

## Shirley Hiew (LKK Auto)

---

**From:** Claims Dept <claims@premiumauto.com.sg>  
**Sent:** Wednesday, 27 February 2019 2:47 PM  
**To:** 'Shirley Hiew (LKK Auto)'  
**Cc:** 'SUR'  
**Subject:** RE: OD CLAIMS FOR SMD 8625 U

Dear Shirley,

Noted with thanks.

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](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



### Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

---

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

**Sent:** Wednesday, 27 February 2019 1:38 PM

**To:** 'Claims Dept'

**Cc:** SUR

**Subject:** RE: OD CLAIMS FOR SMD 8625 U

Hi Kelvin,

Excess figure is \$ 1,200.00

Thank you.

Best Regards,

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

**Sent:** Wednesday, 27 February 2019 12:53 PM

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

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

**Subject:** RE: OD CLAIMS FOR SMD 8625 U

Dear Kelvin,

As instructed by our client, please proceed to repair the insured vehicle **SMD 8625U (Excess \$ TBA/-)**.

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

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

**Sent:** Tuesday, 26 February 2019 1:07 PM

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

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

**Subject:** RE: OD CLAIMS FOR SMD 8625 U

Hi Kelvin,

Still pending mandate approval and will update you once done.

Thank you.

Best Regards,

Shirley Hiew | 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:** Claims Dept [<mailto:claims@premiumauto.com.sg>]

**Sent:** Tuesday, 26 February 2019 12:40 PM

To: 'Shirley Hiew (LKK Auto)' <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
Cc: 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
Subject: RE: OD CLAIMS FOR SMD 8625 U

Dear Shirley,

Any update?

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](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



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.  
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.  
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

---

**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Monday, 25 February 2019 11:39 AM  
**To:** 'Claims Dept'  
**Cc:** SUR  
**Subject:** RE: OD CLAIMS FOR SMD 8625 U

Hi Kelvin,

Still pending mandate approval and will update you once done.

Thank you.

Best Regards,

Shirley Hiew | 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:** Claims Dept [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Monday, 25 February 2019 9:24 AM  
**To:** 'Shirley Hiew (LKK Auto)' <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OD CLAIMS FOR SMD 8625 U

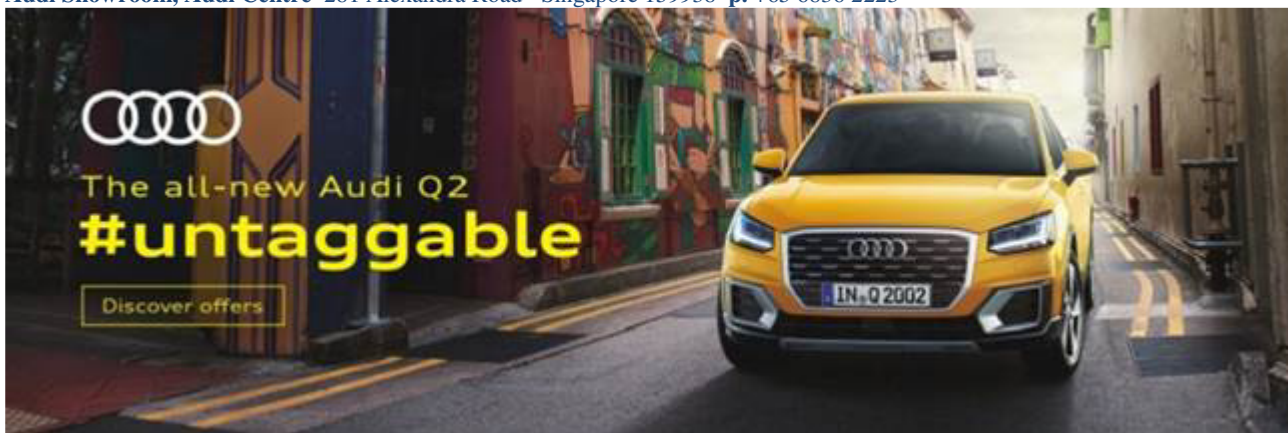
Dear Shirley,

Any update?

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](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



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.  
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.  
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

---

**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Thursday, 21 February 2019 11:57 AM  
**To:** 'Claims Dept'  
**Cc:** SUR  
**Subject:** RE: OD CLAIMS FOR SMD 8625 U

Dear Kelvin,

Pending Mandate Request							
Claim Type	Branch	Claimant	Adjuster	Manager	File Ref. No.	Insurer	
OD	HQ	*SMD8625U [PREMIUM LEASING PTE LTD]	MOHD TAUFIKH BIN HAMID	Hiew May Fung	CC3/AIG19002847/T1SD3	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Pre Pte L

Thank you.

