

## Veron Chen (LKKAuto)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Monday, 16 September 2019 11:17 AM  
**To:** Veron Chen (LKKAuto); SUR  
**Cc:** claims@premiumauto.com.sg  
**Subject:** RE: LOD - OD CLAIM FOR SMH 1239 B - VEHICLE IN (DOA: 18/7/2019)  
**Attachments:** SAftersales19091610580.pdf

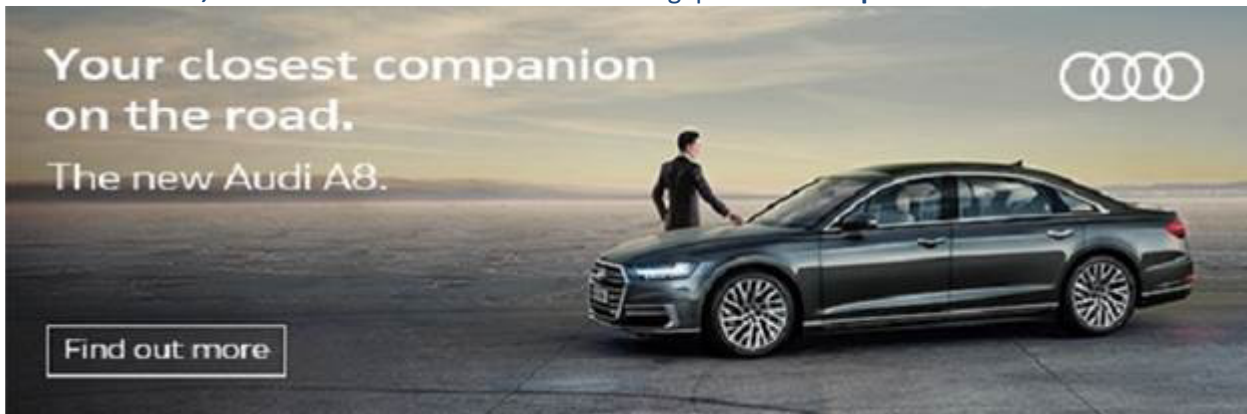
Dear Veron,

Above attachment is for your perusal. We will pass the LOD to Adrian by hand shortly.

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



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**From:** Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]  
**Sent:** Wednesday, 24 July, 2019 12:38 PM  
**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 SMH 1239 B - VEHICLE IN (DOA: 18/7/2019)

Dear Tony,

As instructed by our client , please proceed to repair the **insured vehicle SMH 1239B (Excess \$1600/-)**.

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)

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**From:** Veron Chen (LKKAuto)

**Sent:** Wednesday, 24 July 2019 11:54 AM

**To:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: OD CLAIM FOR SMH 1239 B - VEHICLE IN (DOA: 18/7/2019)

Dear Tony,

Still pending approval from AIG.

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)

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

**Sent:** Wednesday, 24 July 2019 11:46 AM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: OD CLAIM FOR SMH 1239 B - VEHICLE IN (DOA: 18/7/2019)

Dear Veron,

Any update? Owner call in Aig and they mention have approve the claim.

Thank you.

Best Regards,

Tony Foong

Claims Advisor

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

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689911

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

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**From:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Tuesday, 23 July 2019 12:37 PM  
**To:** Claims Dept; SUR  
**Subject:** RE: OD CLAIM FOR SMH 1239 B - VEHICLE IN (DOA: 18/7/2019)

Dear Tony,

Pending approval from AIG.

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)

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**From:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Tuesday, 23 July 2019 9:44 AM  
**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** OD CLAIM FOR SMH 1239 B - VEHICLE IN

Dear all,

Kindly assist follow up repair approval. Owner will call in to AIG for follow up.

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
55 Ubi Road 1 Singapore 408699  
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