

## Veron Chen (LKKAuto)

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**From:** Veron Chen (LKKAuto)  
**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)

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Hi Veron,

As spoken, Insured need to agree to lump sum repair. Also safety items such as air bag, seat belt, undercarriage need to be replace by new parts. New safety items repla

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](mailto:Victor-ck.koh@aig.com) | [www.aig.com](http://www.aig.com)

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**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)

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**From:** Veron Chen (LKKAuto)  
**Sent:** Tuesday, 29 January 2019 10:32 AM  
**To:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)  
**Cc:** SUR <[sur@lkkauto.com](mailto: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)

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**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Monday, 28 January 2019 6:10 PM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)  
**Cc:** SUR <[sur@lkkauto.com](mailto: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](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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**From:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Monday, 28 January, 2019 6:02 PM  
**To:** 'Veron Chen (LKKAuto)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)  
**Cc:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; [claims@premiumauto.com.sg](mailto: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  
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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**From:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Monday, 28 January, 2019 5:44 PM  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)  
**Cc:** SUR <[sur@lkkauto.com](mailto: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](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:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Monday, 28 January 2019 12:42 PM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; [claims@premiumauto.com.sg](mailto: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

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

**Sent:** Friday, 25 January, 2019 4:35 PM

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

**Cc:** SUR <[sur@lkkauto.com](mailto: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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