

## Veron Chen (LKKAUTO)

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**From:** Mastura <mastura@premiumauto.com.sg>  
**Sent:** Tuesday, 20 November 2018 12:59 PM  
**To:** Veron Chen (LKKAUTO); 'Claims Dept'; SUR  
**Subject:** LOD - OD AIG Claim Vehicle No SMD 1109 P  
**Attachments:** SAftersales18112013060.pdf

Dear Claims team,

Above attachment is for your perusal. We will be pass the LOD to Adrian by hand 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](mailto:mastura@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:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Friday, 17 August 2018 5:04 PM  
**To:** Claims Dept <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: OD AIG Claim Vehicle No SMD 1109 P

Dear George,

Vehicle excess \$600

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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**From:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Friday, 17 August 2018 4:17 PM  
**To:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OD AIG Claim Vehicle No SMD 1109 P

Dear Ms. Veron,

I'm sorry for the late response.

Attached is the CI and driver's driving licensed for your kind reference.

Best Regards,  
**George wong**  
Claims Advisor

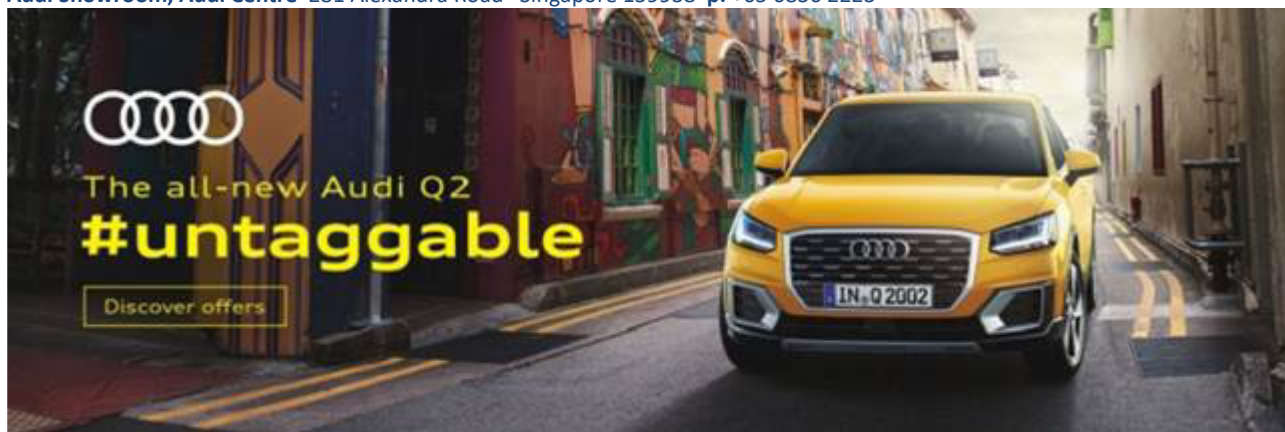
**Premium Automobiles Pte Ltd** (Reg No 199902271W)

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**From:** Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Friday, 17 August 2018 11:58 AM  
**To:** Claims Dept; SUR  
**Subject:** RE: OD AIG Claim Vehicle No SMD 1109 P

Dear Gerge,

Please forward us CI and driver's driving licensed.

Best Regards,

**Veron Chen** | 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 <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Friday, 17 August 2018 8:16 AM  
**To:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OD AIG Claim Vehicle No SMD 1109 P

Good morning Ms. Veron,

Our client's decided to claim against his own policy for the repair.

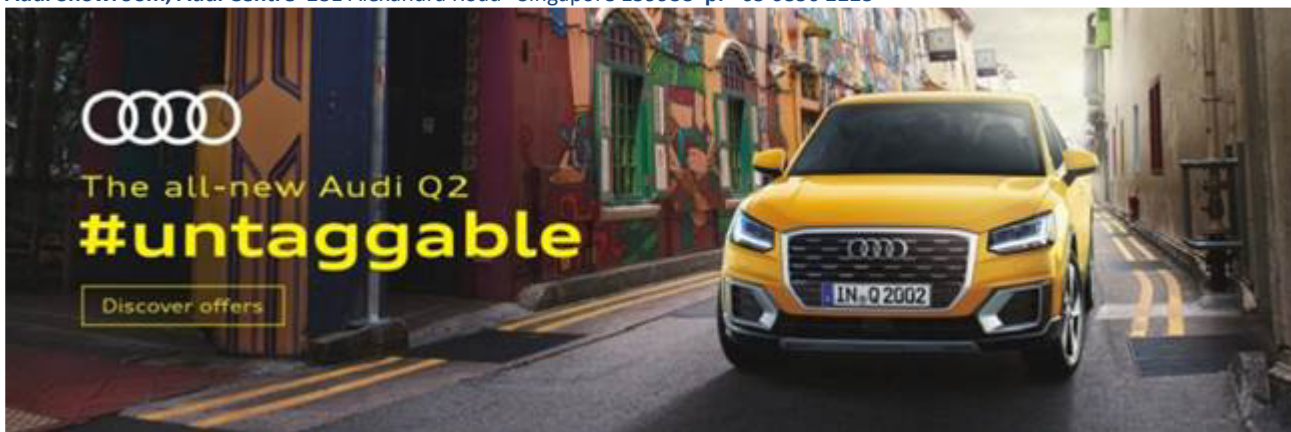
Attached is an addendum GIA report and video footage for your kind reference.

Besides, please assist to advise and confirmed on excess amount.

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  
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**From:** Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Wednesday, 15 August 2018 2:57 PM  
**To:** Claims Dept; SUR  
**Subject:** RE: OD AIG Claim Vehicle No SMD 1109 P

Dear George,

Please forward us addendum GIA report, CI and driver's driving licenced.

**Are you claiming under your own insurance policy for repair to your vehicle? NO**

**If No, Please state action to be taken-REPORTING ONLY**

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)

-----Original Message-----

From: Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
Sent: Wednesday, 15 August 2018 2:17 PM  
To: SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
Cc: 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
Subject: RE: OD AIG Claim Vehicle No SMD 1109 P

Dear All,

Any updates for the excess?

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  
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-----Original Message-----

From: Nora Khai [<mailto:nora.khai@premiumauto.com.sg>]  
Sent: Wednesday, 15 August 2018 10:49 AM  
To: 'SUR'  
Cc: 'Claims Dept'  
Subject: OD AIG Claim Vehicle No SMD 1109 P

Dear All,

Please assist to advise and confirm the excess. Vehicle has just been surveyed by Adrian and authorize to proceed repairs.

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](mailto:nora.khai@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg) Audi Showroom, Audi Centre 281 Alexandra  
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-----Original Message-----

From: [copierscan@premiumauto.com.sg](mailto:copierscan@premiumauto.com.sg) [<mailto:copierscan@premiumauto.com.sg>]

Sent: 15 August, 2018 10:47 AM

To: [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)

Subject: Aftersales-SA

Scan 2 Email

-Service Advisor

-Claim