

Denise Tay (LKKAUTO)

From: Denise Tay (LKKAUTO)
Sent: Wednesday, 17 July 2019 2:57 PM
To: Shiao Chan (LKKAUTO); claims@premiumauto.com.sg; SUR
Subject: RE: OD CLAIM FOR SLP 2117 H

Dear All,

Please take note the excess is now \$0

Best Regards,

Denise Tay | 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: Shiao Chan (LKKAUTO)
Sent: Tuesday, 28 May 2019 2:41 PM
To: claims@premiumauto.com.sg; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SLP 2117 H

Dear Kelvin,

As instructed by our client , please proceed to repair the **insured vehicle SLP 2117H (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.

Best Regards,

Shiao Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shiao Chan (LKKAUTO)
Sent: Tuesday, 28 May 2019 9:47 AM
To: claims@premiumauto.com.sg; SUR <sur@lkkauto.com>; Koh, Victor-CK <Victor-CK.Koh@aig.com>
Subject: RE: OD CLAIM FOR SLP 2117 H

Dear Kelvin,

Please be informed that we are still pending for insurance's approval.

Dear Victor,

Kindly assist on authorisation as repairer keep chasing.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Tuesday, 28 May 2019 8:24 AM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SLP 2117 H

Urgent,

Dear Shiau Chan,

Any update ? please expedite repair approval.

Thank you.

Best Regards

Kelvin Khoo

Claims Advisor

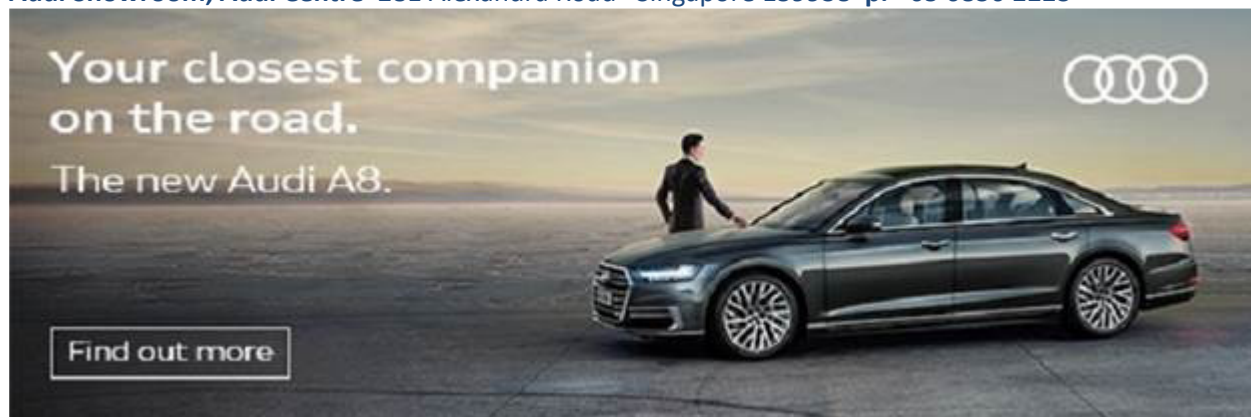
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

e. claims@premiumauto.com.sg **w.** 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: Claims <claims@premiumauto.com.sg>

Sent: Monday, 27 May 2019 2:52 PM

To: 'Shiau Chan (LKKAuto)' <siewsc@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SLP 2117 H

Urgent,

Dear Shiau Chan,

Kindly assist to follow up repair approval, vehicle is in our compound.

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

e. claims@premiumauto.com.sg **w.** 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: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Monday, 27 May 2019 10:57 AM

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

Subject: RE: OD CLAIM FOR SLP 2117 H

Dear Troy,

Please be informed that we are pending for insurance's approval. Once approve, we will send you an email.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@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: Monday, 27 May 2019 10:53 AM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: RE: OD CLAIM FOR SLP 2117 H

Dear Shiau Chan,

Good Morning, any status regarding the vehicle SLP 2117 H
For the approval status.

Thank You.

Best Regards,
TRoy Goh
Claims Advisor

From: Shiau Chan (LKKAuto) [<mailto:siewsc@lkkauto.com>]
Sent: Friday, 24 May 2019 3:52 PM
To: Claims; SUR
Subject: RE: OD CLAIM FOR SLP 2117 H

Dear Kelvin,

Not yet as we just received estimate marking from our surveyor.

Best Regards,
Shiau Chan (Ms) | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Claims <claims@premiumauto.com.sg>
Sent: Friday, 24 May 2019 3:17 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SLP 2117 H

Dear Shiau Chan,

Sorry on that typo error.

Kindly assist to follow up repair approval.

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 9828 **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



http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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: Shiau Chan (LKKAuto) [<mailto:siewsc@lkkauto.com>]

Sent: Friday, 24 May, 2019 2:58 PM

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

Subject: RE: OD CLAIM FOR SLP 2117 H

Dear Kelvin,

Kindly clarify is claim OD or TP.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Friday, 24 May 2019 2:09 PM

To: SUR <sur@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: OD CLAIM FOR SLP 2117 H

Importance: High

Urgent,

Dear All,

Survey has done on 22/5/2019 by Adrian, kindly assist to follow up liability clearance.

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 9828 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



http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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