

## Veron Chen (LKKAUTO)

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**From:** Nora Khai PA <nora.khai@premiumauto.com.sg>  
**Sent:** Sunday, 16 June 2019 4:17 AM  
**To:** Veron Chen (LKKAUTO); 'Claims Dept'; SUR  
**Cc:** Adrian Ling (LKKAUTO)  
**Subject:** RE: OD CLAIM FOR SMD 7509 D-DOA: 1/3/2019  
**Attachments:** [Untitled].pdf  
  
**Importance:** High

Dear Veron,

Attached is the LOD for your next actions. Kindly expedite to AIG for our payment settlement. Original documents will be hand pass to Adrian. Kindly be informed that payment is within 30 days.

Feel free to call me should you require further clarifications.

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](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:** Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]  
**Sent:** Thursday, March 14, 2019 8:00 AM  
**To:** Claims Dept <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>

**Cc:** (nora.khai@premiumauto.com.sg) <nora.khai@premiumauto.com.sg>

**Subject:** RE: OD CLAIM FOR SMD 7509 D-DOA: 1/3/2019

Dear Kelvin,

As instructed by our client , please proceed to repair the **insured vehicle SMD 7509D (Excess \$800/-)**.

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.

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)

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**From:** Veron Chen (LKKAuto)

**Sent:** Wednesday, 13 March 2019 2:28 PM

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

**Subject:** RE: OD CLAIM FOR SMD 7509 D-DOA: 1/3/2019

Dear Kelvin,

Pending approval from AIG.

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)

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

**Sent:** Wednesday, 13 March 2019 9:24 AM

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

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

**Subject:** RE: OD CLAIM FOR SMD 7509 D

Dear all ,

Survey was done yesterday 12/3 for above the mentioned vehicle.  
Kindly assist with repair approval and update status soon.

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

**Sent:** Tuesday, 12 March 2019 4:23 PM

**To:** 'SUR'

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

**Subject:** OD CLAIM FOR SMD 7509 D

Dear all,

Kindly assist follow up on repair approval.

Survey had carry out just now.

Thank you.

Best Regards,  
**Tony Foong**  
Claims Advisor

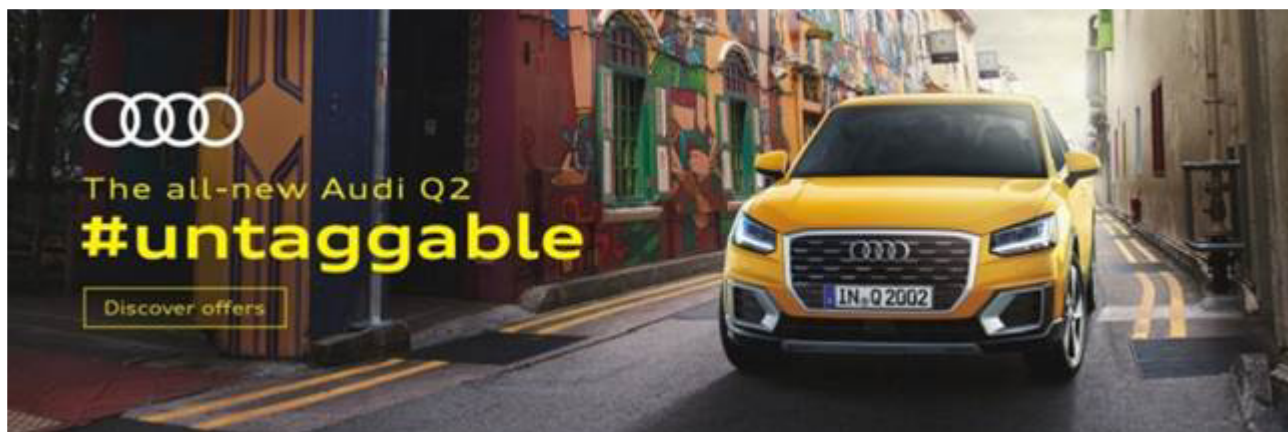
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