Best Regards,

Shirley Hiew | 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:** Claims Dept [<mailto:claims@premiumauto.com.sg>]

**Sent:** Thursday, 21 February 2019 10:58 AM

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

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

**Subject:** RE: OD CLAIMS FOR SMD 8625 U

Dear Shirley,

Any update?

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](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



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

---

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

**Sent:** Wednesday, 20 February 2019 5:55 PM

**To:** 'Claims Dept'

**Cc:** SUR

**Subject:** RE: OD CLAIMS FOR SMD 8625 U

Hi Kelvin,

We are still pending approval from insurance.

Thank you.



Best Regards,

Shirley Hiew | 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:** Claims Dept [<mailto:claims@premiumauto.com.sg>]

**Sent:** Wednesday, 20 February 2019 5:28 PM

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

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

**Subject:** RE: OD CLAIMS FOR SMD 8625 U

Dear Shirley,

Any update?

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](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



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

---

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

**Sent:** Tuesday, 19 February 2019 5:04 PM

**To:** 'Claims Dept'

**Cc:** SUR

**Subject:** RE: OD CLAIMS FOR SMD 8625 U

Dear Kelvin,

Pending Mandate Request							
Claim Type	Branch	Claimant	Adjuster	Manager	File Ref. No.	Insurer	
OD	HQ	*SMD8625U [PREMIUM LEASING PTE LTD]	MOHD TAUFIKH BIN HAMID	Hiew May Fung	CC3/AIG19002847/T1SD3	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Pre Pte L

Thank you.

Best Regards,

Shirley Hiew | 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:** Claims Dept [<mailto:claims@premiumauto.com.sg>]

**Sent:** Tuesday, 19 February 2019 4:52 PM

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

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

**Subject:** RE: OD CLAIMS FOR SMD 8625 U

Dear Shirley,

Kindly assist to update repair 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

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



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

**Sent:** Monday, 18 February 2019 2:15 PM

**To:** 'Shirley Hiew (LKK Auto)'

**Cc:** 'SUR'; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: OD CLAIMS FOR SMD 8625 U

Dear Shirley,

Attached is the Driver's Driving license and certificate of insurance for your reference

Thank you.

Best regards,

**George Wong**

Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

281 Alexandra Road Singapore 159938

p. +65 6388 2223 d. +65 66900293 f. +65 64751023

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

**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

---

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

**Sent:** Monday, 18 February 2019 1:44 PM

**To:** 'Claims'

**Cc:** SUR

**Subject:** RE: OD CLAIMS FOR SMD 8625 U

Dear George,

Any update?

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315



**From:** Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Friday, 15 February 2019 5:37 PM  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OD CLAIMS FOR SMD 8625 U

Dear George,

Kindly forward us a copy of CI and driving licensed.

Best Regards,

**Veron Chen** | Case Handler **on behalf of Shirley**

**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 <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Thursday, 14 February 2019 3:58 PM  
**To:** Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OD CLAIMS FOR SMD 8625 U

Dear all,

Survey has been carried out this afternoon.

Attached is the marked estimate for your reference.

Kindly assist to follow up repair approval.

Thank you.

Best regards,

**George Wong**

Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

281 Alexandra Road Singapore 159938

p. +65 6388 2223 d. +65 66900293 f. +65 64751023

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

**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.  
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.  
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

---

**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Wednesday, February 13, 2019 2:26 PM

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

**Subject:** RE: OD CLAIMS FOR SMD 8625 U

Dear George,

Appointment confirmed.



BEST REGARDS,

**G.Nivitha** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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



---

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

**Sent:** Wednesday, 13 February 2019 10:46 AM

**To:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; 'Admin-D (LKKAuto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

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

**Subject:** OD CLAIMS FOR SMD 8625 U

Dear Nivitha,

As spoken over the phone , kindly arrange survey on 14<sup>th</sup> of Feb @215pm.

Address : 281 Alexandra Road Singapore 159938

Attached is the GIA for your reference.

Thank you.

Best regards,  
**George Wong**  
Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

281 Alexandra Road Singapore 159938

p. +65 6388 2223 d. +65 66900293 f. +65 64751023

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

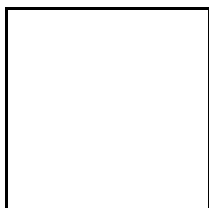
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223

**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you



This email has been checked for viruses by AVG antivirus software.  
[www.avg.com](http://www.avg.com)