

## Veron Chen (LKKAUTO)

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**From:** Claims Dept <claims@premiumauto.com.sg>  
**Sent:** Thursday, 13 June 2019 3:47 PM  
**To:** 'Fong, Andy-SY'  
**Cc:** assignments; SUR; 'Nora Khai'; 'Claims'  
**Subject:** RE: RE: OD CLAIMS FOR SDY 6818 P (VEHICLE IS IN WORKSHOP )

Dear Mr. Andy,

We would like to purpose for the extension till next Friday.

We appreciate if you could let us know by today so that we're able to update the customer accordingly.

Thank You.

Best Regards,  
**George Wong**  
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

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:** Fong, Andy-SY [mailto:Andy-SY.Fong@aig.com]  
**Sent:** Thursday, 13 June 2019 11:24 AM  
**To:** Claims Dept  
**Cc:** assignments; SUR; Nora Khai  
**Subject:** Re: RE: OD CLAIMS FOR SDY 6818 P (VEHICLE IS IN WORKSHOP )

Hi George,

Can you let me have a firm date for the car to be ready before we can consider any extension

Thank You  
Andy Fong  
AIG Claims Department

On 13 Jun 2019, at 11:20 AM, Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)> wrote:

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

Dear Mr. Andy,

We write to inform on that your insured Mr. Leong Tuck Fook (S2586803Z) , the owner of vehicle SDY 6818 P would like to assist for your kind approval for usage of his unlimited loss of use replacement car from Popular Rent A Car Pte. Ltd. .

The ETD to return the replacement car is due on 14<sup>th</sup> June 2019. Repair has not been completed as we are still awaiting for the arrival of the air bag components that was held back by Singapore Custom. Our parts manager have been communicating and providing all the necessary documents for clearance however the matter has not been able to resolve. We estimated that the issue will be able to resolve by end of this week.

Your insured is demanding that he is entitled for continuous usage of the replacement car since his vehicle has not completed the repairs.

Thanking you in advance for your kind understanding and approval to his request.

Please feel free to contact us should you required further clarifications.

Thank You.

Best Regards,  
**George Wong**  
Claims Advisor

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

**Sent:** Thursday, 9 May 2019 4:52 PM

**To:** 'assignments'; 'SUR'

**Cc:** 'Claims'

**Subject:** OD CLAIMS FOR SDY 6818 P (VEHICLE IS IN WORKSHOP )

Dear all,

Kindly assist in OD approval for above mentioned vehicle.

Attached is the necessary documentation for your kind reference.

Do take note, video footage were uploaded in merimen.

Thank You.

Best Regards,

**George Wong**  
Claims Advisor

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