

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Thursday, 13 December 2018 8:31 AM
To: 'Claims'; SUR
Subject: RE: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18
Attachments: Adjuster Report.pdf; photo.pdf

Dear Tony,

Enclosed herewith survey report.

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: Tuesday, 11 December 2018 8:58 AM
To: 'Claims' <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18

Dear Tony,

Can forward us tax invoice and discharge voucher.

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: Tuesday, 11 December 2018 8:41 AM
To: SUR <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18

Dear all,

Can provide surveyor report to us ASAP?

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 w. 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

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

Sent: Tuesday, 4 December, 2018 2:39 PM

To: 'Koh, Victor-CK' <Victor-CK.Koh@aig.com>

Cc: 'SUR' <sur@lkkauto.com>; carrine.leong@premiumauto.com.sg; claims@premiumauto.com.sg

Subject: RE: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18

Dear Victor,

Noted.

Aside to LKK,

Can give us the surveyor report? We are assisting owner for UIL claim.

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 w. www.audi.com.sg

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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: Koh, Victor-CK [<mailto:Victor-CK.Koh@aig.com>]
Sent: Tuesday, 4 December, 2018 12:18 PM
To: Claims <claims@premiumauto.com.sg>
Cc: 'SUR' <sur@lkkauto.com>; carrine.leong@premiumauto.com.sg
Subject: RE: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18

Hi Tony,

Mandate has been approved.

Thanks & Regards

Victor Koh
AIG

Claims Technical Controller
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120
Tel +65 6419 1785 | Fax +65 68357416
Victor-ck.koh@aig.com | www.aig.com

From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, December 04, 2018 9:19 AM
To: Koh, Victor-CK
Cc: 'SUR'; carrine.leong@premiumauto.com.sg; claims@premiumauto.com.sg
Subject: RE: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18

Dear All,

Any update on the finalisation?

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 w. 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

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

Sent: Friday, 30 November, 2018 9:05 AM

To: 'Koh, Victor-CK' <Victor-CK.Koh@aig.com>

Cc: 'SUR' <sur@lkkauto.com>; carrine.leong@premiumauto.com.sg; claims@premiumauto.com.sg

Subject: RE: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18

Dear LKK,

Can update us on this case? We need surveyor report urgently.

Thank you.

Best Regards,

Tony Foong

Claims Advisor

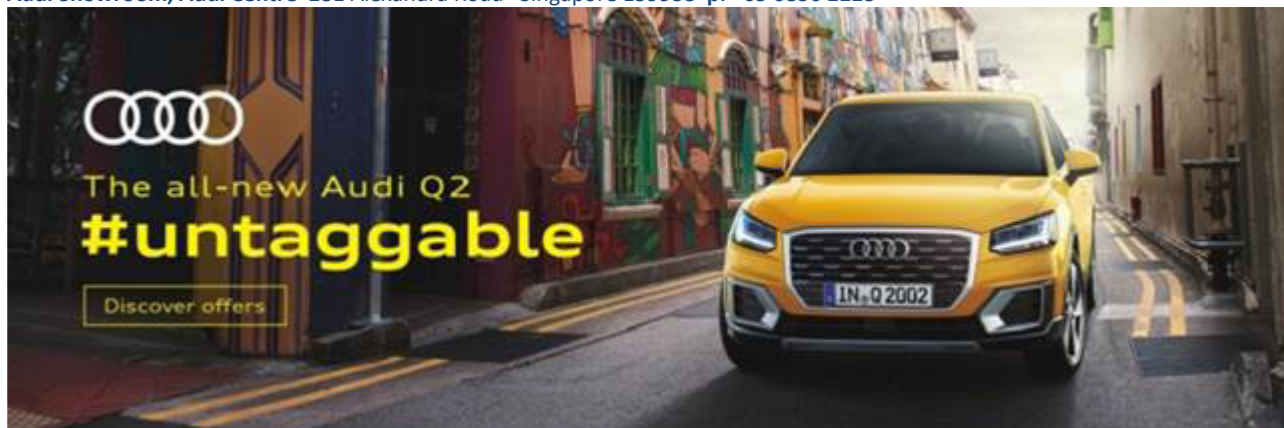
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

e. claims@premiumauto.com.sg w. www.audi.com.sg

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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: Wednesday, 28 November, 2018 12:13 PM

To: 'Koh, Victor-CK' <Victor-CK.Koh@aig.com>

Cc: claims@premiumauto.com.sg; 'SUR' <sur@lkkauto.com>; carrine.leong@premiumauto.com.sg

Subject: RE: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18

Dear Victor,

LKK had upload the photo to Merimen system. Can look into this case urgently?

