

**- AIG – RE: RE: LOD - SLN 0587 H - AIG - OWN DAMAGE.**

From: Nadaraja, Deebanalnadaraja  
To: Claims, Norsazani.Zawaye@aig.com  
Cc: 'Veron Chen (LKKAuto)', Lim, Sheng Yang, Parthiban, Theerthan, Mohd Rizal, Nur Mariah Huibrechts  
Sent: 25/9/2019 8:32:04 AM

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Hi Kelvin,

Please be inform that payment has been made for this vehicle.

Thankyou  
Best Regards.

**Deeban Nadaraja**  
**AIG**

Express Claim Adjuster,  
Singapore– Auto Express & FNOL  
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.  
Tel 8001206556 | Ext : 1012793  
E: [Deebanalnadaraja.nadaraja@aig.com](mailto:Deebanalnadaraja.nadaraja@aig.com)

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**From:** Claims [mailto:claims@premiumauto.com.sg]  
**Sent:** Monday, September 23, 2019 10:29 AM  
**To:** Norsazani.Zawaye@aig.com; Nadaraja, Deebanalnadaraja  
**Cc:** 'Veron Chen (LKKAuto)'; claims@premiumauto.com.sg  
**Subject:** [EXTERNAL] RE: LOD - SLN 0587 H - AIG - OWN DAMAGE.

**This message is from an external sender; be cautious with links and attachments.**

Dear All,

Kindly advise have the payment been process ?

**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](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:** Friday, 20 September, 2019 8:27 AM

**To:** Norsazani.Zawaye@aig.com

**Cc:** 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>; claims@premiumauto.com.sg

**Subject:** RE: LOD - SLN 0587 H - AIG - OWN DAMAGE.

Dear Norsazani,

We have no received any update, please update us on payment process urgently.

**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

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**From:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Thursday, 19 September, 2019 12:47 PM  
**To:** 'Zawaye, Norsazani' <[Norsazani.Zawaye@aig.com](mailto:Norsazani.Zawaye@aig.com)>  
**Cc:** 'Veron Chen (LKKAUTO)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** RE: LOD - SLN 0587 H - AIG - OWN DAMAGE.

Dear Norsazani,

We are following up again on this case. Please process the payment to us within 7 days.

**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  
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**From:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Wednesday, 18 September, 2019 12:22 PM  
**To:** 'Zawaye, Norsazani' <[Norsazani.Zawaye@aig.com](mailto:Norsazani.Zawaye@aig.com)>; 'Veron Chen (LKKAUTO)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** RE: LOD - SLN 0587 H - AIG - OWN DAMAGE.

Dear All,

We are following up again on this case. Kindly advise us have the payment process.

Your kind advice is well appreciated.

Thank you in advance.

**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

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**From:** Zawaye, Norsazani [<mailto:Norsazani.Zawaye@aig.com>]

**Sent:** Friday, 15 February, 2019 4:31 PM

**To:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: SLN 0587 H - AIG - OWN DAMAGE.

Hi Veron,

Noted on the Insured UK driving license.

Excess has been amend in merimen.

CLAIM SUBFOLDER (OD)...Pending Adjuster Survey

Coverage Confirmed VBA

Claim Audit

History Checking

Activity Log

Documents

Duplicate New Case

Create LU/CART/MISC

Edit/Assign Claim

Create eTender

Assign Solicitor

File Review

Adj Market Value

Transfer To Repairer

Send RI/Rpt-for-Repairer

Change Registration

Claim Details

Set/Modify Adj Mandate

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Submitted	Ins Auth'd	Status
Main	02 Feb 2019		01 Feb 2019 11:00	Last:IA 01 Feb 2019 11:54		Pending Adjuster Survey <a href="#">Cancel Case</a>

Main

Offer Processing

Claim Details

Adjuster's Details

Documents

Show All

CLAIM SUBFOLDER DETAILS

[Created by insurer]

Insured:	WANG YILI, ID: S81895131, Tel: +6590175685, Email: WYILIQQ@HOTMAIL.COM		
Vehicle Reg. No.:	SLN587H	Date of Loss:	27/01/2019 17:00 - :59
Claim Type:	OD / 44915758155G	Policy/Cover Note No.:	2100507480-01 (Comprehensive)
		Excess:	\$600.00
Repairer:	Premium Automobiles Pte Ltd (UBI) PROFILE 55 Ubi Road 1, 408699 Ubi - Tel: 67689828/9827/9911		
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (SG) - Tel: 65-6419-3000 ... [Handled by Mohd Zawaye, Norsazani] Norsazani.Zawaye@aig.com		
Adjuster:	LKKAUTO Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by ADRIAN LING] ... [Final Rpt due 14/02/2019]		
Driver/Custodian:	WANG YILI (37 / Male), NRIC: S81895131, Tel: +6590175685		
Int. Est. Repair Costs:	15,000 - 17,500		

Thanks & Regards,

Norsazani Zawaye

AIG

Claims Adjuster | Express Auto Claims

Singapore Claims | AIG Shared Services

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

**Sent:** Friday, February 15, 2019 4:27 PM

**To:** Zawaye, Norsazani; SUR; Claims  
**Subject:** FW: SLN 0587 H - AIG - OWN DAMAGE.

Dear Zawaye,

Kindly refer below email from repairer.

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](mailto:claims@premiumauto.com.sg)>

**Sent:** Friday, 15 February 2019 12:24 PM

**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>

**Cc:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: SLN 0587 H - AIG - OWN DAMAGE.

Dear Shirley,

Attached owner driving license on UK, the driving license since 2008.

Kindly review on excess again.

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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**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Thursday, 7 February, 2019 9:23 AM  
**To:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Cc:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SLN 0587 H - AIG - OWN DAMAGE.

Dear Kelvin,

As instructed by our client, please proceed to repair the insured vehicle **SLN 587H (Excess \$ 3,600/-)**.

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.

Thank you.

Best Regards,

Shirley Hiew | Case Handler (on behalf Veron)

**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:** Claims Dept [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Monday, 4 February 2019 8:15 AM  
**To:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: SLN 0587 H - AIG - OWN DAMAGE.

Dear Veron,

Is there any update for this case?

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

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

**Sent:** Friday, 1 February 2019 3:15 PM

**To:** 'Veron Chen (LKKAUTO)'; 'Admin-D (LKKAUTO)'; 'Admin A'; 'SUR'

**Cc:** 'Claims Dept'

**Subject:** RE: SLN 0587 H - AIG - OWN DAMAGE.

Dear Veron,

Noted with thanks,

Kindly assist to follow up approval.

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

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---

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

**Sent:** Friday, 1 February 2019 3:01 PM

**To:** Claims Dept; Admin-D (LKKAUTO); Admin A; SUR

**Subject:** RE: SLN 0587 H - AIG - OWN DAMAGE.

Dear Kelvin,

Pending approval from insurance.

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](mailto:claims@premiumauto.com.sg)>

**Sent:** Friday, 1 February 2019 11:46 AM

**To:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: SLN 0587 H - AIG - OWN DAMAGE.

Dear All,

Any update on the approval please?

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

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

**Sent:** Thursday, 31 January 2019 5:01 PM

**To:** 'Admin-D (LKKAuto)'; 'Admin A'; 'SUR'

**Cc:** 'Claims Dept'

**Subject:** SLN 0587 H - AIG - OWN DAMAGE.

**Importance:** High

Dear All,

Please kindly assist for authorize repair of this vehicle, Adrian just survey on 31/01/2019 @ 2.00pm.



Thank you.

Best regards,  
Justin Ee

**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

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