

## Veron Chen (LKKAUTO)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Friday, 22 March 2019 4:35 PM  
**To:** 'Sim, Priscilla-LK'  
**Cc:** SUR; 'Claims'  
**Subject:** RE: OD VEHICLE SJH 8518K (DOA: 01/03/2019)

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear all,

The car owner ( Ms. Seng Li Peng ) have no idea what type of the tax invoices that need to be provide to the insurer .  
Please call back and explain to her.

Thank you for your kind attention.

**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

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**From:** Claims Dept <claims@premiumauto.com.sg>  
**Sent:** Friday, March 22, 2019 9:35 AM  
**To:** 'Sim, Priscilla-LK' <Priscilla-LK.Sim@aig.com>  
**Cc:** 'SUR' <sur@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>  
**Subject:** RE: OD VEHICLE SJH 8518K (DOA: 01/03/2019)

Dear Priscilla,

Kindly assist regards to total loss conclusion for this case.

Thank you.

Best regards,

Kelvin Khoo

**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:** Shiau Chan (LKKAuto) [<mailto:siewsc@lkkauto.com>]

**Sent:** Friday, 22 March, 2019 9:23 AM

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

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

**Subject:** RE: OD VEHICLE SJH 8518K (DOA: 01/03/2019)

Dear Kelvin,

Please refer the matter to insurance officer. The officer-in-charge is Priscilla Sim and her email: [Priscilla-lk.sim@aig.com](mailto:Priscilla-lk.sim@aig.com).

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

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

**Sent:** Friday, 22 March 2019 9:19 AM

**To:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

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

**Subject:** RE: OD VEHICLE SJH 8518K (DOA: 01/03/2019)

Dear Shiau Chan,

Any update?

Thank you

Best regards,

Kelvin Khoo

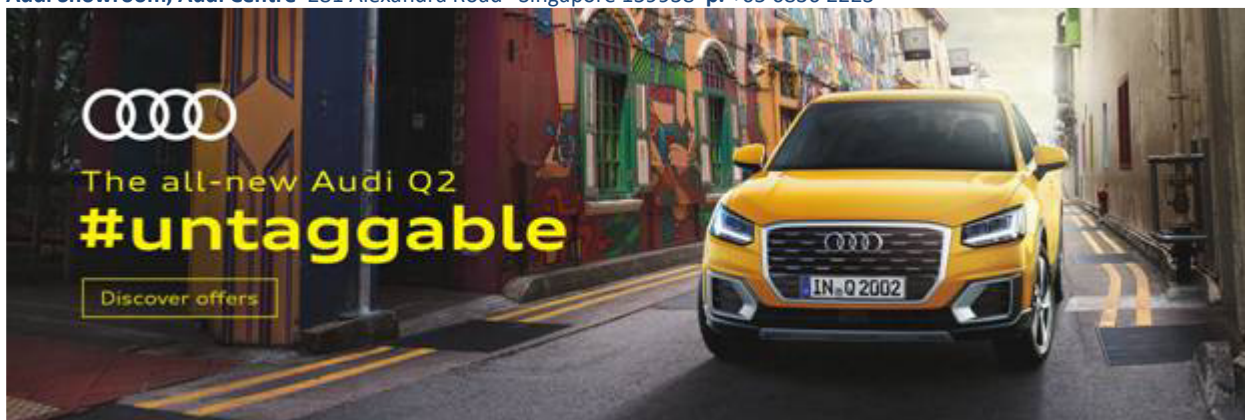
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**From:** Shiau Chan (LKKAuto) [<mailto:siewsc@lkkauto.com>]

**Sent:** Tuesday, 19 March, 2019 1:40 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 VEHICLE SJH 8518K (DOA: 01/03/2019)

Dear Sheila,

Please be informed that we have submitted our report to insurance company and refer to below matter to insurance officer.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

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

**Sent:** Tuesday, 19 March 2019 12:53 PM

**To:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

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

**Subject:** RE: OD VEHICLE SJH 8518K (DOA: 01/03/2019)

Dear Shiau Chan ,

Good Afternoon , any updates with regards to total loss conclusion for this case ?

Survey was done last week 11<sup>th</sup> March 2019.

Best regards,

Sheila M Ismail

**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:** Tuesday, 12 March, 2019 5:38 PM

**To:** 'Shiau Chan (LKKAUTO)' <[siewsc@lkkauto.com](mailto:siewsc@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 VEHICLE SJH 8518K (DOA: 01/03/2019)

Dear Shiau Chan,

Attached is the CI , DRLC and NRIC for your kind reference.

Thank You.

Best regards,

Kelvin Khoo

**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:** Shiau Chan (LKKAuto) [<mailto:siewsc@lkkauto.com>]

**Sent:** Tuesday, 12 March, 2019 4:29 PM

**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

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

**Subject:** OD VEHICLE SJH 8518K (DOA: 01/03/2019)

Dear Kelvin,

Kindly assist to provide us the certificate of insurance and driver's driving license copy of above vehicle.

Please noted that without policy number, we are unable to create claim in Merimen System.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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