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

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From: Koh, Victor-CK [<mailto:Victor-CK.Koh@aig.com>]

Sent: Tuesday, 27 November, 2018 12:29 PM

To: Claims <claims@premiumauto.com.sg>

Subject: RE: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18

Hi Tony,

We are pending supplementary and check items damage photos from LKK for approval.

Thanks & Regards

Victor Koh

AIG

Claims Technical Controller

78 Shenton Way #08-16 Singapore 079120
Tel +65 6419 1785 | Fax +65 68357416
Victor-ck.koh@aig.com | www.aig.com

From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, November 27, 2018 11:03 AM
To: Dally Amri, Mimi Zarina; Koh, Victor-CK
Cc: 'Veron Chen (LKKAUTO)'; 'Boo seng yak'; 'Adrian Ling (LKKAUTO)'; 'SUR'; 'Carrine Leong';
jiayee.yap@premiumauto.com.sg; claims@premiumauto.com.sg
Subject: RE: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18

Dear Victor,

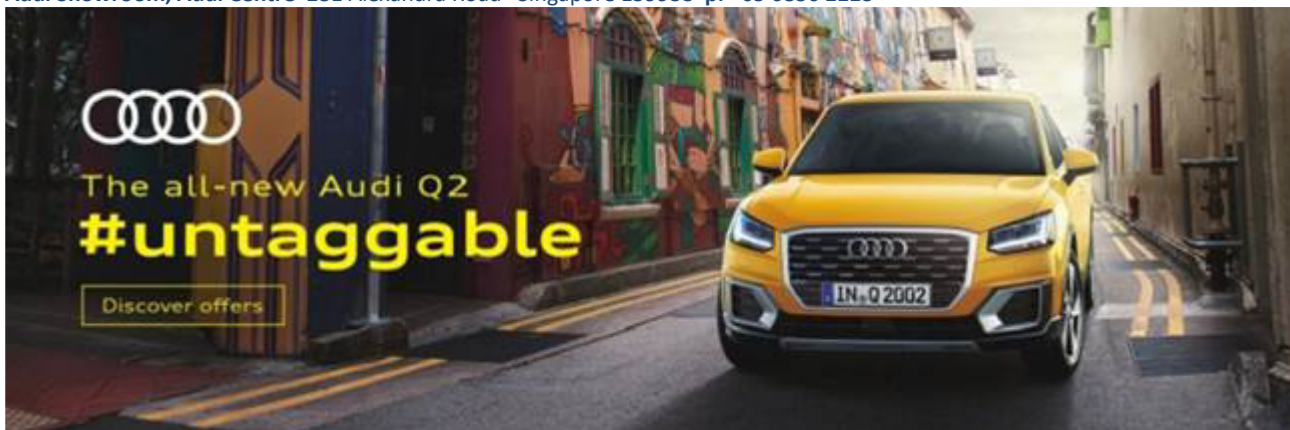
Any update on this case?

This is complain customer.

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 w. 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

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From: Dally Amri, Mimi Zarina [<mailto:MimiZarina.DallyAmri@aig.com>]
Sent: Monday, 26 November, 2018 8:47 AM
To: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Cc: Claims <claims@premiumauto.com.sg>; 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; 'Boo seng yak' <boojohnny@gmail.com>; 'Adrian Ling (LKKAUTO)' <adrianling@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Carrine Leong' <carrine.leong@premiumauto.com.sg>; jiayee.yap@premiumauto.com.sg
Subject: RE: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18

Hi Victor

Please assist on mandate approval.

Thank you.

