

## Shirley Hiew (LKK Auto)

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**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Friday, 7 December 2018 4:21 PM  
**To:** 'Claims'  
**Cc:** SUR  
**Subject:** RE: OD claim for SLS 1885 P

Hi James,

According to Adrian, maximum repair limit based on new car price value for the vehicle is not exceeding \$ 90,000.00.

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 [mailto:claims@premiumauto.com.sg]  
**Sent:** Friday, 7 December 2018 1:23 PM  
**To:** 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>  
**Cc:** 'SUR' <sur@lkkauto.com>; Claims <claims@premiumauto.com.sg>  
**Subject:** RE: OD claim for SLS 1885 P

Dear Shirley,

What is the maximum repair limit for the vehicle?

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

**Sent:** Friday, 7 December, 2018 1:20 PM

**To:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

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

**Subject:** RE: OD claim for SLS 1885 P

Hi James,

As instructed by our client, please proceed to repair the insured vehicle **SLS 1885P** (Excess \$0/-). Based on our surveyor's estimate marking or whichever lower.

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.

Please refer to the attachment above.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

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

**Sent:** Wednesday, 5 December 2018 4:36 PM

**To:** 'Claims' <[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)>; 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: OD claim for SLS 1885 P

Dear Shirley,

We propose \$70,000 for repair.

Please advise.

Thanks.

Best Regards,

**James Tan**

Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

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---

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

**Sent:** Wednesday, 5 December 2018 4:22 PM

**To:** 'Shirley Hiew (LKK Auto)'

**Cc:** 'SUR'; 'Claims'

**Subject:** RE: OD claim for SLS 1885 P

Dear Shirley,

We unable to accept your limit repair offer @ \$50,000.  
Please advise.

Best Regards,  
**James Tan**  
Claims Advisor

**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:** Wednesday, 5 December 2018 4:04 PM

**To:** 'Claims'  
**Cc:** SUR  
**Subject:** RE: OD claim for SLS 1885 P

Hi James,

The limit repair is based on market value not new car value.

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

**Sent:** Wednesday, 5 December 2018 3:35 PM

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

**Cc:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: OD claim for SLS 1885 P

Dear Shirley,

How come the limit repair so long.

This car only 1 year plus.

You base on market value or new car value?

Please advise.

Thanks.

Best Regards,

**James Tan**

Claims Advisor

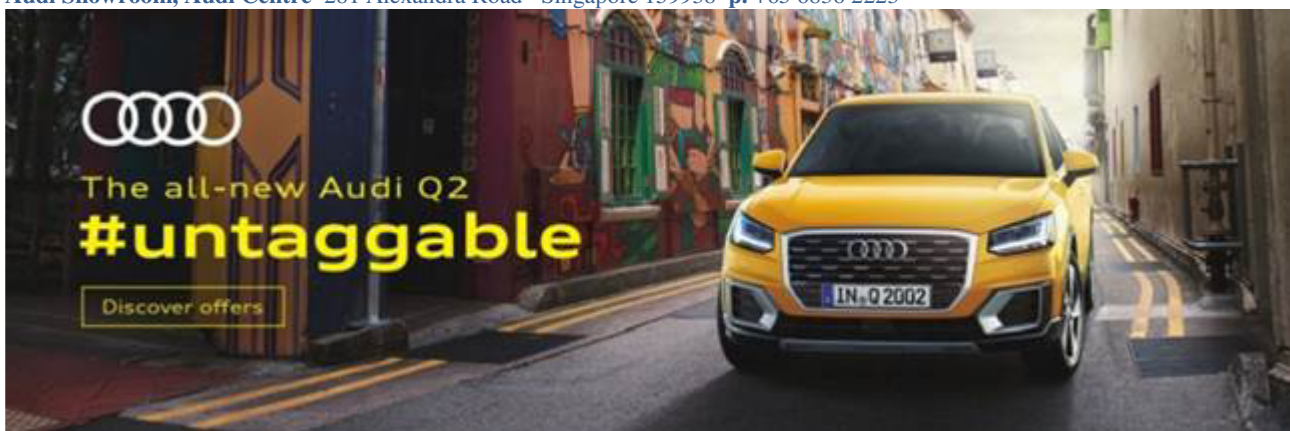
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**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

**Sent:** Wednesday, 5 December 2018 3:30 PM

**To:** 'Claims'

**Cc:** SUR

**Subject:** RE: OD claim for SLS 1885 P

Dear James,

Enclosed estimate marked by Adrian.

Kindly check the repair cost limit whether you are able to repair the vehicle not exceeding \$ 50,000.00 on part by part basis?

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

**Sent:** Wednesday, 5 December 2018 3:07 PM

**To:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: OD claim for SLS 1885 P

Dear All,

Kindly assist approval and excess for the above mentioned vehicle.

At the same time, kindly provide us repair value and marked estimate.

Thanks.

Best Regards,

**James Tan**

Claims Advisor

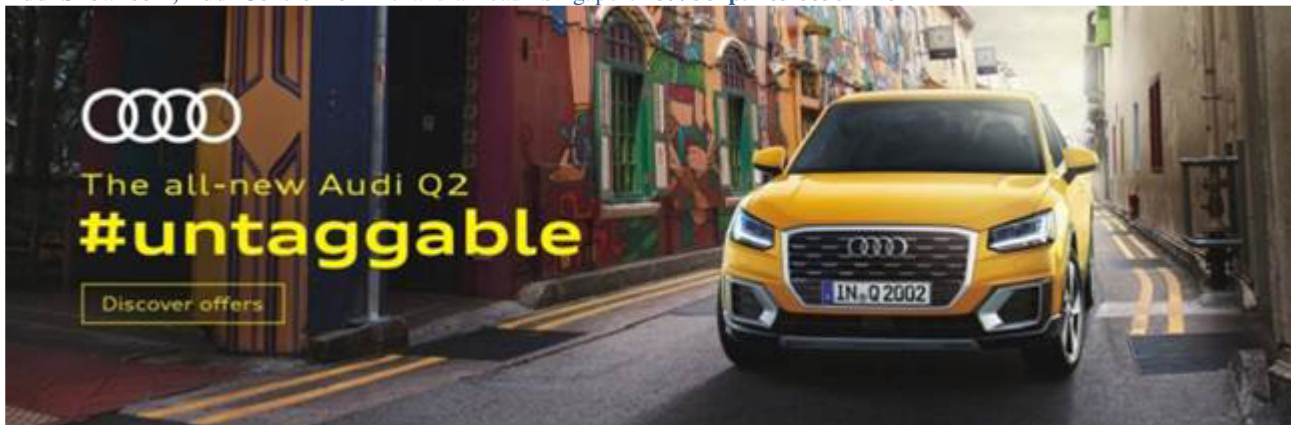
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---

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

**Sent:** Tuesday, 4 December 2018 6:04 PM

**To:** 'Claims Dept'; 'SUR'; 'Admin A'

**Cc:** 'Claims'

**Subject:** RE: OD claim for SLS 1885 P

Dear All,

Kindly assist approval and excess for the above mentioned vehicle.

Survey was done this morning.

At the same time, kindly provide us repair value and marked estimate.

Thanks.

Best Regards,

**James Tan**

Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

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

**Sent:** Tuesday, 4 December 2018 3:18 PM

**To:** 'SUR'; 'Admin A'

**Cc:** 'Claims'

**Subject:** RE : OD claim for SLS 1885 P

Good afternoon all ,

Here is the attachment of estimate and GIA for your kind reference .

Kindly return us a marked copy of estimate .

Thank you .

Best Regards,  
**Phua**  
Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

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