

12/03/2002

ASS. REC. BY:

REF: CS/0019000310 / Avb Special Instruction:

Survivor:

## ASSIGNMENT (Office)

From (Person): Jenny Lew of UOL Date/Time: 07012019 1133am

Estimated Cost: \_\_\_\_\_ Bill to: \_\_\_\_\_

OD / TP / WS / TP RES / OD RES / EVA / INV / MV / CSTo Inspect Vehicle No: SDD 9229E Insured: \_\_\_\_\_at Workshop m/s Premium Tel: \_\_\_\_\_of 55 ubi Rd 1Policy No: \_\_\_\_\_ Claim No: M11D06041901Sum Insured: \_\_\_\_\_ Excess: \$ 1000.00Make of Veh: \_\_\_\_\_ D.O.A. 04012019

(Client's Record)

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement: \_\_\_\_\_

Date/Time: 07012019 1149am Person Contacted: Tony Vehicle IN / OUTDate/Time Action/Instruction ( ☒ ) EstimateSDD 9229E - X

10/1/19 Revert to Katie by email, pending repair cost from repairer

24/1/19 Recd email from Nora propose \$100K part by part

28/1/19 Recd email from Katie repair up to \$95000 incl. all. supp items

28/1/19 @146pm Informed Tony c/A repair up to \$95000 incl. all. supp items

REF:

## ASSIGNMENT

From: \_\_\_\_\_ Date: \_\_\_\_\_

Estimated Cost: \_\_\_\_\_

OD / TP / WS / TP RES / OD RES / EVA / INV / MV

To Inspect Vehicle No: \_\_\_\_\_

at Workshop m/s \_\_\_\_\_

of \_\_\_\_\_

Insured: \_\_\_\_\_

Policy No. \_\_\_\_\_

Claims No. \_\_\_\_\_

Sum Insured: \_\_\_\_\_ Excess: \_\_\_\_\_

(Client's Record)

Make of Veh: \_\_\_\_\_

(Policy Condition)

Remark: The veh had commenced its  
repair at the time of inspection.

N/S	O/S

Bal. or Market Value: \_\_\_\_\_

IDAC Accident Rpt: \_\_\_\_\_ Consistent? : Yes or No

GIA / PR Seen: \_\_\_\_\_ Consistent? : Yes or No

Est. Repairs: \_\_\_\_\_ days Res.: Yes or No

Lum Sum: \_\_\_\_\_ % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: \_\_\_\_\_ Person Contacted: \_\_\_\_\_

Veh No: SDD9229 E. Yr Regn: 2017, Dec.

Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or \_\_\_\_\_

Make: Audi A5 c.c. 1984Colour: Grey A/C: Insured / Std / NI / NASp. Reading: 8076 T/Radio: Insured / Std / NI / NA

Eng/No: \_\_\_\_\_

C/No: WAU222FS2JA049889Gen. Cond: Good / Fair / Poor / BurntSteering: In order / Jammed / Leaked / Burnt orBrake: In order / Jammed / Leaked / Burnt orModi: Nil / S/Rim / STD A/Rim orTyre Size: F: 245/40R18R: 245/40R18

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or \_\_\_\_\_

Front

Rear

R/Bal. 06 mm R/Bal. 06 mmL/Bal. 06 mm L/Bal. 06 mmD.O.A. \_\_\_\_\_ D.O.I. 09/01/19Survey held at PremiumDes. of Damages: Frnt / Rear / O/S / N/S / U/C / Rooftop or

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction

00 401

29/1/19 Recd email from Katie on hold the repair. OI does not want to repair the vehicle

1/2/19 Recd email from Katie OI accepted T/L

1/2/19 Submit uneconomical T/L

1/2/19 @950am Informed Nora vehicle T/L

RECEIVED 01 FEB 2019

Date/Time, File Pass to?

☐

Preli. Report

1)

☐

Final Report

Date/Time, File Return to?

2) 1/2 - typist

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

S + RS SI

Photos

Others

TOTAL

Report Format :

Lump Sum / I.B.I: (\$)

Add Fee: ☐ Site Insp (\$)☐ Interview (\$)☐ Tech. Invs (\$)☐ Weekend (\$)118x28=2950  
2950+250=3200

3200

60

46

3306

## Veron Chen (LKKAuto)

---

**From:** LEE KATIE <katielee@uoi.com.sg>  
**Sent:** Friday, 1 February 2019 9:23 AM  
**To:** Veron Chen (LKKAuto)  
**Cc:** SUR; LEW JENNY  
**Subject:** RE: URGENT - M11D06041901 / SDD9229E / Own Damage claim

Dear Veron,

The owner has accepted our offer base on constructive total loss.

