

## Shirley Hiew (LKK Auto)

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**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Tuesday, 11 September 2018 3:03 PM  
**To:** 'Claims Dept'  
**Cc:** 'SUR'  
**Subject:** RE: SLS 565U OD (AIG)

Dear George ,

As instructed by our client, please proceed to repair the insured vehicle **SLS 565U (Excess \$ 600/-)**.

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)

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**From:** Claims Dept [mailto:claims@premiumauto.com.sg]  
**Sent:** Tuesday, 11 September 2018 2:30 PM  
**To:** 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>  
**Cc:** 'SUR' <sur@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>  
**Subject:** RE: SLS 565U OD (AIG)

Good afternoon Ms. Shirley ,

Is there any update from AIG ?

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



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**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Tuesday, 11 September 2018 9:33 AM  
**To:** 'Claims Dept'  
**Cc:** 'SUR'  
**Subject:** RE: SLS 565U OD (AIG)

Hi George,

We are still pending approval from the insurance.

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

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**From:** Claims Dept [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Tuesday, 11 September 2018 8:53 AM  
**To:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SLS 565U OD (AIG)

Good morning Ms. Shirley,

Any updates for the above mentioned case ?

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

**Sent:** Monday, 10 September 2018 4:44 PM

**To:** 'Claims Dept'; 'Shirley Hiew (LKK Auto)'

**Cc:** [sur@lkkauto.com](mailto:sur@lkkauto.com)

**Subject:** RE: SLS 565U OD (AIG)

Dear Ms. Shirley,

Kindly let us have an approval for the repair.

Vehicle is in our premises.

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:** Claims Dept [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Sunday, 9 September 2018 3:41 PM  
**To:** 'Shirley Hiew (LKK Auto)'  
**Cc:** [sur@lkkauto.com](mailto:sur@lkkauto.com); 'Claims Dept'  
**Subject:** RE: SLS 565U OD (AIG)

Dear Ms. Shirley,

Attached is the undertaking form and interview form for your kind reference.

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:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Friday, 7 September 2018 11:59 AM  
**To:** 'Claims Dept'  
**Cc:** [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Subject:** RE: SLS 565U OD (AIG)

Hi George,

Please send us the undertaking letter and interview form.

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)

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**From:** Claims Dept [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Thursday, 6 September 2018 9:13 PM  
**To:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; 'Shirley Hiew (LKK Auto)' <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Subject:** RE: SLS 565U OD (AIG)

Dear Ms. Shirley,

Please ignore the previous email.

Attached is the IC & DL for your kind reference.

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)  
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**From:** Claims Dept [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Thursday, 6 September 2018 9:11 PM  
**To:** 'Shirley Hiew (LKK Auto)'  
**Cc:** [sur@lkkauto.com](mailto:sur@lkkauto.com); 'Claims Dept'  
**Subject:** RE: SLS 565U OD (AIG)

Dear Ms. Janice,

Attached is the IC & DL for your kind reference.

Thank you.

Best Regards,  
**George Wong**  
Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699

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e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)  
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**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Thursday, 6 September 2018 4:45 PM  
**To:** 'PAL Claim'  
**Cc:** [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Subject:** SLS 565U OD (AIG)

Dear Sir/Madam,

Please send us driving & IC documents.

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)