

Veron Chen (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 17 January 2019 6:57 PM
To: 'Dally Amri, Mimi Zarina'; Veron Chen (LKKAUTO); SUR
Cc: 'Zawaye, Norsazani'; 'PRDSG.DFILE'; claims@premiumauto.com.sg
Subject: RE: #5238609675SG001#027#OWN DAMAGE CLAIM SDR 5388 G-DOA: 23/12/2018 | AIG Ref : 5238609675SG-001

Dear all,

Content noted. We are requesting police report from owner.

Once we receive and forward to you.

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

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From: Dally Amri, Mimi Zarina [mailto:MimiZarina.DallyAmri@aig.com]
Sent: Thursday, 17 January, 2019 9:03 AM
To: Claims Department (claims@premiumauto.com.sg) <claims@premiumauto.com.sg>; 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: Zawaye, Norsazani <Norsazani.Zawaye@aig.com>; PRDSG.DFILE <PRDSG.DFILE@aig.com>
Subject: #5238609675SG001#027#OWN DAMAGE CLAIM SDR 5388 G-DOA: 23/12/2018 | AIG Ref : 5238609675SG-001

Dear Tony/LKK

Coverage confirmed \$0.00

Please assist to forward the Malaysia Police report for our record purposes.

Thank you.

Regards,

**Mimi Zarina @ Mimi
AIG**

Express Claims Adjuster
Claims Operations | AIG Shared Services

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MimiZarina.DallyAmri@aig.com | www.AIG.com

From: Lee, Ming-Yao
Sent: Tuesday, January 15, 2019 9:16 AM
To: Claims
Cc: Dally Amri, Mimi Zarina; 'Veron Chen (LKKAUTO)'; 'SUR'
Subject: RE: OWN DAMAGE CLAIM SDR 5388 G-DOA: 23/12/2018 | AIG Ref : 5238609675SG-001

Hi Tony,

My Colleague, Ms. Mimi will be the person-in-charge of said case.

Please hold and she will reply you soonest.

By copy to Mimi,

Our Ref : 5238609675SG-001

For your handling please.

Regards,
**George Lee
AIG**

Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way, #08-16 Singapore 079120
Tel +(65) 6419 1769

Ming-Yao.Lee@aig.com | www.aig.sg

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

Sent: 14 January 2019 18:24

To: 'Veron Chen (LKKAuto)'; 'SUR'; Lee, Ming-Yao

Cc: claims@premiumauto.com.sg

Subject: RE: OWN DAMAGE CLAIM SDR 5388 G-DOA: 23/12/2018 | AIG Ref : 5238609675SG-001

Dear MingYao,

Still no update on excess amount?

Thank you.

Best Regards,

Tony Foong

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: Saturday, 12 January, 2019 2:31 PM

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

Cc: claims@premiumauto.com.sg

Subject: RE: OWN DAMAGE CLAIM SDR 5388 G-DOA: 23/12/2018

Dear MingYao,

Still no update on excess amount?

Thank you.

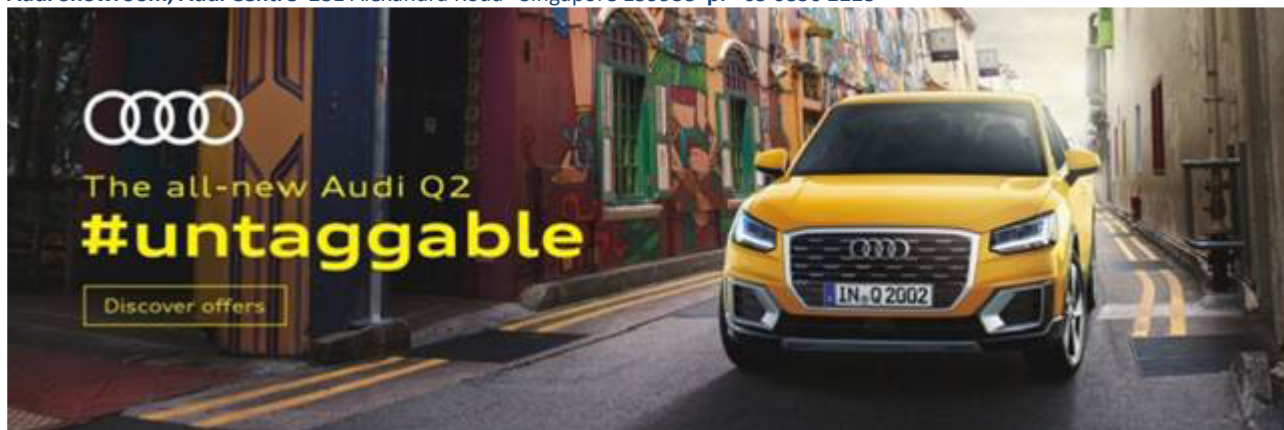
Best Regards,

Tony Foong

Claims Advisor

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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: Wednesday, 9 January, 2019 3:27 PM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>; MingYao.Lee@aig.com
Subject: RE: OWN DAMAGE CLAIM SDR 5388 G-DOA: 23/12/2018

Dear Kee Siang,

We already informed you approval on 4/1/2019.