Kindly forward your report accordingly.

Regards,

**Katie Lee**

Claims

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909  
Main • (65) 6222 7733 | DID • (65) 6490 9318 | Fax • (65) 6327 3869 | Email • katielee@uoi.com.sg

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---

**From:** Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]  
**Sent:** Tuesday, 29 January, 2019 3:58 PM  
**To:** LEE KATIE <katielee@uoi.com.sg>  
**Cc:** SUR <sur@lkkauto.com>; LEW JENNY <jennylew@uoi.com.sg>  
**Subject:** RE: URGENT - M11D06041901 / SDD9229E / Own Damage claim

Dear Katie,

According to surveyor, as vehicle is one-year old, it is a usual practice to depreciate 10%-15%.

Therefore  $90\% \times \$192\text{K (New Car Price)} = \$173\text{K}$

$85\% \times \$192\text{K (New Car Price)} = \$163\text{K}$

Market Value :\$163K-\$173K

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:** LEE KATIE <katielee@uoi.com.sg>

**Sent:** Tuesday, 29 January 2019 9:25 AM

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

**Cc:** SUR <sur@lkkauto.com>; LEW JENNY <jennylew@uoi.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

**Subject:** RE: URGENT - M11D06041901 / SDD9229E / Own Damage claim

**Importance:** High

Dear Tony,

Please hold on to the repair. The owner does not want to carry out the repair work. We are liaising with him now.

Regards,

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---

**From:** LEE KATIE

**Sent:** Monday, 28 January, 2019 11:29 AM

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

**Cc:** 'SUR' <sur@lkkauto.com>; LEW JENNY <jennylew@uoi.com.sg>; veronchen@lkkauto.com

**Subject:** RE: URGENT - M11D06041901 / SDD9229E / Own Damage claim

Dear Tony,

Thanks. We accepted your offer to repair the vehicle up to S\$95,000 including of all supplementary items.

Regards,

**Katie Lee**

Claims

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909

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---

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

**Sent:** Friday, 25 January, 2019 6:17 PM

**To:** LEW JENNY <[jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)>; [veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)

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

**Subject:** RE: URGENT - M11D06041901 / SDD9229E / Own Damage claim

Dear Jenny,

As spoken. We will repair this vehicle within limit \$95,000 (Bef GST) including any supplementary item.

Kindly confirm.

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](mailto:claims@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

[http://www.audi.com.sg/sea/brand/sg/audi\\_promotions/promotions/car\\_promotions/new-audi-q2-2017.html](http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html)

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**From:** LEW JENNY [<mailto:jennylew@uoi.com.sg>]

**Sent:** Friday, 25 January, 2019 2:53 PM

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

**Cc:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: URGENT - M11D06041901 / SDD9229E / Own Damage claim

Dear Veron,

We are unable to authorise the repair of the vehicle.

Please let us have the report as Total Loss.

Warmest Regards

Jenny Lew

Claims Department

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909

Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • [jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)

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---

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

**Sent:** Friday, 25 January, 2019 8:54 AM

**To:** LEW JENNY <jennylew@uoi.com.sg>; 'Claims Dept' <claims@premiumauto.com.sg>

**Cc:** LEE KATIE <katielee@uoi.com.sg>; SUR <sur@lkkauto.com>

**Subject:** RE: URGENT - M11D06041901 / SDD9229E / Own Damage claim

Dear Jenny,

Repairer request for part by part \$100K.

For your approval please.

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:** LEW JENNY <jennylew@uoi.com.sg>

**Sent:** Friday, 18 January 2019 9:46 AM

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

**Cc:** LEE KATIE <katielee@uoi.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

**Subject:** URGENT - M11D06041901 / SDD9229E / Own Damage claim

**Importance:** High

Dear Tony,

As spoken, your workshop have dismantle the parts and still checking on the engine.

Please advise and give us a confirmation whether the vehicle is able to repair at S\$95,000.00 , as per advised by Ms Veron from LKK.

We need to keep insured updates on the development.

Besides, you have confirmed that your workshop will not charge us on the dismantle fees and storage fees.

Thank You.

Warmest Regards

Jenny Lew

Claims Department

## United Overseas Insurance Limited

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**Attachments:** SG CAR MART.pdf

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Dear Tony,

Please hold on to the repair. The owner does not want to carry out the repair work. We are liaising with him now.

