

## Shirley Hiew (LKK Auto)

---

**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Monday, 13 August 2018 5:41 PM  
**To:** 'Claims Dept'; 'Nora Khai'  
**Cc:** 'SUR'  
**Subject:** RE: SFC 13 B Own Damage Claims (Vehicle IN)

Dear Jeffrey,

As instructed by our client, please proceed to repair the insured vehicle **SFC 13B (Excess \$ 300/-)**.

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)

---

**From:** Janice Lee (LKKAuto) [mailto:JaniceLee@lkkauto.com]  
**Sent:** Monday, 13 August 2018 3:30 PM  
**To:** Claims Dept <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: SFC 13 B Own Damage Claims (Vehicle IN)

Hi Jeffery,  
This case is handle by Shirley.

Dear Shirley,  
Please advise the status.

Thank you.

Best Regards,

**Jannice Lee (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [janicelee@lkkauto.com](mailto:janicelee@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, August 13, 2018 3:28 PM  
**To:** Janice Lee (LKKAuto) <[JaniceLee@lkkauto.com](mailto:JaniceLee@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

Cc: 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
Subject: RE: SFC 13 B Own Damage Claims (Vehicle IN)

Dear Janice,

We understand from the owner that the received a SMS from AIG informing him that his approval is given.

Kindly confirm this.

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)  
**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:** Janice Lee (LKKAuto) [<mailto:JaniceLee@lkkauto.com>]  
**Sent:** Monday, 13 August, 2018 8:56 AM  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SFC 13 B Own Damage Claims (Vehicle IN)

Dear Jeffery,  
We are still pending approval from insurance.

Dear Shirley,  
Kindly assist.

Thank you.

Best Regards,  
**Jannice Lee (Ms)** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6256-3561 | email: [jannicelee@lkkauto.com](mailto:jannicelee@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:** Monday, August 13, 2018 8:41 AM  
**To:** Janice Lee (LKKAuto) <[JaniceLee@lkkauto.com](mailto:JaniceLee@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

Cc: 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
Subject: RE: SFC 13 B Own Damage Claims (Vehicle IN)

Dear Janice,

Any update on the approval for this case?

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



[http://www.audi.com.sg/sea/brand/sg/audi\\_promotions/promotions/car\\_promotions/new-audi-q2-2017.html](http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html)

**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:** Janice Lee (LKKAuto) [<mailto:JaniceLee@lkkauto.com>]  
**Sent:** Friday, 10 August 2018 4:37 PM  
**To:** Claims; SUR  
**Subject:** RE: SFC 13 B Own Damage Claims (Vehicle IN)

Dear Tony,

We are still pending mandate approval from insurance.

Thank you.

Best Regards,

**Jannice Lee (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [janicelee@lkkauto.com](mailto:janicelee@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:** Friday, August 10, 2018 4:29 PM  
**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

Cc: [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

Subject: RE: SFC 13 B Own Damage Claims (Vehicle IN)

Dear all,

Any update on the approval for this case?

Best Regards,  
**Tony Foong**  
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)  
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



[http://www.audi.com.sg/sea/brand/sg/audi\\_promotions/promotions/car\\_promotions/new-audi-q2-2017.html](http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html)

**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 [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Wednesday, 8 August, 2018 2:41 PM  
**To:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** RE: SFC 13 B Own Damage Claims (Vehicle IN)

Dear all,

Any update?

Thank you.

Best Regards,  
**Tony Foong**  
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)  
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



[http://www.audi.com.sg/sea/brand/sg/audi\\_promotions/promotions/car\\_promotions/new-audi-q2-2017.html](http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html)

**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 12:57 PM

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

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

**Subject:** SFC 13 B Own Damage Claims (Vehicle IN)

Dear all,

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

Survey was carried out earlier this morning.

Kindly take note, the vehicle is pending repair approval.

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)

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