Regards,

**Mimi Zarina @ Mimi
AIG**

Express Claims Adjuster
Claims Operations | AIG Shared Services

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MimiZarina.DallyAmri@aig.com | www.AIG.com

From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, November 23, 2018 4:52 PM
To: 'Veron Chen (LKKAUTO)'; 'Boo seng yak'; 'Adrian Ling (LKKAUTO)'; 'SUR'; 'Carrine Leong'; jiayee.yap@premiumauto.com.sg; Dally Amri, Mimi Zarina
Cc: claims@premiumauto.com.sg
Subject: RE: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18

Dear Mimi,

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 **w.** 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

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

Sent: Thursday, 22 November, 2018 9:37 AM

To: 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; 'Boo seng yak' <boojohnny@gmail.com>; 'Adrian Ling (LKKAUTO)' <adrianling@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Carrine Leong' <carrine.leong@premiumauto.com.sg>; jiayee.yap@premiumauto.com.sg; 'Dally Amri, Mimi Zarina' <MimiZarina.DallyAmri@aig.com>

Cc: claims@premiumauto.com.sg

Subject: RE: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18

Dear Mimi,

Kindly refer to this case and we understand LLK awaiting mandate approval on your end.

Can assist look into in?

We are assisting our client for uninsured losses and we need the surveyor report urgently.

Note: This is complain customer.

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 w. www.audi.com.sg

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

Sent: Thursday, 22 November, 2018 8:31 AM

To: Claims <claims@premiumauto.com.sg>; 'Boo seng yak' <boojohnny@gmail.com>; Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>; SUR <sur@lkkauto.com>; 'Carrine Leong' <carrine.leong@premiumauto.com.sg>; jiayee.yap@premiumauto.com.sg

Subject: RE: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18

Dear Tony,

OIC Mimi.

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: Thursday, 22 November 2018 8:09 AM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; 'Boo seng yak' <boojohnny@gmail.com>; Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>; SUR <sur@lkkauto.com>; 'Carrine Leong' <carrine.leong@premiumauto.com.sg>; jiayee.yap@premiumauto.com.sg

Cc: claims@premiumauto.com.sg

Subject: RE: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18

Dear Veron,

Who is the officer in-charge on AIG? We liaise with the officer in-charge directly.

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 w. www.audi.com.sg

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

Sent: Thursday, 22 November, 2018 8:02 AM

To: Claims <claims@premiumauto.com.sg>; 'Boo seng yak' <boojohnny@gmail.com>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; SUR <sur@lkkauto.com>; 'Carrine Leong' <carrine.leong@premiumauto.com.sg>; jiayee.yap@premiumauto.com.sg

Subject: RE: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18

Dear Tony,

Pending mandate approval from insurance.

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: Wednesday, 21 November 2018 8:13 PM

To: 'Boo seng yak' <boojohnny@gmail.com>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; 'Carrine Leong' <carrine.leong@premiumauto.com.sg>; jiayee.yap@premiumauto.com.sg

Cc: claims@premiumauto.com.sg

Subject: RE: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18

Dear Veron,

Any update on your end?

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 w. www.audi.com.sg

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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, 5 November, 2018 6:17 PM

To: 'Boo seng yak' <boojohnny@gmail.com>; 'Adrian Ling' <adrianling@lkkauto.com>; 'Veron Chen' <veronchen@lkkauto.com>; sur@lkkauto.com; 'Carrine Leong' <carrine.leong@premiumauto.com.sg>; jiayee.yap@premiumauto.com.sg

Cc: claims@premiumauto.com.sg

Subject: RE: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18

Dear all,

Can finalise this case ASAP? Owner is chasing for recovery claim.

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 w. www.audi.com.sg

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From: Boo seng yak [<mailto:boojohnny@gmail.com>]

Sent: Tuesday, 16 October, 2018 6:08 PM

To: Adrian Ling <adrianling@lkkauto.com>; Veron Chen <veronchen@lkkauto.com>; sur@lkkauto.com; Carrine Leong <carrine.leong@premiumauto.com.sg>; jiayee.yap@premiumauto.com.sg; Chang Chee Sing <claims@premiumauto.com.sg>

Subject: FINAL REVISION - EY 668H -OD AIG - SURVEYED 5 SEP 18

Hi Adrian and all,

Revised estimate is attached.

Please confirm repair cost of \$11,619.32 @ 11 days of repairs exclude 2 Sundays.

Your early closure is well appreciated.

Best regards - jb

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