Now only pending policy excess 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: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 9 January 2019 3:20 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; MingYao.Lee@aig.com
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OWN DAMAGE CLAIM SDR 5388 G-DOA: 23/12/2018

Dear all,

Kindly advise repair approval and excess amount for above mention case ?

Best Regards,
Kee Siang

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

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From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

Sent: Tuesday, 8 January 2019 4:34 PM

To: Claims; SUR; MingYao.Lee@aig.com

Subject: RE: OWN DAMAGE CLAIM SDR 5388 G-DOA: 23/12/2018

Dear Ming Yao,

Kindly advised policy excess.

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: Tuesday, 8 January 2019 4:26 PM

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

Cc: claims@premiumauto.com.sg

Subject: RE: OWN DAMAGE CLAIM SDR 5388 G

Dear Veron,

Any update on excess amount?

Thank you.

Best Regards,

Tony Foong
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: Tuesday, 8 January, 2019 12:55 PM

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

Cc: claims@premiumauto.com.sg

Subject: RE: OWN DAMAGE CLAIM SDR 5388 G

Dear Veron,

Any update on excess amount?

Thank you.

Best Regards,

Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Monday, 7 January, 2019 10:18 AM

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

Cc: claims@premiumauto.com.sg

Subject: RE: OWN DAMAGE CLAIM SDR 5388 G

Dear Veron,

Noted and help follow up excess amount.

Thank you.

Best Regards,

Tony Foong

Claims Advisor

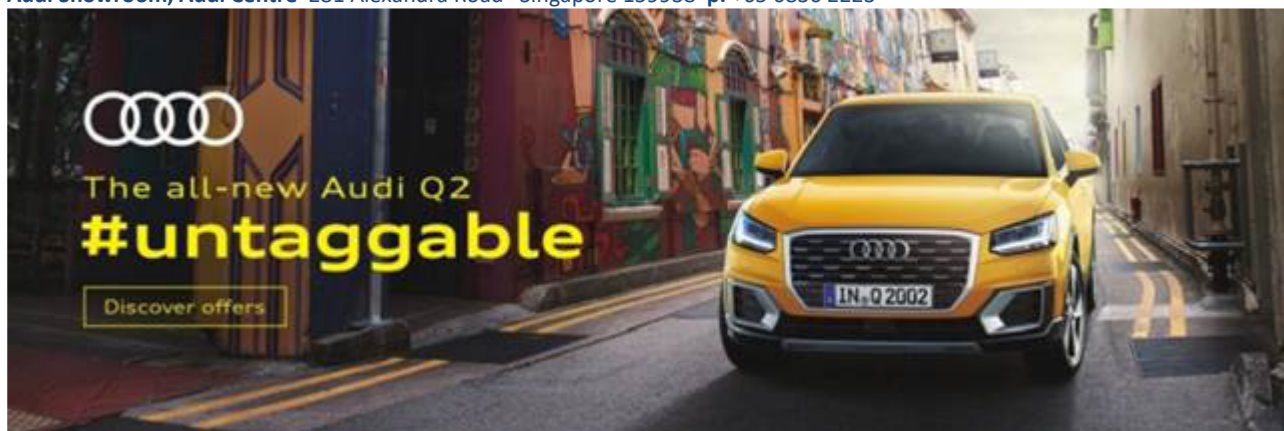
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e. claims@premiumauto.com.sg **w.** www.audi.com.sg

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From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]
Sent: Friday, 4 January, 2019 9:28 AM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: OWN DAMAGE CLAIM SDR 5388 G

Dear Kee Siang,

As instructed by our client , please proceed to repair the **insured vehicle SDR 5388G (Excess TBC-)**.

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: Thursday, 3 January 2019 10:46 AM
To: SUR <sur@lkkauto.com>
Cc: Claims <claims@premiumauto.com.sg>
Subject: OWN DAMAGE CLAIM SDR 5388 G

Dear all,

Kindly assist on approval urgently. Surveyed by Adrian earlier just now.

Best Regards,

Kee Siang
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 **w.** www.audi.com.sg

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