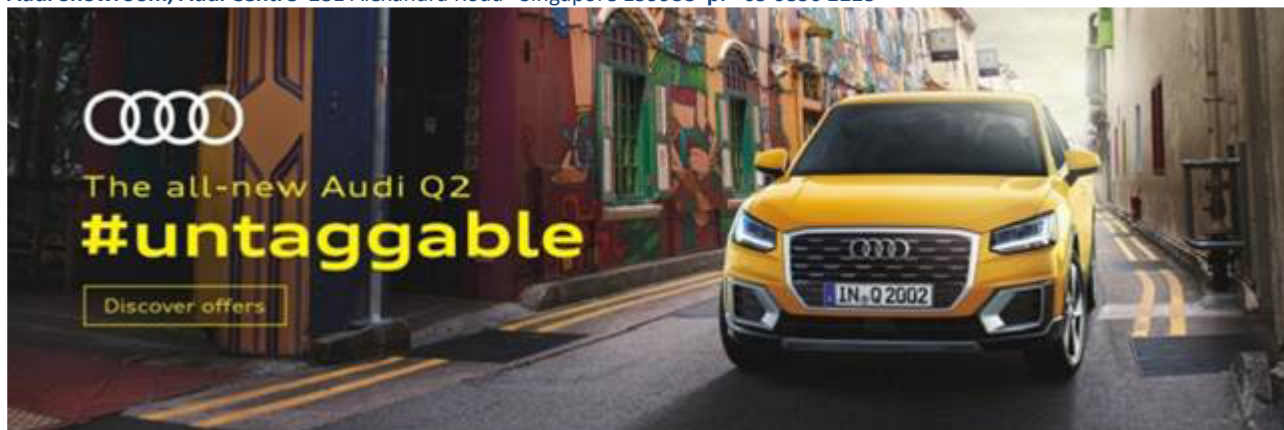
Dear Bernard,

Thanks for your help.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

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http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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From: Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]
Sent: Monday, 16 July, 2018 4:23 PM
To: Claims <claims@premiumauto.com.sg>; 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>
Cc: Tr, Tinesh <Tinesh.Tr@aig.com>; 'SUR' <sur@lkkauto.com>
Subject: RE: SKH 8079 Z Own Damage Claim (AIG REF:7611208577SG)

Dear Tony,

I have sent them a reminder to tow out the vehicle ASAP.

Thanks and apologies for causing the inconvenience.

Best Regards,

Bernard Ler
AIG

Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946 | Fax +(65) 6835 7416

Bernard-JQ.Ler@aig.com | www.aig.com.sg

From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: 16 July 2018 4:18 PM
To: Ler, Bernard-JQ; 'Veron Chen (LKKAUTO)'
Cc: Tr, Tinesh; 'SUR'; claims@premiumauto.com.sg
Subject: RE: SKH 8079 Z Own Damage Claim (AIG REF:7611208577SG)

Dear Bernard,

We yet to receive any call from salvage buyer to tow out this car.

Can assist to follow up?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

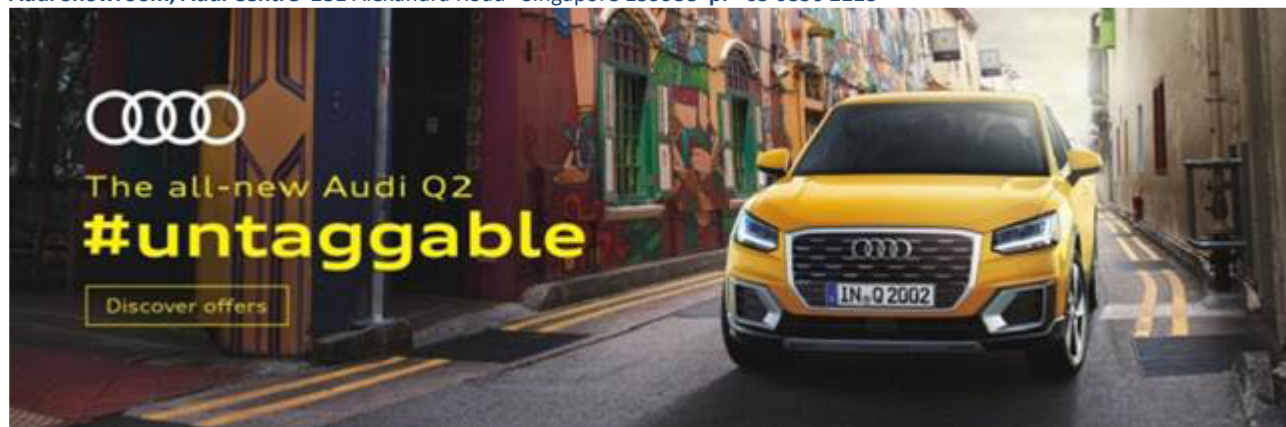
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http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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

