

## Shirley Hiew (LKK Auto)

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**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Monday, 6 May 2019 4:47 PM  
**To:** 'Claims'  
**Cc:** SUR; Admin A; Admin-D (LKKAuto)  
**Subject:** RE: OD CLAIMS FOR EK 6525 X  
**Attachments:** ESTIMATE.pdf

Dear Sheila,

As instructed by our client, please proceed to repair the insured vehicle **EK 6525X** (Excess \$ 600/-).

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.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**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)

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**From:** Claims [mailto:claims@premiumauto.com.sg]  
**Sent:** Thursday, 2 May 2019 1:07 PM  
**To:** 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>  
**Cc:** 'SUR' <sur@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>  
**Subject:** RE: OD CLAIMS FOR EK 6525 X

Dear Shirley,

Owner just passed us the documents.

Kindly refer to the attachment for undertaking letter and interview documents.

We are making addendum to the report and sketch plan as we speak , will submit you a copy once done.

Best Regards,

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

**Sent:** Tuesday, 30 April 2019 1:52 PM

**To:** 'Claims'

**Cc:** SUR; Admin A; Admin-D (LKKAuto)

**Subject:** RE: OD CLAIMS FOR EK 6525 X

## GENTLE REMINDER

Dear All,

Please revert us as soon as possible.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**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)

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

**Sent:** Thursday, 25 April 2019 11:46 AM

**To:** 'Shirley Hiew (LKK Auto)' <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Admin-D (LKKAuto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** RE: OD CLAIMS FOR EK 6525 X

Dear Shirley,

As spoken on the phone earlier, owner have found new details on the accident and will be Coming over today or tomorrow to make amendment and provide AIG interview forms.

Thank You.

Best Regards,

**Sheila M Ismail**

## Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)

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[http://www.audi.com.sg/sea/brand/sq/audi\\_promotions/promotions/car\\_promotions/new-audi-q2-2017.html](http://www.audi.com.sg/sea/brand/sq/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html)

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

**Sent:** Monday, 22 April 2019 11:57 AM

**To:** 'Claims'; SUR; Admin A; Admin-D (LKKAuto)

**Subject:** RE: OD CLAIMS FOR EK 6525 X

Hi Sheila,

Kindly send us the log card urgently.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**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)

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

**Sent:** Monday, 22 April 2019 10:29 AM

**To:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** RE: OD CLAIMS FOR EK 6525 X

Hi Sheila,

Kindly send us the log card.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**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)

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

**Sent:** Thursday, 18 April 2019 1:06 PM

**To:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Admin-D (LKKAuto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

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

**Subject:** OD CLAIMS FOR EK 6525 X

Dear All ,

Kindly register the mentioned vehicle for OD claims.

Survey was done earlier today by Adrian 18/4/2019 , kindly see attach for marked estimate and GIA report.

Please update approvals accordingly.

Thank you.

Best Regards,  
**Sheila M Ismail**  
Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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