

Veron Chen (LKKAUTO)

From: Mastura <mastura@premiumauto.com.sg>
Sent: Wednesday, 17 April 2019 11:33 AM
To: Veron Chen (LKKAUTO); 'Claims'; SUR
Subject: LOD - OWN DAMAGE CLAIM FOR SLW 2909 C-DOA: 22/10/2018
Attachments: SAftersales19041711460.pdf

Dear Claims team,

Above attachment is for your perusal. We will be pass the LOD to Adrian by hand shortly.

Thank you.

Best Regards,
Mastura
Claims Administrator

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. mastura@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: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Monday, 29 October 2018 5:25 PM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Cc: 'Nora Khai' <nora.khai@premiumauto.com.sg>
Subject: RE: OWN DAMAGE CLAIM FOR SLW 2909 C-DOA: 22/10/2018

Dear James,

As instructed by our client, please proceed to repair the **insured vehicle SLW 2909C not exceeding part by part \$73,000/- (Excess \$3700/-).**

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

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Monday, 29 October 2018 3:46 PM

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

Cc: 'Nora Khai' <nora.khai@premiumauto.com.sg>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: OWN DAMAGE CLAIM FOR SLW 2909 C

Dear Veron,

Any update on approval?

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, 26 October 2018 8:59 AM
To: Claims; SUR
Cc: 'Nora Khai'
Subject: RE: OWN DAMAGE CLAIM FOR SLW 2909 C

Dear James,

Pending insurance instruction.

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, 26 October 2018 8:55 AM
To: 'Claims' <claims@premiumauto.com.sg>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Nora Khai' <nora.khai@premiumauto.com.sg>; 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OWN DAMAGE CLAIM FOR SLW 2909 C

Dear Veron,

Any update on approval, repair limit and excess?

Kindly advice.

Thanks.

Best Regards,

James Tan

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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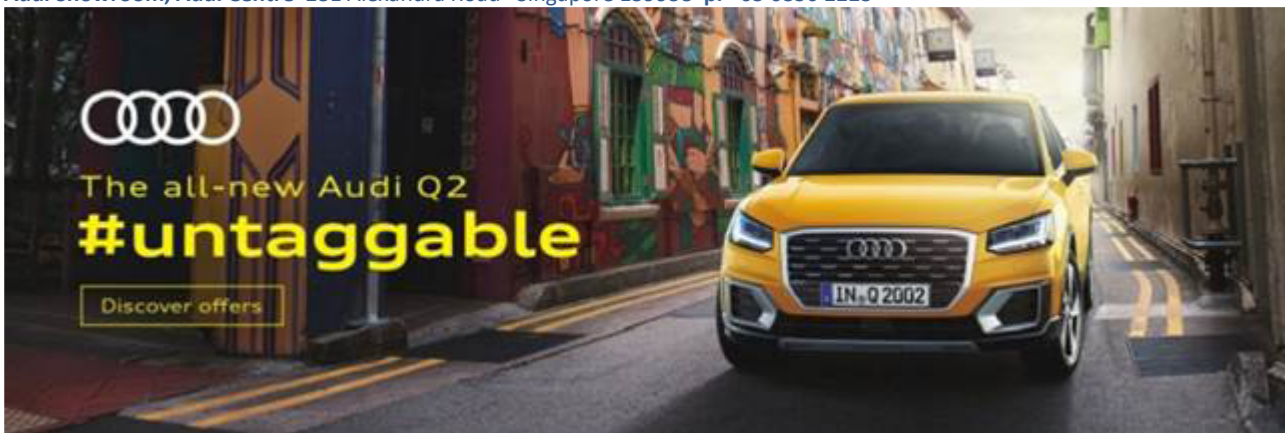
From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 25 October 2018 4:33 PM
To: 'Claims'; 'Veron Chen (LKKAUTO)'; 'SUR'
Cc: 'Nora Khai'
Subject: RE: OWN DAMAGE CLAIM FOR SLW 2909 C

Dear Veron,

Please refer to the above attached for amended GIA Report.
Thanks.

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: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 25 October 2018 4:12 PM
To: 'Veron Chen (LKKAUTO)'; 'SUR'
Cc: 'Nora Khai'; 'Claims'
Subject: RE: OWN DAMAGE CLAIM FOR SLW 2909 C

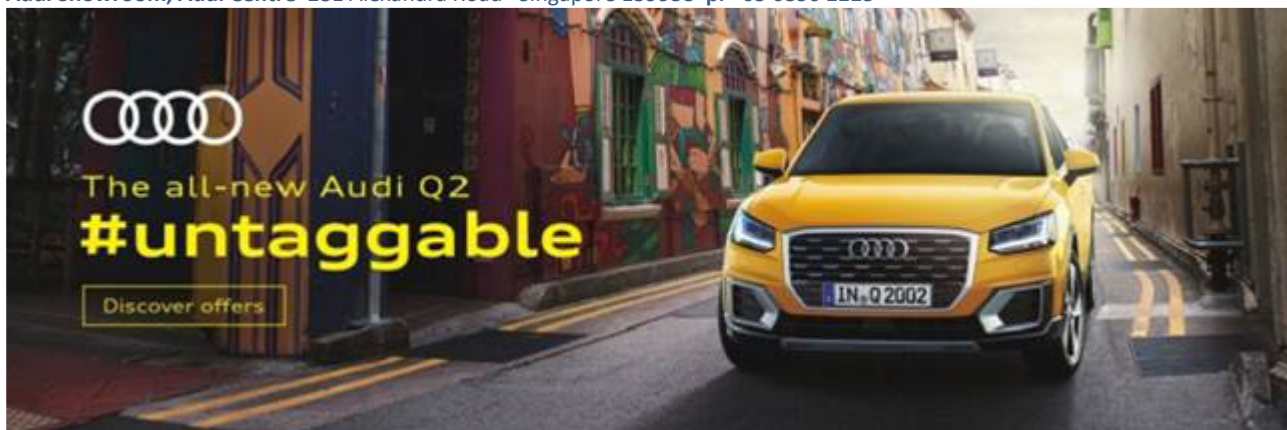
Dear Veron,

We are unable to repair the said vehicle within \$65,000.
We propose repair limit at \$90,000.

Also refer to the above attached for the document you requested.
Thanks.

Best Regards,
James Tan
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
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From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Thursday, 25 October 2018 3:58 PM
To: Claims; SUR
Cc: Nora Khai
Subject: RE: OWN DAMAGE CLAIM FOR SLW 2909 C

Dear James,

Kindly check vehicle able to repair at part by part not exceeding \$65,000/-.

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, 25 October 2018 3:29 PM
To: 'Claims' <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OWN DAMAGE CLAIM FOR SLW 2909 C

Dear All,

Kindly assist approval repair for the above mentioned vehicle.
Also kindly advise excess and repair limit.
Thanks.

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

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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 25 October 2018 2:01 PM
To: 'SUR'
Cc: 'Claims'
Subject: OWN DAMAGE CLAIM FOR SLW 2909 C

Dear All,

Kindly assist approval repair for the above mentioned vehicle.
Also kindly advise 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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