	_	770
CCICN	M	ENT

Mehimen	Veh No: EY668H . Yr Regn: 2010 , Nov				
From: Date:	1001110				
Estimated Cost:	Type M.Cary M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /				
OD TP / WS / TP RES / OD RES / EVA / INV / MV	Truck / Trailer or				
To Inspect Vehicle No:	Make: Audi A5 SB c.c 1798				
	Colour Black - A/G: Insured / Std / NI / NA				
at Workshop m/s	Sp.Reading 82245 T/Radio: Insured / Std / NI / NA				
of teamorts	Eng/No:				
Insured: Policy No. 21004403	C/No: WAUZZZ8TZBAOUS373.				
1 010) 112	Gen. Cond: Good / Fair / Poor / Burnt				
Claims No. Sum Insured: Excess: 800	Steering: Inorder / Jammed / Leaked / Burnt or				
Sull libured.	Brake: Ingfder / Jammed / Leaked / Burnt or				
(Client's Record) Make of Veh:	Modi: Nil /S/Rip / STD A/Rim or				
Make of Veri;	Tyre Size: F: 245/40818				
	Tyre Size: F: 245/408/8" R: 245/408/8"				
(Policy Condition) Remark: The veh had commenced its N/S O/S	BS / DUN / EXNOVA /GY/ FS / LIZA / MIC / OHTSU / PIR / SUMI /				
repair at the time of inspection.	TOYO / YOKO or				
th = I	Front Rear				
Ball or Market Value: \$ 50 K Consistent?: Yes or No	R/Bal. 06 mm R/Bal. 06 mm				
IDAC Accident Rport: Consistent? : Yes or No	L/Bal. 06 mm L/Bal. 06 mm				
GIA / PR Seen: Consistent? : Yes or No Res.: Yes or No	DOA 1618 D.O.I. 05/8/18.				
Est Repairs: days Res. 100 of No.	Survey held at Premium. 17				
Lum Sum: % 3 Val.: Yes or No	Des. of Damages : Frt / Rear / O/S / N/S / U/C / Rooftop or				
CA / REV / REP. / 24 HRS Vehicle; IN / OUT	G - + 11/1				
Date: Person Contacted:	The U/C / Chassis frame / Body Structure affected due to collision.				
Date / Time Action / Instruction					
7/9/18 Revert via merimen	I be the said from with he movemen				
7/9/18 Rece approved \$ 11,148, Repair	limit at \$130001: from Victor by merimen				
7/9/18 Informed Tony c/A on part by	part not exceeding \$ 13K, ex \$800				
by email	o deus				
1118 @309 pm Carrine agree on	8 days				
417 18 Final fig \$ 11,619.32 (Red 91	55.68, 449 confirmed by email				
	7010				
à,	RECEIVED 1 2 Dec 2018				
	Figure 1 - 1				
Lump Sum / I.B.I: (3 11, 61432	: Weekend (\$)				

200+10

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)
51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park
Singapore 408933
Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com;assignments@lkkauto.com

To:	AIG Asia Pacific Insurance Pte. Ltd. AIG Building 78 Shenton Way #07-16 Singapore 079120		From:	EKK Auto Consultants Pte Ltd 51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park Singapore 408933		
Attn:			Date:	06 8	Sep 2018	
		Prelimir	nary Adv	<u>rice</u>		
Vehic	le No	: EY668H		Accide	ent Date	: 02/09/2018
Make : AUDI A5		: AUDI A5	Policy No.		: 2100497023	
Assig	nment Date	: 06/09/2018	Excess		: S\$0.00	
Date	of Inspection	: 05/09/2018		Est. Duration of Repai		: 6.00
Inspe	ction At	: PREMIUM AUTOMOBILES PT 55 UBI ROAD 1 SINGAPORE 408699	E LTD (UBI)		
Point	of Impact / 0	General Description of Damages	3			
The v	ehicle sustair	ned impact / damages front n/s po	rtion and pa	rts cla	aimed are consist	ent to the accident.
		Repairer's Estimate (Gross)		S\$	18,920.00	
annia di sa		Revised Amount		S\$	11,148.00	
		Check Items (Estimated)		S\$	1,898.00	
		Total	3	s\$	13,046.00	
		Lump Sum Repair		S\$		
		Total Loss Consideration				
		New for Old Value	1:	S\$		
		Pre-Accident Value		S\$	50,000.00	
		COE / PARF Rebate		S\$	35,824.00	
		Salvage Value		S\$		
		Margin for Repair		S\$	14,176.00	
Rem	arks					
(X	The vehi	cle is repairable at our adjuste Kindly let us have your authorisa	d amount. tion.	We I	nave also confir	med excess and polic
Ċ) The vehic	le is uneconomical to be repaired	, you are ad	vised	to invite tender fo	or the wreck.
(<u> </u>					
	Other con	nments:				