Regards,

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Claims

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Best Regards,

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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](mailto:claims@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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**Subject:** URGENT - M11D06041901 / SDD9229E / Own Damage claim  
**Importance:** High

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Warmest Regards

Jenny Lew

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• Sell ur Car for More Cash  
 • Highest Price or Get \$100 Free  
 • Get Paid Now, Handover Later

SELL YOUR CAR

SEARCH 
 to

Home > New Cars > Audi A5 Sportback Search Results

Audi A5 Sportback Search Results (1 vehicles)

Sort by  15 results/page

Car Model	Price	Dealer	Built in	User Rating
<b>Audi A5 Sportback</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> 2.0 TFSI S tronic Design (A)</li> <li><input type="checkbox"/> 2.0 TFSI qu S tronic Sport (A)</li> </ul>	<b>\$191,980</b> \$16,800 /yr	Premium Automobiles • 17.8km/l   188bhp   7-speed (A) S tronic • 15.6km/l   248bhp   7-speed (A) S tronic	<b>Germany</b>	★★★★★ 1 User Review <a href="#">Editor's Review</a>

15 results/page

2 result(s) for Audi A5 Sportback models no longer being sold by local distributors  
 View all [past Audi cars](#)



Audi A5 Sportback (2012-2016)

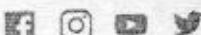


Audi A5 Sportback (2010-2012)

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## Audi A5 Sportback Search Results (1 vehicles)

Sort by: Model (Ascending)

15 results/page

Car Model	Price	Dealer	Built in	User Rating
<b>Audi A5 Sportback</b>  <ul style="list-style-type: none"> <li><input type="checkbox"/> 2.0 TFSI S tronic Design (A)</li> <li><input type="checkbox"/> 2.0 TFSI qu S tronic Sport (A)</li> </ul>	<b>\$191,980</b> \$16,800 /yr ? <b>\$256,930</b> \$22,300 /yr ?	Premium Automobiles • 17.8km/l   188bhp   7-speed (A) S tronic • 15.6km/l   248bhp   7-speed (A) S tronic	<b>Germany</b>	★★★★★ 1 User Review <a href="#">Editor's Review</a>

Car Model	Price	Dealer	Built in	User Rating

15 results/page

2 result(s) for Audi A5 Sportback models no longer being sold by local distributors.  
 View all [past Audi cars](#)



Audi A5 Sportback (2012-2016)



Audi A5 Sportback (2010-2012)

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As vehicle is one-year old, it is a usual practice to depreciate 10%-15%.

therefore  $90\% \times 192 \text{ (New Car Price)} = 173\text{k}$ .

$85\% \times 192 \text{ (New Car Price)} = 163\text{k}$ .

Market Value : 163K-173K

## Veron Chen (LKKAuto)

---

**From:** LEE KATIE <katielee@uoi.com.sg>  
**Sent:** Monday, 28 January 2019 11:29 AM  
**To:** Claims  
**Cc:** SUR; LEW JENNY; Veron Chen (LKKAuto)  
**Subject:** RE: URGENT - M11D06041901 / SDD9229E / Own Damage claim

Dear Tony,

Thanks. We accepted your offer to repair the vehicle up to S\$95,000 including of all supplementary items.

Regards,

**Katie Lee**

Claims

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909  
Main • (65) 6222 7733 | DID • (65) 6490 9318 | Fax • (65) 6327 3869 | Email • katielee@uoi.com.sg

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---

**From:** Claims [mailto:claims@premiumauto.com.sg]  
**Sent:** Friday, 25 January, 2019 6:17 PM  
**To:** LEW JENNY <jennylew@uoi.com.sg>; veronchen@lkkauto.com  
**Cc:** LEE KATIE <katielee@uoi.com.sg>; 'SUR' <sur@lkkauto.com>; claims@premiumauto.com.sg  
**Subject:** RE: URGENT - M11D06041901 / SDD9229E / Own Damage claim

Dear Jenny,

As spoken. We will repair this vehicle within limit \$95,000 (Bef GST) including any supplementary item.

Kindly confirm.

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

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**From:** LEW JENNY [mailto:jennylew@uoi.com.sg]  
**Sent:** Friday, 25 January, 2019 2:53 PM  
**To:** veronchen@lkkauto.com; 'Claims Dept' <claims@premiumauto.com.sg>  
**Cc:** LEE KATIE <katielee@uoi.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: URGENT - M11D06041901 / SDD9229E / Own Damage claim

Dear Veron,

We are unable to authorise the repair of the vehicle.

