

Veron Chen (LKKAuto)

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Tuesday, 4 September 2018 4:53 PM
To: 'Claims Dept'; 'Chan, Yoke Shi'
Cc: SUR; Veron Chen (LKKAuto); 'Tr, Tinesh'
Subject: RE: RE : OD claim for SDS 9809 C-DOA: 22/8/2018
Attachments: SAftersales18082913160.pdf

Dear Yoke Shi,

Would you be able to advise if her NCD will be affected? As this accident was not her fault and she does have a police report. Will there be a waiver on excess?

Attached is the police report for your kind reference.

Kindly look into the matter and revert back so we can update our client accordingly.

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 w. 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: Tuesday, 4 September 2018 9:07 AM
To: 'Tr, Tinesh'
Cc: 'Claims'; 'SUR'; Veron Chen (LKKAuto)
Subject: RE: RE : OD claim for SDS 9809 C-DOA: 22/8/2018

Dear Mr. Tinesh,

Would you be able to advise if her NCD will be affected? As this accident was not her fault and she does have a police report. Will there be a waiver on excess?

Attached is the police report for your kind reference.

Kindly look into the matter and revert back so we can update our client accordingly.

Thank you.

Best Regards,
George Wong
Claims Advisor

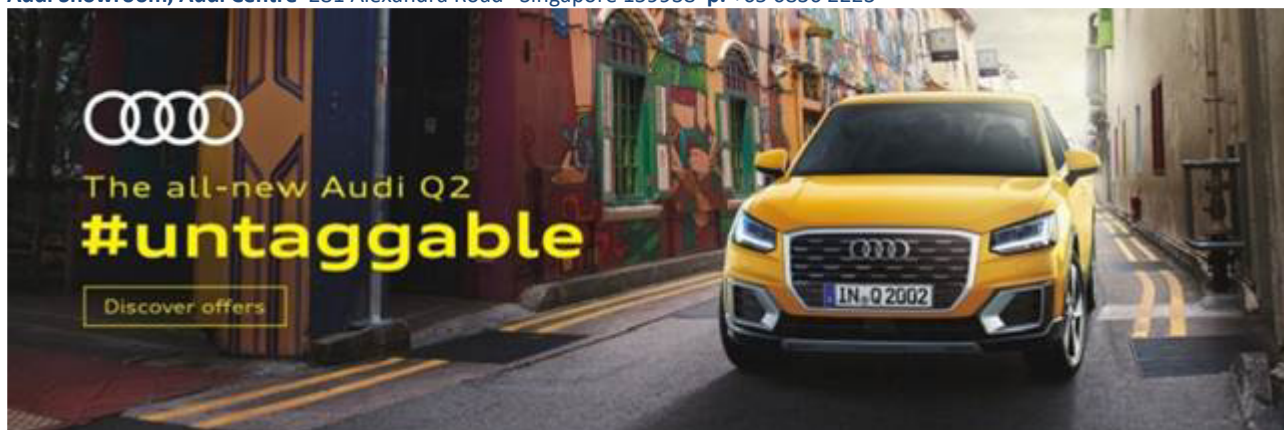
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From: Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]

Sent: Monday, 3 September 2018 11:21 AM

To: Claims Dept; SUR

Subject: RE: RE : OD claim for SDS 9809 C-DOA: 22/8/2018

Dear George,

As instructed by our client, please proceed to repair the **insured vehicle SDS 9809C (Excess \$1600/-)**.

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.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

From: Veron Chen (LKKAUTO)
Sent: Thursday, 30 August 2018 4:48 PM
To: 'Claims Dept' <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: RE : OD claim for SDS 9809 C-DOA: 22/8/2018

Dear George,

We are pending approval from AIG.

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: Thursday, 30 August 2018 3:36 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: RE : OD claim for SDS 9809 C-DOA: 22/8/2018

Dear Ms. Veron,

Any updates for the above mentioned vehicle?

Thank you.

Best Regards,
George Wong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 29 August 2018 1:33 PM
To: 'Veron Chen (LKKAUTO)'; 'SUR'; 'Admin A'
Cc: 'Claims Dept'
Subject: RE: RE : OD claim for SDS 9809 C-DOA: 22/8/2018

Dear Ms. Veron,

Attached is the necessary documentation and Photos for you kind reference.

Kindly assist in OD claims approval and confirm the excess.

Thank you.

Best Regards,
George Wong
Claims Advisor

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From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Wednesday, 29 August 2018 12:14 PM
To: Claims; SUR; Admin A
Cc: 'Nora Khai'
Subject: RE: RE : OD claim for SDS 9809 C-DOA: 22/8/2018

Dear Phua,

Attached with surveyor marking.

Please forward us a copy of CI and driver's driving licensed.

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: Veron Chen (LKKAuto)

Sent: Wednesday, 29 August 2018 9:18 AM

To: 'Claims' <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: RE : OD claim for SDS 9809 C-DOA: 22/8/2018

Dear Phua,

Please forward us a copy of CI and driver's driving licensed.

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: Veron Chen (LKKAuto)

Sent: Friday, 24 August 2018 1:09 PM

To: 'Claims' <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: RE : OD claim for SDS 9809 C

Dear Phua,

Attachment?

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 <claims@premiumauto.com.sg>

Sent: Friday, 24 August 2018 1:06 PM

To: SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>

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

Subject: RE : OD claim for SDS 9809 C

Good afternoon all ,

Here are the estimate of GIA report and estimate for your kind reference .

Thank you .

Best Regards,
Phua
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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