

Veron Chen (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Friday, 12 October 2018 12:41 PM
To: 'Loo, Tong Shing'
Cc: Veron Chen (LKKAUTO); claims@premiumauto.com.sg; SUR
Subject: SBG 388 X

Dear Mr. Loo ,

We apologize for the delayed submission of the video footage.

It is because there is an issue to retrieve the video footage from in- car camera(SBG 388 X) and also having problem in uploading to email.

We would like to seek your kind understanding on this matter and please let us know if the excess waiver is applicable.

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 66900293 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 <claims@premiumauto.com.sg>
Sent: Friday, October 12, 2018 11:22 AM
To: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: RE : CI for SLE 7536 G and SBG 388 X

Dear all,

May I know who submit the GIA report into merimen for SBG 0388 X?

Now AIG is not waving off the excess due to we submit the video footage 14 days after the DOA.

Best Regards,
James Tan
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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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: Friday, 12 October 2018 10:41 AM

To: Claims; SUR

Subject: RE: RE : CI for SLE 7536 G and SBG 388 X

Dear James,

Please refer email from AIG.



Fri 12/10/2018 10:16 AM

Loo, Tong Shing <TongShing.Loo@aig.com>

RE: : SBG388X OD / 5648865109SG

To Veron Chen (LKKAuto); 田 SUR

Hi Veron,

As per Merimen,

DOA : 23/09/2018

Date for submission for Video footage : 11/10/2018

Waiver of in car camera only applicable if OI provide us with the video footage of the accident within 14 worki

Thank you.

Loo Tong Shing
AIG

Express Claims Adjuster
Claims Operations | AIG Shared Services

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: Thursday, 11 October 2018 11:53 AM

To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: RE : CI for SLE 7536 G and SBG 388 X

Dear James,

Pending 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 <claims@premiumauto.com.sg>

Sent: Thursday, 11 October 2018 11:49 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: RE: RE : CI for SLE 7536 G and SBG 388 X

Dear Veron,

Kindly confirm the excess.

Thanks.

Best Regards,

James Tan

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/sq/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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

Sent: Thursday, 11 October 2018 8:01 AM

To: Claims; SUR

Subject: RE: RE : CI for SLE 7536 G and SBG 388 X

Dear George,

Please provides us the video earlier.

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, 10 October 2018 6:27 PM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: RE : CI for SLE 7536 G and SBG 388 X

Dear Ms. Veron,

We would like to seek your assistance to look into the matter again.

Attached is the video and photos for your easy reference.

Kindly assist in the excess confirmation.

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

Sent: Wednesday, October 10, 2018 5:08 PM

To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: RE : CI for SLE 7536 G and SBG 388 X

Dear James,

SBG 388X-Vehicle excess \$1600/-

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, 10 October 2018 2:30 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: RE : CI for SLE 7536 G and SBG 388 X

Dear Veron,

Please refer above attached.
Thanks.

Best Regards,
James Tan
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/sq/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]
Sent: Wednesday, 10 October 2018 9:13 AM
To: claims@premiumauto.com.sg; SUR
Subject: FW: RE : CI for SLE 7536 G and SBG 388 X

Dear George,

Driver's driving licensed for SBG 388X?

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, 10 October 2018 8:52 AM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: RE : CI for SLE 7536 G and SBG 388 X

Dear Ms. Veron,

Attached is the documents for your 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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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Monday, October 8, 2018 12:30 PM
To: Claims Dept <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: RE : CI for SLE 7536 G and SBG 388 X

Dear Phua,

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

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Monday, 8 October 2018 12:11 PM
To: SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE : CI for SLE 7536 G and SBG 388 X

Good afternoon LKK,

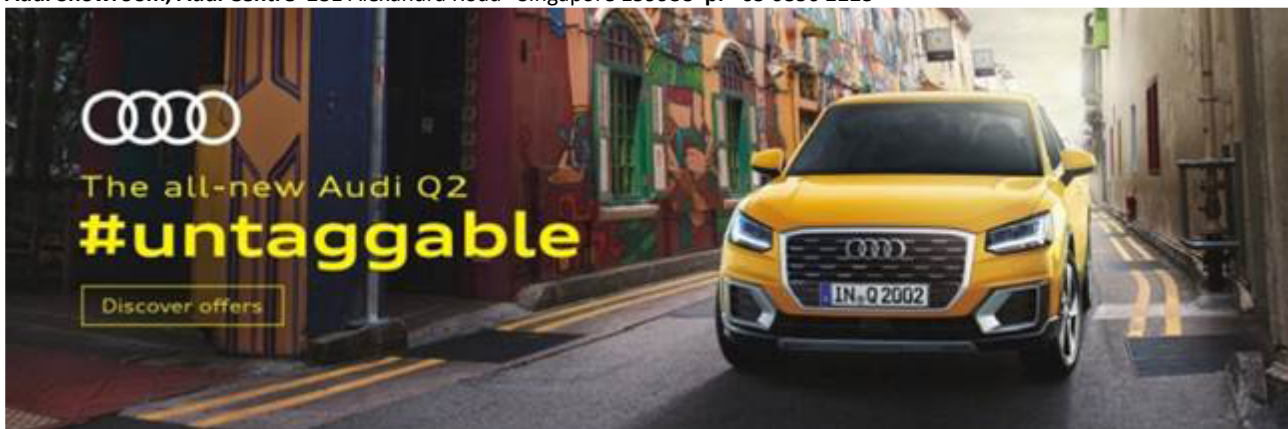
Here are the attached CI for the above mentioned vehicle . Jeffrey mentioned you need the CI .

For your kind reference .

Thank you .

Best Regards,
Phua
Claims Advisor

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