

## Shirley Hiew (LKK Auto)

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**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Friday, 27 July 2018 4:36 PM  
**To:** 'Claims Dept'; 'Nora Khai'  
**Cc:** 'SUR'  
**Subject:** RE: OD claim of SGX 293 L (URGENT) - SUPPLEMENTARY

Dear George/Nora,

As instructed by our client, please proceed at repair cost not exceeding \$17,300.00 (inclusive supplementary) to repair the insured vehicle  
**SGX 293L (Excess \$ 700/-).**

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.

Thank you.

Best Regards,

Shirley Hiew | 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)

Thank you.

Best Regards,

Shirley Hiew | 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)

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**From:** Claims Dept [mailto:claims@premiumauto.com.sg]  
**Sent:** Friday, 27 July 2018 4:05 PM  
**To:** 'Claims Dept' <claims@premiumauto.com.sg>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; 'Nora Khai' <nora.khai@premiumauto.com.sg>  
**Cc:** SUR <sur@lkkauto.com>  
**Subject:** RE: OD claim of SGX 293 L (URGENT) - SUPPLEMENTARY

Dear Shirley,

As spoken, We will accept the offer of S\$ 17,300.00 before GST, as a Lump sump repair.

Thank you.

Best Regards,

**George Wong**  
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](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:** Claims Dept [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Thursday, 26 July 2018 4:07 PM  
**To:** 'Shirley Hiew (LKK Auto)'; 'Nora Khai'  
**Cc:** 'SUR'; 'Claims Dept'  
**Subject:** RE: OD claim of SGX 293 L (URGENT) - SUPPLEMENTARY

Dear Shirley,

We refer to the conversation between Ms. Nora & Mr. Victor yesterday.

We will accept the offer of S\$17,300.00 before GST for this.

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:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Thursday, 26 July, 2018 3:11 PM  
**To:** 'Nora Khai' <[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>; 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Cc:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OD claim of SGX 293 L (URGENT) - SUPPLEMENTARY

Hi Nora,

Insurance recommended total loss.

Thank you.

Best Regards,

Shirley Hiew | 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)

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**From:** Nora Khai [<mailto:nora.khai@premiumauto.com.sg>]  
**Sent:** Wednesday, 25 July 2018 3:20 PM  
**To:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OD claim of SGX 293 L (URGENT) - SUPPLEMENTARY

Dear Shirley,

Any approval from Victor on this case?

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](mailto:nora.khai@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:** Claims Dept [<mailto:claims@premiumauto.com.sg>]  
**Sent:** 23 July, 2018 4:23 PM  
**To:** 'Shirley Hiew (LKK Auto)'  
**Cc:** 'SUR'; 'Claims Dept'  
**Subject:** RE: OD claim of SGX 293 L (URGENT) - SUPPLEMENTARY

Dear Shirley,

We propose for S\$21,000.00 lump sum for this case.

Kindly check and revert back.

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:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Monday, 23 July, 2018 4:03 PM  
**To:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Cc:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OD claim of SGX 293 L (URGENT) - SUPPLEMENTARY

Dear George,

As spoken, Kindly check the repair cost limit whether you are able to repair the vehicle not exceeding \$ 17,000.00.

Thank you.

Best Regards,

Shirley Hiew | 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:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

**Sent:** Monday, 23 July 2018 3:05 PM

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

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

**Subject:** RE: OD claim of SGX 293 L (URGENT) - SUPPLEMENTARY

Hi George,

As Spoken, please send us the purchasing invoice.

Thank you.

Best Regards,

Shirley Hiew | 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)

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**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

**Sent:** Monday, 23 July 2018 1:29 PM

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

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

**Subject:** RE: OD claim of SGX 293 L (URGENT) - SUPPLEMENTARY

Hi George,

Kindly informed we are still pending approval from insurance.

We will update you once done.

Thank you.

Best Regards,

Shirley Hiew | 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:** Claims Dept [<mailto:claims@premiumauto.com.sg>]

**Sent:** Monday, 23 July 2018 1:21 PM

**To:** 'Shirley Hiew (LKK Auto)' <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>

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

**Subject:** RE: OD claim of SGX 293 L (URGENT) - SUPPLEMENTARY

Good afternoon Ms. Shirley,

Any updates for the above mentioned case ?

We 're appreciate your quick response.

Best Regards,  
**George wong**  
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](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)  
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**From:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Wednesday, 18 July 2018 8:31 PM  
**To:** 'Catherine Chong (LKK Auto)'  
**Cc:** 'Claims'  
**Subject:** RE: OD claim of SGX 293 L (URGENT) - SUPPLEMENTARY

Dear all,

Attached is the supplementary for your kind reference.

Please arrange re-survey for the above mentioned vehicle.

Address : Blk 10 Sin Ming Industrial Estate , Sector C #01-12, Singapore 575645.

Thank you.

Best Regards,  
**George Wong**  
Claims Advisor

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

**Sent:** Wednesday, 18 July 2018 5:59 PM

**To:** 'Shirley Hiew (LKK Auto)'

**Cc:** 'SUR'; 'Claims'

**Subject:** RE: OD claim of SGX 293 L (URGENT)

Dear Ms. Shirley ,

We have confirmed the repair cost limit, not exceeding S\$ 26,000.00.

Kindly assist in authorize repair for the above mentioned vehicle .

Best Regards,  
**George Wong**  
Claims Advisor

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

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**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Tuesday, 17 July 2018 10:46 AM  
**To:** 'Claims'  
**Cc:** 'SUR'  
**Subject:** RE: OD claim of SGX 293 L (URGENT)

Hi All,

Please revert.

Thank you.

Best Regards,

Shirley Hiew | 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:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Friday, 13 July 2018 11:45 AM  
**To:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Cc:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OD claim of SGX 293 L (URGENT)

Dear George,

Kindly advice the repair cost limit not exceeding \$ 26,000.00 .

Please check and revert.

Thank you.

Best Regards,

Shirley Hiew | 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:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Thursday, 12 July 2018 4:53 PM  
**To:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OD claim of SGX 293 L (URGENT)

Dear all,

Survey was carried out on today afternoon.

Please advice on the cost of limit repair for the above mentioned vehicle.

Vehicle is in our workshop.

Thank you.

Best Regards,

**George Wong**  
Claims Advisor

**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. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)  
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**From:** Claims Dept [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Wednesday, 11 July 2018 6:32 PM  
**To:** 'SUR'  
**Cc:** 'Claims'  
**Subject:** OD claim of SGX 293 L

Good afternoon all ,

Here is the estimate attached for your kind reference .

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