Please let us have the report as Total Loss.

Warmest Regards

Jenny Lew

Claims Department

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909  
Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • jennylew@uoi.com.sg

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---

**From:** Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]  
**Sent:** Friday, 25 January, 2019 8:54 AM  
**To:** LEW JENNY <jennylew@uoi.com.sg>; 'Claims Dept' <claims@premiumauto.com.sg>  
**Cc:** LEE KATIE <katielee@uoi.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: URGENT - M11D06041901 / SDD9229E / Own Damage claim

Dear Jenny,

Repairer request for part by part \$100K.

For your approval please.

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:** LEW JENNY <jennylew@uoi.com.sg>  
**Sent:** Friday, 18 January 2019 9:46 AM  
**To:** 'Claims Dept' <claims@premiumauto.com.sg>  
**Cc:** LEE KATIE <katielee@uoi.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>  
**Subject:** URGENT - M11D06041901 / SDD9229E / Own Damage claim  
**Importance:** High

Dear Tony,



As spoken, your workshop have dismantle the parts and still checking on the engine.

Please advise and give us a confirmation whether the vehicle is able to repair at S\$95,000.00 , as per advised by Ms Veron from LKK.

We need to keep insured updates on the development.

Besides, you have confirmed that your workshop will not charge us on the dismantle fees and storage fees.

Thank You.

Warmest Regards

Jenny Lew

Claims Department

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909  
Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • [jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)

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**Veron Chen (LKKAuto)**

---

**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Friday, 25 January 2019 6:17 PM  
**To:** 'LEW JENNY'; Veron Chen (LKKAuto)  
**Cc:** 'LEE KATIE'; SUR; claims@premiumauto.com.sg  
**Subject:** RE: URGENT - M11D06041901 / SDD9229E / Own Damage claim

Dear Jenny,

As spoken. We will repair this vehicle within limit \$95,000 (Bef GST) including any supplementary item.

Kindly confirm.

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



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---

**From:** LEW JENNY [mailto:jennylew@uoi.com.sg]  
**Sent:** Friday, 25 January, 2019 2:53 PM  
**To:** veronchen@lkkauto.com; 'Claims Dept' <claims@premiumauto.com.sg>  
**Cc:** LEE KATIE <katielee@uoi.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: URGENT - M11D06041901 / SDD9229E / Own Damage claim

Dear Veron,

We are unable to authorise the repair of the vehicle.

Please let us have the report as Total Loss.

Warmest Regards

Jenny Lew

Claims Department

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909  
Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • [jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)

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---

**From:** Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Friday, 25 January, 2019 8:54 AM  
**To:** LEW JENNY <[jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)>; 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Cc:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: URGENT - M11D06041901 / SDD9229E / Own Damage claim

Dear Jenny,

Repairer request for part by part \$100K.

For your approval please.

Best Regards,

Veron Chen | 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)

---

**From:** LEW JENNY <[jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)>  
**Sent:** Friday, 18 January 2019 9:46 AM  
**To:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Cc:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Subject:** URGENT - M11D06041901 / SDD9229E / Own Damage claim  
**Importance:** High

Dear Tony,

As spoken, your workshop have dismantle the parts and still checking on the engine.

Please advise and give us a confirmation whether the vehicle is able to repair at S\$95,000.00 , as per advised by Ms Veron from LKK.

We need to keep insured updates on the development.

Besides, you have confirmed that your workshop will not charge us on the dismantle fees and storage fees.

Thank You.

Warmest Regards

Jenny Lew

Claims Department

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909

Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • [jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)

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**Veron Chen (LKKAUTO)**

---

**From:** NORA <nora.khai@premiumauto.com.sg>  
**Sent:** Thursday, 24 January 2019 6:22 PM  
**To:** Veron Chen (LKKAUTO); 'Claims Dept'; SUR  
**Cc:** 'Mastura'; allan.wu@premiumauto.com.sg  
**Subject:** RE: SDD 9229 E - OWN DAMAGE - UOI - DOA: 04/01/2019 (VEHICLE IN)

**Importance:** High

Hi Veron,

Please ignore the earlier email.

Can we counter propose to 100K part by part.

Thank you.