Sent: Monday, 9 July, 2018 3:38 PM

To: 'Ler, Bernard-JQ' <Bernard-JQ.Ler@aig.com>; 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>

Cc: 'Tr, Tinesh' <Tinesh.Tr@aig.com>; 'SUR' <sur@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: SKH 8079 Z Own Damage Claim (AIG REF:7611208577SG)

Dear Bernard,

Noted.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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http://www.audi.com.sg/sea/brand/sq/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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From: Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]

Sent: Monday, 9 July, 2018 3:21 PM

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

Cc: Tr, Tinesh <Tinesh.Tr@aig.com>; 'SUR' <sur@lkkauto.com>

Subject: RE: SKH 8079 Z Own Damage Claim (AIG REF:7611208577SG)

Dear Tony,

Salvage buyer has been announced. We will arrange tow out vehicle latest by this week.

Thank you.

Best Regards,

Bernard Ler
AIG

Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946 | Fax +(65) 6835 7416

Bernard-JQ.Ler@aig.com | www.aig.com.sg

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

Sent: 9 July 2018 12:52 PM

To: Ler, Bernard-JQ; 'Veron Chen (LKKAUTO)'

Cc: Tr, Tinesh; 'SUR'; claims@premiumauto.com.sg

Subject: RE: SKH 8079 Z Own Damage Claim (AIG REF:7611208577SG)

Dear Bernard,

Any update for this case?

We would expect this matter to be dealt with efficiently to avoid costly storage fee charge to AIG.

Thank you.

Best Regards,

Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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From: Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]

Sent: Thursday, 28 June, 2018 3:17 PM

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

Cc: Tr, Tinesh <Tinesh.Tr@aig.com>; SUR <sur@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: SKH 8079 Z Own Damage Claim (AIG REF:7611208577SG)

Hi All,

Insured is currently oversea. Will send him an email regarding the case.

Best Regards,

Bernard Ler
AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946 | Fax +(65) 6835 7416

Bernard-JQ.Ler@aig.com | www.aig.com.sg

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

Sent: 28 June 2018 11:52 AM

To: Ler, Bernard-JQ

Cc: Tr, Tinesh; SUR; claims@premiumauto.com.sg

Subject: RE: SKH 8079 Z Own Damage Claim (AIG REF:7611208577SG)

Dear Bernard,

Please kindly assist to contact owner.

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

Sent: Thursday, 28 June 2018 11:48 AM

To: SUR <sur@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: SKH 8079 Z Own Damage Claim

Dear all,

Is there any update for this case? Owner is chasing.

Kindly ask the Officer in-charge to contact owner.

Thank you.

Best Regards,

Tony Foong

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

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http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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

Sent: Wednesday, 20 June, 2018 12:56 PM

To: sur@lkkauto.com

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

Subject: SKH 8079 Z Own Damage Claim

Dear all,

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

Survey was carried out by Adrian this morning.

Total loss letter was also handed over to Adrian for his reference.

Many thanks!

Best regards,
Jeffery Tan

Premium Automobiles Pte Ltd (Reg No 199902271W)

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