

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Thursday, 14 March 2019 2:09 PM
To: 'Md Ishak, Mohd Imran'
Cc: SUR
Subject: RE: SKH7833U / OD - Car courtesy activation

Dear Imran,

Noted.

Thank you.

Best Regards,

Shirley Hiew | 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: Md Ishak, Mohd Imran [mailto:Imran.Ishak@aig.com]
Sent: Thursday, 14 March 2019 2:07 PM
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Subject: RE: SKH7833U / OD - Car courtesy activation

Hi Shirley

As spoken, you may close this file as Premium Autocare already submitted the case in Merimen.

Thank you

Mohd Imran Md Ishak
AIG

Express Claims Adjuster II, SG Claims Operations - Auto
imran.ishak@aig.com | www.aig.com

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From: Shirley Hiew (LKK Auto) [mailto:ShirleyHiew@lkkauto.com]
Sent: Thursday, March 14, 2019 1:39 PM
To: Md Ishak, Mohd Imran
Subject: RE: SKH7833U / OD - Car courtesy activation

Dear Imran,

Please call me back.

Thank you.

Best Regards,

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

Sent: Tuesday, 12 March 2019 5:48 PM

To: 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>; 'Md Ishak, Mohd Imran' <Imran.Ishak@aig.com>

Cc: 'Lim, Kok-Chong' <Kok-Chong.Lim@aig.com>; 'Sukimin, Nurasikin' <Nurasikin.Sukimin@aig.com>; 'SUR' <sur@lkkauto.com>; 'NORA' <nora.khai@premiumauto.com.sg>; claims@premiumauto.com.sg

Subject: RE: SKH7833U / OD - Car courtesy activation

Dear Imran,

FYI, we check with owner again about activation LOU replacement car.

Owner don't activate.

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




Sent: Tuesday, 12 March, 2019 5:15 PM


To: 'Md Ishak, Mohd Imran' <Imran.Ishak@aig.com>

Cc: 'Lim, Kok-Chong' <Kok-Chong.Lim@aig.com>; 'Sukimin, Nurasikin' <Nurasikin.Sukimin@aig.com>; 'Claims Dept' <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>; 'NORA' <nora.khai@premiumauto.com.sg>
Subject: RE: SKH7833U / OD - Car courtesy activation

Dear Imran,

Please refer to the below email.

 Reply  Reply All  Forward

 Tue 12/3/2019 5:08 PM
Claims <claims@premiumauto.com.sg>
RE: OD CLAIM FOR SKH 7833 U

To 'Shirley Hiew (LKK Auto)'
Cc 'SUR'; daims@premiumauto.com.sg

Dear all,

Kindly be inform, owner will send the car repair at AIG authorise workshop and we will proceed close

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

Thank you.

Best Regards,

Shirley Hiew | 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: Md Ishak, Mohd Imran [<mailto:Imran.Ishak@aig.com>]

Sent: Tuesday, 12 March 2019 11:15 AM

To: 'Claims Dept' <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>; NORA <nora.khai@premiumauto.com.sg>

Cc: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Sukimin, Nurasikin <Nurasikin.Sukimin@aig.com>

Subject: RE: SKH7833U / OD - Car courtesy activation

Hi LKK

Insured called and informed that this case is already converted to total loss. Please advise

Aside to Premium Automobiles,
Kindly assist on urgent basis as for now there is no response from your side pertaining this email.

Thank you

Mohd Imran Md Ishak

AIG

Express Claims Adjuster II, SG Claims Operations - Auto
imran.ishak@aig.com | www.aig.com

From: Md Ishak, Mohd Imran
Sent: Tuesday, March 12, 2019 10:08 AM
To: 'Claims Dept'
Cc: 'SUR'; 'Shirley Hiew (LKK Auto)'
Subject: RE: SKH7833U / OD - Car courtesy activation

Hi Kelvin

As spoken, please check the replacement car activation and let me know once done.

Thank you

Mohd Imran Md Ishak

AIG

Express Claims Adjuster II, SG Claims Operations - Auto
imran.ishak@aig.com | www.aig.com

From: Md Ishak, Mohd Imran
Sent: Monday, March 11, 2019 4:10 PM
To: 'Claims Dept'
Cc: SUR; Shirley Hiew (LKK Auto)
Subject: RE: SKH7833U / OD - Car courtesy activation

Hi Kelvin

I have contacted BKW and asked on the loss of use activation but they said have not received any instruction from your side.

Please assist on this on urgent basis as insured called since last week to get the car replacement.

Thank you

Mohd Imran Md Ishak

AIG

Express Claims Adjuster II, SG Claims Operations - Auto
imran.ishak@aig.com | www.aig.com

From: Md Ishak, Mohd Imran
Sent: Monday, March 11, 2019 3:01 PM
To: 'Claims Dept'
Cc: SUR; 'Shirley Hiew (LKK Auto)'
Subject: RE: SKH7833U / OD - Car courtesy activation

Hi Kelvin

Have you contacted insured?

Thank you

Mohd Imran Md Ishak
AIG

Express Claims Adjuster II, SG Claims Operations - Auto
imran.ishak@aig.com | www.aig.com

From: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]
Sent: Monday, March 11, 2019 1:06 PM
To: 'Claims Dept'
Cc: SUR; Md Ishak, Mohd Imran
Subject: RE: SKH7833U / OD - Car courtesy activation

Dear Kelvin,

Please refer to the below email and update the status.

Thank you.

Best Regards,

Shirley Hiew | 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: Md Ishak, Mohd Imran [<mailto:Imran.Ishak@aig.com>]
Sent: Monday, 11 March 2019 10:36 AM
To: SUR <sur@lkkauto.com>; Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Subject: SKH7833U / OD - Car courtesy activation

Dear LKK

Insured's spouse called in and asked on the car replacement activation.

Please advise why the case status is still pending adjuster survey as this case was approved on 7 March

Thank you

Mohd Imran Md Ishak
AIG

Express Claims Adjuster II, SG Claims Operations - Auto

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