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](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)  
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---

**From:** NORA [mailto:nora.khai@premiumauto.com.sg]  
**Sent:** Thursday, 24 January 2019 6:15 PM  
**To:** 'Veron Chen (LKKAUTO)'; 'Claims Dept'; 'SUR'

**Cc:** 'Mastura'; allan.wu@premiumauto.com.sg

**Subject:** RE: SDD 9229 E - OWN DAMAGE - UOI - DOA: 04/01/2019 (VEHICLE IN)

Hi Veron,

We agreed to undertake the repairs on part by part at a limit of \$95k. We await for your kind approval.

Thank you.

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](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)

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Best Regards,

---

**From:** NORA [mailto:[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)]

**Sent:** Monday, 14 January 2019 2:47 PM

**To:** 'Veron Chen (LKKAUTO)'; 'Claims Dept'; 'SUR'

**Cc:** 'Mastura'; allan.wu@premiumauto.com.sg

**Subject:** RE: SDD 9229 E - OWN DAMAGE - UOI - DOA: 04/01/2019 (VEHICLE IN)

Hi Veron,

We will dismantle the frontal to check on the chassis. We will revert soon.

Thank you.

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](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)

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---

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

**Sent:** Monday, 14 January 2019 9:50 AM

**To:** Claims Dept; SUR

**Cc:** 'Mastura'; ([nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg))

**Subject:** FW: SDD 9229 E - OWN DAMAGE - UOI - DOA: 04/01/2019 (VEHICLE IN)

Dear Justin,

Kindly check vehicle able to repair at part by part not exceeding \$95,000/-

Best Regards,

**Veron Chen** | 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)

---

**From:** Veron Chen (LKKAuto)

**Sent:** Thursday, 10 January 2019 5:01 PM

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

**Cc:** 'Mastura' <[mastura@premiumauto.com.sg](mailto:mastura@premiumauto.com.sg)>; ([nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg))

<nora.khai@premiumauto.com.sg>

**Subject:** RE: SDD 9229 E - OWN DAMAGE - UOI - DOA: 04/01/2019 (VEHICLE IN)

Dear Justin,

Kindly check vehicle able to repair at part by part not exceeding \$95,000/-

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 Dept <claims@premiumauto.com.sg>

**Sent:** Wednesday, 9 January 2019 9:01 PM

**To:** Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>;

Adrian Ling (LKKAuto) <adrianling@lkkauto.com>

**Cc:** 'Mastura' <mastura@premiumauto.com.sg>; claim@uoi.com.sg; 'Claims Dept' <claims@premiumauto.com.sg>

**Subject:** RE: SDD 9229 E - OWN DAMAGE - UOI - DOA: 04/01/2019 (VEHICLE IN)

**Importance:** High

Dear all,

Please kindly refer to our attach file of estimate – SDD 9229 E, Adrian had survey at 09/01/2019.

Kindly assist.

Thank you.

Best Regards,

**Justin Ee**

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:** Mastura [<mailto:mastura@premiumauto.com.sg>]  
**Sent:** Friday, 4 January 2019 7:51 PM  
**To:** [claim@uoi.com.sg](mailto:claim@uoi.com.sg); 'Claims Dept'  
**Subject:** SDD 9229 E - OWN DAMAGE - UOI - DOA: 04/01/2019 (VEHICLE IN)

Dear all,

Kindly register OD claims for this vehicle. Attached is GIA report for your reference.  
We will forward you the estimate once is available.

Do take note, video and accident scene were uploaded in Merimen. Vehicle is in our premises.

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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## Veron Chen (LKKAUTO)

---

**From:** LEW JENNY <jennylew@uoi.com.sg>  
**Sent:** Friday, 18 January 2019 9:46 AM  
**To:** 'Claims Dept'  
**Cc:** LEE KATIE; Veron Chen (LKKAUTO)  
**Subject:** URGENT - M11D06041901 / SDD9229E / Own Damage claim

**Importance:** High

Dear Tony,

As spoken, your workshop have dismantle the parts and still checking on the engine.

Please advise and give us a confirmation whether the vehicle is able to repair at S\$95,000.00 , as per advised by Ms Veron from LKK.

We need to keep insured updates on the development.

Besides, you have confirmed that your workshop will not charge us on the dismantle fees and storage fees.

Thank You.

Warmest Regards

Jenny Lew

Claims Department

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909  
Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • [jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)

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## Veron Chen (LKKAUTO)

---

**From:** Veron Chen (LKKAUTO)  
**Sent:** Thursday, 10 January 2019 5:06 PM  
**To:** 'LEE KATIE'  
**Cc:** SUR  
**Subject:** FW: SDD 9229 E - OWN DAMAGE - UOI - DOA: 04/01/2019 (VEHICLE IN)  
**Attachments:** MARK ESTIMATE.pdf; PRELI REVISED.pdf

Dear Katie,

Attached preliminary revised.

