

Veron Chen (LKKAUTO)

From: Nora Khai PA <nora.khai@premiumauto.com.sg>
Sent: Monday, 22 July 2019 3:21 PM
To: Veron Chen (LKKAUTO); SUR; 'Claims'
Subject: RE: SLN 0587 H - AIG - OWN DAMAGE.
Attachments: SAftersales19072212050.pdf

Dear Veron,

Attached above is our LOD for your next actions. Kindly inform AIG to make the payment within 10 working days.

Kind Regards,
Norah Khai
Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6366 2323 d. +65 6768 9827 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: Zawaye, Norsazani [mailto:Norsazani.Zawaye@aig.com]
Sent: Friday, February 15, 2019 4:31 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; Claims <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)
Coverage Co

Claim Audit	History Checking	Activity Log
Edit/Assign Claim	Create eTender	Assign Solicitor
Send RI/Rpt-for-Repairer	Change Registration	Claim Details

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Submitted
Main	02 Feb 2019		01 Feb 2019 11:00	Last:IA 01 Feb 2019 11:54

Main

Offer Processing

Claim Details

CLAIM SUBFOLDER DETAILS

Insured:	WANG YILI , ID: S8189513I, Tel: +6590175685, Email: WYILIQQ@HOTMAIL.COM		
Vehicle Reg. No.:	SLN587H		
Claim Type:	OD / 4491575815SG		
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] Norsaz		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by ADRIAN LING] ... [Final Rpt due 14/02		
Driver/Custodian:	WANG YILI (37 / Male), NRIC: S8189513I, Tel: +6590175685		
Init. 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>

Sent: Friday, 15 February 2019 12:24 PM

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; 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)

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

Sent: Thursday, 7 February, 2019 9:23 AM

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

Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <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 | 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>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: 'Claims Dept' <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

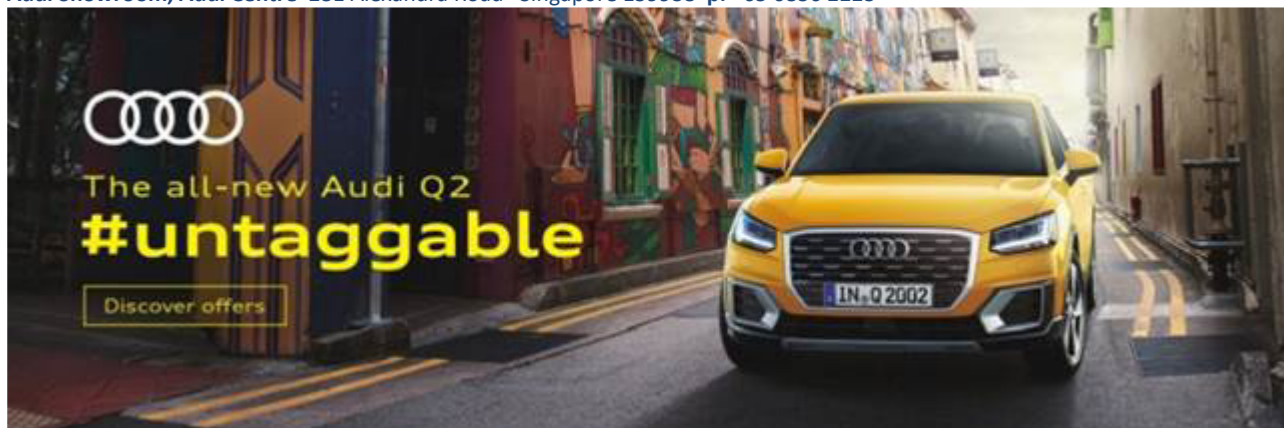
Premium Automobiles Pte Ltd (Reg No 199902271W)

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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>

Sent: Friday, 1 February 2019 11:46 AM

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

Cc: 'Claims Dept' <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

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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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