

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Thursday, 8 November 2018 2:28 PM
To: claims@premiumauto.com.sg
Cc: SUR
Subject: RE: OD claim for SKT 3113 C

Dear Tony,

As instructed by our client, please proceed to repair the insured vehicle **SKT 3113C (Excess \$ 1,600/-)**.

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 | fax: 6256-4315

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

From: Shirley Hiew (LKK Auto) [mailto:ShirleyHiew@lkkauto.com]
Sent: Thursday, 8 November 2018 9:53 AM
To: 'Loo, Tong Shing' <TongShing.Loo@aig.com>
Cc: SUR <sur@lkkauto.com>; 'Koh, Victor-CK' <Victor-CK.Koh@aig.com>; 'Fong, Andy-SY' <Andy-SY.Fong@aig.com>; claims@premiumauto.com.sg
Subject: RE: OD claim for SKT 3113 C

Hi Tong Shing,

We noted that the excess coverage is confirmed. But based on merimen, we are still pending mandate approval.

Kindly advise.

Thank you.

Best Regards,

Shirley Hiew | 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: Loo, Tong Shing [<mailto:TongShing.Loo@aig.com>]

Sent: Thursday, 8 November 2018 9:05 AM

To: Claims <claims@premiumauto.com.sg>; 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>

Cc: 'SUR' <sur@lkkauto.com>

Subject: RE: OD claim for SKT 3113 C

Importance: High

Hi Tony,

Coverage already confirmed , for replacement car may need LKK to adv for the authorization of repair.

Thank you.

Loo Tong Shing
AIG

Express Claims Adjuster

Claims Operations | AIG Shared Services

TongShing.Loo@aig.com | www.aig.com

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

Sent: Wednesday, November 07, 2018 2:53 PM

To: 'Shirley Hiew (LKK Auto)'; Loo, Tong Shing

Cc: 'SUR'; claims@premiumauto.com.sg

Subject: RE: OD claim for SKT 3113 C

Dear Tong Shing,

Refer to this OD claim. Kindly assist follow up repair approval.

Owner is chasing for replacement car.

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

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From: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

Sent: Wednesday, 7 November, 2018 1:32 PM

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

Cc: SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: OD claim for SKT 3113 C

Hi Tony,

We are still pending approval from insurance.

Thank you.

Best Regards,

Shirley Hiew | 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 [<mailto:claims@premiumauto.com.sg>]

Sent: Wednesday, 7 November 2018 9:49 AM

To: 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>

Cc: 'SUR' <sur@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: OD claim for SKT 3113 C

Dear all,

Any update on repair approval?

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



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, 2 November, 2018 6:59 PM
To: 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>
Cc: 'SUR' <sur@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: OD claim for SKT 3113 C