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This mail is associated with:

*EY668H (6204618002SG)

OD Sep 2 2018 6:00PM [LEE SIANG KHENG BERT] Premium Automobiles Pte Ltd

Reply	Reply All Mark as Unread Print Message Delete Message Forward				
From	AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent on 04/12/2018 12:17 PM.				
To					
Subject	Alert - Adj Mandate Approved (S\$11619.32) - EY668H - Claim Handler: Dally Amri, Mimi Zarina				
Арріочес	1:11619.32.				
DOCUM	ENTS SUMMARY				

There are no documents.

Veron Chen (LKKAuto)

From:

Veron Chen (LKKAuto)

Sent:

Tuesday, 4 December 2018 1:18 PM

To:

'Boo seng yak'; Carrine Leong; jiayee.yap@premiumauto.com.sg; Chang Chee Sing;

SUR

Subject:

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

Dear Mr Boo,

Confirm repair cost of \$11,619.32 before excess \$800 and GST @ 8 days of repairs

Kindly send us invoice and discharge voucher for us to close file.

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: Boo seng yak <boojohnny@gmail.com>

Sent: Tuesday, 16 October 2018 6:08 PM

To: 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;

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

Veron Chen (LKKAuto)

From:

Koh, Victor-CK < Victor-CK.Koh@aig.com>

Sent:

Tuesday, 4 December 2018 12:18 PM

To:

Claims

Cc:

SUR; 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



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

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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 n +65 6388 2323 d +65 6768 9828 f +66

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

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



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, 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 Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120 Tel +65 6419 1785 | Fax +65 68357416 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



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.AlG.com

From: Claims [mailto:claims@premiumauto.com.sq]

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.sq

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



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)' <a drianling@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

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

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

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

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">; '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



http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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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
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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

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

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

To: Adrian Ling <a drianling@lkkauto.com>; Veron Chen <veronchen@lkkauto.com>; sur@lkkauto.com; Carrine

Leong <<u>carrine.leong@premiumauto.com.sg</u>>; <u>jiayee.yap@premiumauto.com.sg</u>; 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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Veron Chen (LKKAuto)

From:

Dally Amri, Mimi Zarina <MimiZarina.DallyAmri@aig.com>

Sent:

Tuesday, 27 November 2018 11:08 AM

To:

Claims; Koh, Victor-CK

Cc:

Veron Chen (LKKAuto); 'Boo seng yak'; Adrian Ling (LKKAuto); SUR; 'Carrine Leong';

jiayee.yap@premiumauto.com.sg; Sukimin, Nurasikin

Subject:

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

Dear Victor

Current status is pending adjuster survey, as mandate approval has been approved yesterday evening.

Regards,

Mimi Zarina @ Mimi

AIG

Express Claims Adjuster

Claims Operations | AIG Shared Services

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



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)' <a drianling@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



http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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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) cadrianling@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 <<u>claims@premiumauto.com.sg</u>>
Sent: Thursday, 22 November 2018 8:09 AM

To: Veron Chen (LKKAuto) < veronchen@lkkauto.com >; 'Boo seng yak' < boojohnny@gmail.com >; Adrian Ling

(LKKAuto) <a drianling@lkkauto.com>; SUR <s ur@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

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

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

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



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,