

## Veron Chen (LKKAuto)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Thursday, 28 March 2019 12:55 PM  
**To:** Veron Chen (LKKAuto); Admin A; Poh Kin (LKKAuto); 'Claims Dept'  
**Cc:** SUR  
**Subject:** LOD - OD CLAIM SLC 3139 G  
**Attachments:** SAftersales19032813020.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](mailto:mastura@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:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>

**Sent:** Tuesday, 15 January 2019 7:46 AM

**To:** NORA <nora.khai@premiumauto.com.sg>; 'Claims Dept' <claims@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>

**Cc:** Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; SUR <sur@lkkauto.com>

**Subject:** RE: OD CLAIM SLC 3139 G

Dear Nora,

Pending approval 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)

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**From:** NORA <nora.khai@premiumauto.com.sg>

**Sent:** Monday, 14 January 2019 7:41 PM

**To:** 'Claims Dept' <claims@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

**Cc:** Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; SUR <sur@lkkauto.com>

**Subject:** RE: OD CLAIM SLC 3139 G

**Importance:** High

**Urgent**

Dear Poh Kin and Veron,

Please update what's happening to the approval ? This case is revert from TP claim to Own damage (AIG insured) . Previously under TP claim the vehicle has been surveyed by Guo Xiang dated 7/1/19. Therefore we assume there is no need to do another round of OD survey right ? Attached is a copy of the marked estimate previously surveyed by Guo Xiang.

In any case, please give us instructions should you require a resurvey. Otherwise please help to chase for approval as owner is rushing for repairs before CNY.

Thanking you all for your kind understanding.

Many Thanks.

**Kind Regards,**  
**Norah Khai**  
**Claims Manager**

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**From:** Claims Dept [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Monday, 14 January 2019 5:57 PM  
**To:** 'Admin A'; 'assignments'; 'Poh Kin (LKKAuto)'  
**Cc:** 'Claims Dept'; 'Adrian Ling (LKKAuto)'; 'SUR'  
**Subject:** RE: OD CLAIM SLC 3139 G

Dear Poh Kin,

Please kindly assist.

Thank you.

Best Regards,  
**Justin Ee**  
Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
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**From:** Claims Dept [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Monday, 14 January 2019 2:55 PM  
**To:** 'Admin A'; 'assignments'; 'SUR'; 'Adrian Ling (LKKAuto)'  
**Cc:** 'Claims Dept'  
**Subject:** RE: OD CLAIM SLC 3139 G  
**Importance:** High

Dear All,

Any update of approval repair? Owner is chasing us as vehicle is in our workshop.

Please kindly assist ASAP.

Thank you.

Best Regards,  
**Justin Ee**  
Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
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**From:** Claims Dept [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Thursday, 10 January 2019 6:59 PM  
**To:** 'Admin A'; 'assignments'; 'SUR'; 'Adrian Ling (LKKAuto)'  
**Cc:** 'Claims Dept'  
**Subject:** OD CLAIM SLC 3139 G  
**Importance:** High

Dear All,

Please to inform that this car number **SLC 3139 G** TP claims had convert OD claims, kindly refer to our attach file of GIA Report Addendum.

Kindly assist.

Thank you.

Best Regards,  
**Justin Ee**  
Claims Advisor

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

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