

## Veron Chen (LKKAUTO)

---

**From:** Nora Khai PA <nora.khai@premiumauto.com.sg>  
**Sent:** Monday, 15 June 2020 5:55 PM  
**To:** Koh, Victor-CK  
**Cc:** Fong, Andy-SY  
**Subject:** [EXTERNAL] RE: RE: RE: SMH 3308Y (FUEL TANK) / OD / 5545917523SG  
**Attachments:** SMH 3308 Y - Fuel tank.pdf; 3308 (1).pdf; f3fe4cf3-d8f4-4199-9d33-220113f3fcc3.jpg

**This message is from an external sender; be cautious with links and attachments.**

Hi Victor,

Apologies for the confusion. I have checked back on the etka list and description. Apparently the supplementary part description was type wrongly by my claims advisor. The right description should be a black protective plate and not supposed to be describe as fuel tank filler neck. I have attached the etka photos description ( please refer to part no 27 ). I have also attached the price list for you. You can compare that the price and part no is the same.

Once again apologies for the error. We will amend the supplementary list and will get LKK for remarking.

Thank you.

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



### 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:** Koh, Victor-CK [mailto:Victor-CK.Koh@aig.com]  
**Sent:** Monday, June 15, 2020 5:07 PM  
**To:** Nora Khai PA <nora.khai@premiumauto.com.sg>  
**Cc:** Fong, Andy-SY <Andy-SY.Fong@aig.com>  
**Subject:** RE: RE: RE: SMH 3308Y (FUEL TANK) / OD / 5545917523SG

Hi Nora,

Kindly refer to below:

Parts				
1	Wheel Spoiler Buc	\$	32.00	\$ 25.04
2	Vent Trim C14	\$	64.00	\$ 50.64
3	Throttle Control Element damaged	\$	69.00	\$ 54.48
4	Brake Disc C14	\$	130.00	\$ 103.60
5	Brake Caliper Housing C14	\$	394.00	\$ 315.20
6	Brake Caliper Servomotor SCR	\$	1,001.00	\$ 800.80
7	Brake Pads C14	\$	139.00	\$ 111.20
8	Brake Caliper Carrier C14	\$	154.00	\$ 122.80
9	Brake Caliper Cover Plate bt	\$	59.00	\$ 47.12
10	Guide Bushes R2	\$	36.00	\$ 28.80
11	Guide Pin R2	\$	118.00	\$ 94.40
12	Brake Hose bt	\$	49.00	\$ 39.04
13	Brake line Bent damaged	\$	128.00	\$ 102.40 ✓
14	Fuel tank	\$	2,398.00	\$ 1,916.80
15	Fuel tank filler neck and	\$	87.80	\$ 70.24 ✓
16	Brake fluid R2	\$	29.10	\$ 23.28 ✓
17	Bottom plate RHS welded	\$	178.00	\$ 142.40 ✓
18	2x foam R2	\$	123.00	\$ 98.40 ✓
GRAND TOTAL		\$	5,186.90	\$ 4,146.64

Apparently the fuel tank filler neck come separate?

Thanks & Regards

**Victor Koh**  
**AIG**

Claims Technical Controller  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120  
Tel +65 6419 1785 | Fax +65 68357416  
[Victor-ck.koh@aig.com](mailto:Victor-ck.koh@aig.com) | [www.aig.com](http://www.aig.com)

---

**From:** Nora Khai PA [mailto:nora.khai@premiumauto.com.sg]  
**Sent:** Monday, June 15, 2020 5:01 PM  
**To:** Koh, Victor-CK  
**Cc:** Fong, Andy-SY  
**Subject:** [EXTERNAL] RE: RE: SMH 3308Y (FUEL TANK) / OD / 5545917523SG

This message is from an external sender; be cautious with links and attachments.

Hi Victor,

Thank you for your kind email.

There were clear evidence that the fuel neck was damaged. The reason why the fuel tank was replaced as a whole assembly is due to there was no replacement parts available. The fuel tank neck come with the fuel tank. This was also shared to you and Andy in my email attachments. Please refer to the ETKA list provided. I reattached for your kind reference. We have also explained this to LKK.

Hope the above clarifies.

Thank you.

**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



**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:** Koh, Victor-CK [<mailto:Victor-CK.Koh@aig.com>]  
**Sent:** Monday, June 15, 2020 2:46 PM  
**To:** Nora Khai PA <[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>  
**Cc:** Fong, Andy-SY <[Andy-SY.Fong@aig.com](mailto:Andy-SY.Fong@aig.com)>  
**Subject:** RE: RE: SMH 3308Y (FUEL TANK) / OD / 5545917523SG

Hi Nora,

The photo given clearly show damage to fuel neck only and no reason why fuel tank has to be replaced.  
I am sorry that it is not justify for us to allow replacement of the fuel tank. Kindly remove item from finalise for us to close case.

Thanks & Regards

**Victor Koh**

**AIG**

Claims Technical Controller

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +65 6419 1785 | Fax +65 68357416

[Victor-ck.koh@aig.com](mailto:Victor-ck.koh@aig.com) | [www.aig.com](http://www.aig.com)

---

**From:** Nora Khai PA [<mailto:nora.khai@premiumauto.com.sg>]

**Sent:** Monday, June 15, 2020 12:48 PM

**To:** Koh, Victor-CK

**Subject:** [EXTERNAL] RE: SMH 3308Y (FUEL TANK) / OD / 5545917523SG

**This message is from an external sender; be cautious with links and attachments.**

Hi Victor,

Good day to you and hope things has been well and great on your end.

Appreciate your kind help to assist PA to close this case in regards to the fuel tank. I have also sent the email to Andy previously to explain the damages on the fuel tank. I reattached the email for your kind reference.

There was some miscommunications between our claims advisor and LKK surveyor thus as explained by LKK the fuel tank was not arrange for resurvey as our side thought that there was clear evidence upon the first visual inspection that the fuel tank was already damage due to the accident impact and require replacement.

We hope you can assist us for this closure urgently as our management has been asking due to long open case.

Thank you. Feel free to call me should you require further clarifications.

Take care and stay safe...

**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)



#### 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:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

**Sent:** Monday, June 15, 2020 11:52 AM

**To:** Koh, Victor-CK <[Victor-CK.Koh@aig.com](mailto:Victor-CK.Koh@aig.com)>

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

**Subject:** SMH 3308Y (FUEL TANK) / OD / 5545917523SG

Dear Victor,

We refer to the above mentioned.

During one of the resurvey conducted with the vehicle being hoisted up, the fuel tank was observed to be slightly misaligned and the fuel tank was also found to be slightly deformed.

Hence, instruction was given to Premium Automobile to dismantle the fuel tank to definitively confirm that the fuel tank was indeed damaged.

However, according to Premium Automobile's narrative, some miscommunication arose and ultimately, we were unable to resurvey the said fuel tank.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

Veron Chen | Case Handler (On Behalf of Adrian Ling)

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)