

Veron Chen (LKKAUTO)

From: Nora Khai <nora.khai@premiumauto.com.sg>
Sent: Friday, 3 May 2019 2:34 PM
To: Veron Chen (LKKAUTO); 'Claims Dept'; SUR
Subject: RE: OD CLAIM FOR SMJ 794 K-DOA: 13/4/2019

Dear Veron,

Please be informed that the excess of \$800 has been billed to customer. Customer has paid. We have also sent all the documents for recovery to TP Insurers 2 weeks ago.

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 w. 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: Friday, May 3, 2019 11:25 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 SMJ 794 K-DOA: 13/4/2019

Dear Kelvin,

Please be informed vehicle excess \$600/-

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)

From: Veron Chen (LKKAuto)

Sent: Thursday, 18 April 2019 12:12 PM

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

Subject: RE: OD CLAIM FOR SMJ 794 K-DOA: 13/4/2019

Dear Kelvin,

As instructed by our client , please proceed to repair the **insured vehicle SMJ 794K (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)

From: Veron Chen (LKKAuto)

Sent: Thursday, 18 April 2019 7:48 AM

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

Subject: RE: OD CLAIM FOR SMJ 794 K

Dear Kelvin,

You may check with Victor.

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)

From: Claims Dept <claims@premiumauto.com.sg>

Sent: Wednesday, 17 April 2019 6:36 PM

To: SUR <sur@lkkauto.com>

Cc: 'Claims' <claims@premiumauto.com.sg>

Subject: RE: OD CLAIM FOR SMJ 794 K

Dear All,

Kindly advise who is the OIC to follow up repair approval.

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

e. claims@premiumauto.com.sg w. www.audi.com.sg

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

Sent: Tuesday, 16 April, 2019 11:53 AM

To: 'SUR' <sur@lkkauto.com>

Cc: 'Claims' <claims@premiumauto.com.sg>

Subject: OD CLAIM FOR SMJ 794 K

Dear All,

Survey was done today by Adrian, Kindly assist to follow up repair approval.

Attached is the repair estimate , CI , NRIC and DRIC for your kind reference.

Thank you.

Best regards,

Kelvin Khoo

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