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:** Thursday, 10 January 2019 4:59 PM  
**To:** 'LEE KATIE' <katielee@uoi.com.sg>  
**Cc:** LEW JENNY <jennylew@uoi.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: SDD 9229 E - OWN DAMAGE - UOI - DOA: 04/01/2019 (VEHICLE IN)

Dear Katie,

Enclosed preliminary revised of vehicle SDD 9229E  
Date of survey: 9/1/2019  
Number of days : 20 days

**We have Not authorise repair**

**Pending repair cost from repairer**

**Kindly provide us claim number**

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:** LEE KATIE <katielee@uoi.com.sg>  
**Sent:** Thursday, 10 January 2019 3:09 PM

**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Cc:** LEW JENNY <jennylew@uoi.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: SDD 9229 E - OWN DAMAGE - UOI - DOA: 04/01/2019 (VEHICLE IN)  
**Importance:** High

Dear Veron,

Thanks for the information. We understand the workshop had already reverted with quotation of S\$128,744 as per attach for your information.

Please advise if the workshop is willing to repair the vehicle within the economical margin or this will be a total loss case urgently.

Regards,

**Katie Lee**

Claims

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909  
Main • (65) 6222 7733 | DID • (65) 6490 9318 | Fax • (65) 6327 3869 | Email • [katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)

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**From:** Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Wednesday, 9 January, 2019 3:39 PM  
**To:** LEW JENNY <jennylew@uoi.com.sg>; SUR <sur@lkkauto.com>  
**Cc:** LEE KATIE <katielee@uoi.com.sg>  
**Subject:** RE: SDD 9229 E - OWN DAMAGE - UOI - DOA: 04/01/2019 (VEHICLE IN)

Dear Jenny,

Market Value (Est) \$170,000.00

LTA Rebate           \$ 69,385.00

Nett Value           \$100,615.00

As at Jan 2019

Best Regards,

**Veron Chen** | 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:** Admin-D (LKKAUTO)  
**Sent:** Monday, 7 January 2019 11:53 AM  
**To:** 'LEW JENNY' <jennylew@uoi.com.sg>; SUR <sur@lkkauto.com>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

Cc: 'LEE KATIE' <katielee@uoi.com.sg>

Subject: RE: SDD 9229 E - OWN DAMAGE - UOI - DOA: 04/01/2019 (VEHICLE IN)

Dear Jenny,

Thank you for the assignment.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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From: LEW JENNY [mailto:[jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)]

Sent: Monday, 7 January, 2019 11:33 AM

To: 'mastura@premiumauto.com.sg' <[mastura@premiumauto.com.sg](mailto:mastura@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

Cc: LEE KATIE <katielee@uoi.com.sg>; 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

Subject: RE: SDD 9229 E - OWN DAMAGE - UOI - DOA: 04/01/2019 (VEHICLE IN)

Importance: High

Dear Mastura,

We will appoint LKK to survey the vehicle.

Dear Catherine/ Shiao Chan,

Please assist to survey the vehicle at Premium Automobiles, workshop is preparing the estimate.  
Excess: S\$1,000.00

Kindly revert on the pre-accident market value.

Password for attachment: uoi123

Thank You.

Warmest Regards

Jenny Lew

Claims Department

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909  
Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • [jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)

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From: LEW JENNY

Sent: Monday, 7 January, 2019 10:35 AM

To: [mastura@premiumauto.com.sg](mailto:mastura@premiumauto.com.sg)

Cc: LEE KATIE <katielee@uoi.com.sg>; Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

Subject: RE: SDD 9229 E - OWN DAMAGE - UOI - DOA: 04/01/2019 (VEHICLE IN)

Dear Mastura,

Please let us have the estimated costs of repairs before we arrange for survey.

Thank You.

Warmest Regards

Jenny Lew

Claims Department

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909  
Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • [jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)

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**From:** Mastura [<mailto:mastura@premiumauto.com.sg>]

**Sent:** Friday, 4 January, 2019 7:51 PM

**To:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** SDD 9229 E - OWN DAMAGE - UOI - DOA: 04/01/2019 (VEHICLE IN)

Dear all,

Kindly register OD claims for this vehicle. Attached is GIA report for your reference.  
We will forward you the estimate once is available.

Do take note, video and accident scene were uploaded in Merimen. Vehicle is in our premises.

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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