

Veron Chen (LKKAUTO)

From: NORA <nora.khai@premiumauto.com.sg>
Sent: Tuesday, 15 January 2019 5:48 PM
To: Veron Chen (LKKAUTO); 'Claims Dept'; Admin A; Poh Kin (LKKAUTO)
Cc: Adrian Ling (LKKAUTO); SUR
Subject: RE: OD CLAIM SLC 3139 G

Dear Veron,

Thank you for your kind assistance. We noted on the contents.

Best Regards,

Norah Khai
Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9827 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: Tuesday, 15 January 2019 3:59 PM
To: NORA ; 'Claims Dept'; Admin A; Poh Kin (LKKAUTO)
Cc: Adrian Ling (LKKAUTO); SUR
Subject: RE: OD CLAIM SLC 3139 G

Dear Nora,

As instructed by our client , please proceed to repair the **insured vehicle SLC 3139G (Excess \$1600/-)**.

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: Veron Chen (LKKAuto)

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)

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

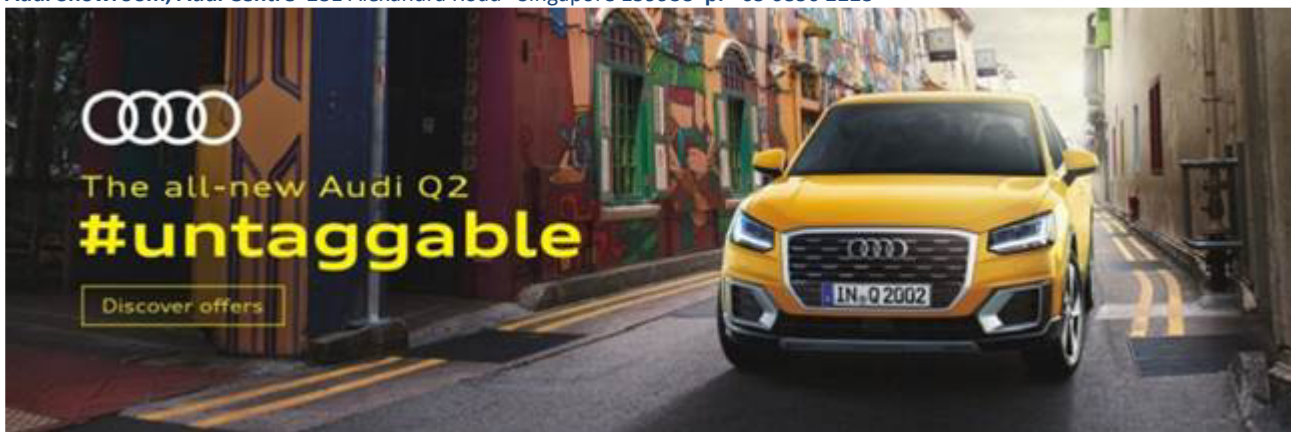
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http://www.audi.com.sg/sea/brand/sq/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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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)

55 Ubi Road 1 Road Singapore 408699

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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

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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

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