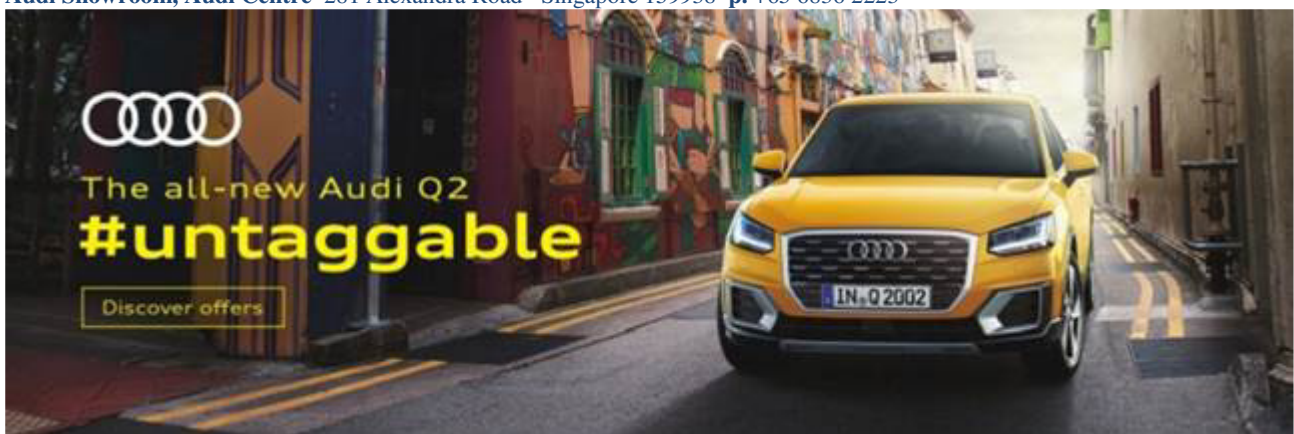
Dear Shirley,

FYNA.

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: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]
Sent: Thursday, 1 November, 2018 2:29 PM
To: 'Claims Dept' <claims@premiumauto.com.sg>
Cc: SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: RE: OD claim for SKT 3113 C

Hi Jeffrey,

Kindly provide us Undertaking Letter and Interview Form due to single accident.

Thank you.

Best Regards,

Shirley Hiew | 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 Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 31 October 2018 8:14 AM
To: 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>
Cc: 'SUR' <sur@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: OD claim for SKT 3113 C

Dear Shirley,

Kindly follow up with AIG and update us accordingly on this.

Many thanks!

Best regards,

Jeffery Tan

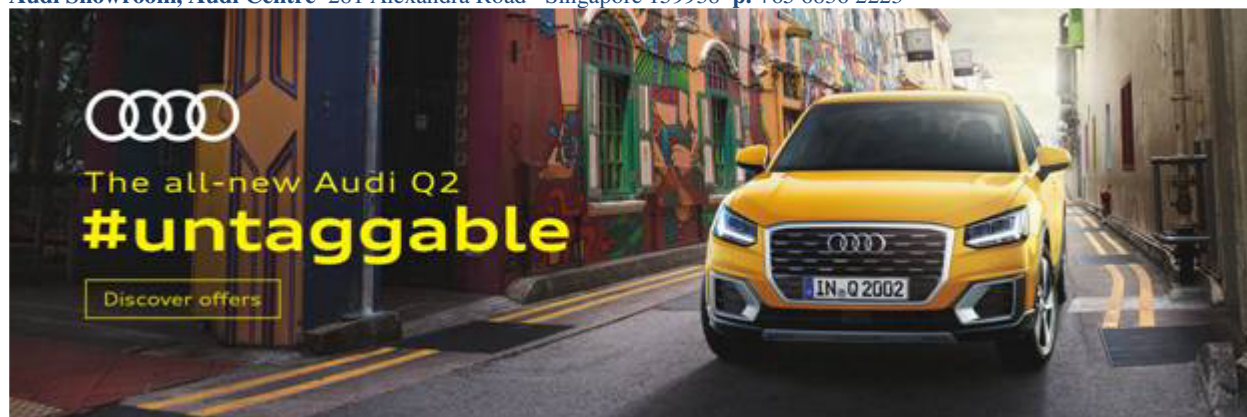
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]
Sent: Tuesday, 30 October, 2018 1:50 PM
To: 'Claims Dept' <claims@premiumauto.com.sg>
Cc: SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: RE: OD claim for SKT 3113 C

Hi Jeffrey,

We are still pending approval from insurance.

Enclosed Estimate marked by Adrian for your requested.

Thank you.

Best Regards,

Shirley Hiew | 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 Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 30 October 2018 12:49 PM
To: SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: OD claim for SKT 3113 C

Dear all,

Kindly revert us back the marked estimate.

And also advise on the approval from AIG on this.

Many thanks!

Best regards,
Jeffery Tan

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 29 October, 2018 5:50 PM
To: 'SUR' <sur@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: OD claim for SKT 3113 C

Dear Catherine,

Kindly forward the estimate to Adrian for kind reference.

Many thanks!

Best regards,
Jeffery Tan

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 26 October, 2018 4:46 PM
To: 'SUR' <sur@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE : OD claim for SKT 3113 C

Good afternoon all ,

Here is the attached estimate and GIA report 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

p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183

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