

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Tuesday, 6 August 2019 9:18 AM
To: Claims Dept
Cc: SUR
Subject: RE: LOD - SKQ 7394 Y-DOA: 24/1/2019 (AIG OD)
Attachments: Adjuster Report.pdf; photo.pdf

Dear Tony,

Refer attached survey report.

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: Monday, 5 August 2019 6:42 PM
To: 'Claims' <claims@premiumauto.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: LOD - SKQ 7394 Y-DOA: 24/1/2019 (AIG OD)

Dear Veron,

Kindly let us have a copy of the surveyor report.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689911

e.<mailto: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: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 22 July 2019 7:35 PM
To: 'Veron Chen (LKKAUTO)'
Cc: 'SUR'; 'Claims Dept'
Subject: RE: LOD - SKQ 7394 Y-DOA: 24/1/2019 (AIG OD)

Dear Veron,

Please find above attached LOD for your perusal, We will pass the original by hand to Adrian shortly.

Thank you.

Best Regards,
Kelvin Khoo
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
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Tuesday, 29 January 2019 12:06 PM
To: Claims; nora.khai@premiumauto.com.sg
Cc: SUR
Subject: RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Tony,

Kindly take note email from AIG.



Tue 29/1/2019 11:45 AM

Koh, Victor-CK <Victor-CK.Koh@aig.com>

RE: SKQ 7394Y-AIG REF: 4766483590SG

To Veron Chen (LKKAuto)

Hi Veron,

As spoken, Insured need to agree to lump sum repair. Also safety items such as air bag, seat belt, undercarriage n

Thanks & Regards

Victor Koh
AIG

Claims Technical Controller
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120
Tel +65 6419 1785 | Fax +65 68357416
Victor-ck.koh@aig.com | www.aig.com

From: Veron Chen (LKKAuto)

Sent: Tuesday, 29 January 2019 11:42 AM

To: 'Claims' <claims@premiumauto.com.sg>; 'nora.khai@premiumauto.com.sg' <nora.khai@premiumauto.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Tony,

As spoken.

Please proceed repair at lump sum basic within \$13,400 (Bef GST).

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, 29 January 2019 10:32 AM

To: 'Claims' <claims@premiumauto.com.sg>; nora.khai@premiumauto.com.sg

Cc: SUR <sur@lkkauto.com>

Subject: RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Tony,

We have send email to Victor on the below request.

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: Monday, 28 January 2019 6:10 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; nora.khai@premiumauto.com.sg

Cc: SUR <sur@lkkauto.com>

Subject: RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Veron,

Can repair lump sum basic within \$13,400 (Bef GST)?

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

Sent: Monday, 28 January, 2019 6:02 PM

To: 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>; nora.khai@premiumauto.com.sg

Cc: 'SUR' <sur@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Veron,

Can repair lump sum basic within \$13,400 (Bef GST)

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

Sent: Monday, 28 January, 2019 5:44 PM

To: Claims <claims@premiumauto.com.sg>; nora.khai@premiumauto.com.sg

Cc: SUR <sur@lkkauto.com>

Subject: RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Tony,

As instructed by our client , please proceed to repair the insured vehicle **SKQ 7394Y not exceeding \$13,400/- (Excess \$0/-)**.

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

From: Claims <claims@premiumauto.com.sg>
Sent: Monday, 28 January 2019 12:42 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; nora.khai@premiumauto.com.sg
Cc: SUR <sur@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Veron,

We propose \$15k lump sum repair.

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
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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: Friday, 25 January, 2019 4:35 PM
To: 'Claims Dept' <claims@premiumauto.com.sg>; (nora.khai@premiumauto.com.sg)
<nora.khai@premiumauto.com.sg>
Cc: SUR <sur@lkkauto.com>
Subject: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Nora,

Kindly check vehicle able to repair at part by part not exceeding \$13,000/-.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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