

## Veron Chen (LKKAUTO)

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**From:** Crystabelle Tan Gek Peng (ECICS, Claims) <Crystabelle\_Tan@ecics.com.sg>  
**Sent:** Thursday, 25 July 2019 11:35 AM  
**To:** Claims Dept; Veron Chen (LKKAUTO); SUR  
**Cc:** nora.khai@premiumauto.com.sg; ECICS Claims  
**Subject:** RE: OD CLAIM FOR SKM 8889 B - Ref : DMPC1900189H/01/CT

Dear Tony

\$25K is not economical to repair.

Best regards

**Crystabelle Tan**

Senior Associate | Claims



**DID** (65) 6303 0190

**Tel** (65) 6337 4779

**Email** [crystabelle\\_tan@ecics.com.sg](mailto:crystabelle_tan@ecics.com.sg) **Web** [www.ecics.com.sg](http://www.ecics.com.sg)

**Address** 10 Eunos Road 8, Singapore Post Centre, #09-04A, Singapore 408600.

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**From:** Claims Dept [mailto:claims@premiumauto.com.sg]  
**Sent:** Thursday, 25 July, 2019 11:15 AM  
**To:** 'Veron Chen (LKKAUTO)'; 'SUR'; Crystabelle Tan Gek Peng (ECICS, Claims); ECICS Claims  
**Cc:** nora.khai@premiumauto.com.sg; 'Claims Dept'  
**Subject:** RE: OD CLAIM FOR SKM 8889 B - Ref : DMPC1900189H/01/CT

Dear Crystabelle,

We did the calculation for this vehicle limit repair at least have \$25k.

Kindly advise how you get the limit repair \$15k? Your insured may need top up the different of the repair cost.

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)

**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:** Thursday, 25 July 2019 10:51 AM  
**To:** Claims Dept; SUR  
**Cc:** ([nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg))  
**Subject:** RE: OD CLAIM FOR SKM 8889 B - Ref : DMPC1900189H/01/CT

Dear Tony,

As instructed by our client , please proceed to repair the **insured vehicle SKM 8889B not exceeding repair cost \$15,000/- ,(Excess \$500/-).**

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](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 Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Wednesday, 24 July 2019 12:55 PM  
**To:** 'Crystabelle Tan Gek Peng (ECICS, Claims)' <[Crystabelle\\_Tan@ecics.com.sg](mailto:Crystabelle_Tan@ecics.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@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 SKM 8889 B - Ref : DMPC1900189H/01/CT

Dear all,

Survey had carry out by LKK on this morning, kindly assist follow up on repair approval.

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

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**From:** Crystabelle Tan Gek Peng (ECICS, Claims) [[mailto:Crystabelle\\_Tan@ecics.com.sg](mailto:Crystabelle_Tan@ecics.com.sg)]

**Sent:** Tuesday, 23 July 2019 10:52 AM

**To:** assignments

**Cc:** Claims

**Subject:** RE: OD CLAIM FOR SKM 8889 B - Ref : DMPC1900189H/01/CT

Dear LKK

Refer to below email and arrange OD survey.

Best regards

**Crystabelle Tan**

Senior Associate | Claims



**DID** (65) 6303 0190

**Tel** (65) 6337 4779

**Email** [crystabelle\\_tan@ecics.com.sg](mailto:crystabelle_tan@ecics.com.sg) **Web** [www.ecics.com.sg](http://www.ecics.com.sg)

**Address** 10 Eunos Road 8, Singapore Post Centre, #09-04A, Singapore 408600.

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

**Sent:** Tuesday, 23 July, 2019 10:04 AM

**To:** Crystabelle Tan Gek Peng (ECICS, Claims)

**Cc:** 'Claims'

**Subject:** RE: OD CLAIM FOR SKM 8889 B - Ref : DMPC1900189H/01/CT

Dear all,

Attached is the estimate for your reference.

Please arrange survey asap.

**Best Regards,  
Syafiq  
Claims Admin Assistant**

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:** Crystabelle Tan Gek Peng (ECICS, Claims) <[Crystabelle\\_Tan@ecics.com.sg](mailto:Crystabelle_Tan@ecics.com.sg)>  
**Sent:** Monday, 22 July 2019 12:15 PM  
**To:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OD CLAIM FOR SKM 8889 B - Ref : DMPC1900189H/01/CT

Dear Tony

Please submit your quotation.

Best regards

**Crystabelle Tan**

Senior Associate | Claims



**DID** (65) 6303 0190 **Tel** (65) 6337 4779  
**Email** [crystabelle\\_tan@ecics.com.sg](mailto:crystabelle_tan@ecics.com.sg) **Web** [www.ecics.com.sg](http://www.ecics.com.sg)  
**Address** 10 Eunos Road 8, Singapore Post Centre, #09-04A, Singapore 408600.

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**From:** Claims Dept [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Monday, 22 July, 2019 12:02 PM  
**To:** Crystabelle Tan Gek Peng (ECICS, Claims); ECICS Claims

**Cc:** 'Claims Dept'  
**Subject:** OD CLAIM FOR SKM 8889 B

Dear all,

Kindly register OD claim above mention case.

Please let us know who should we arrange survey with?

Owner want arrange survey on tomorrow.

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

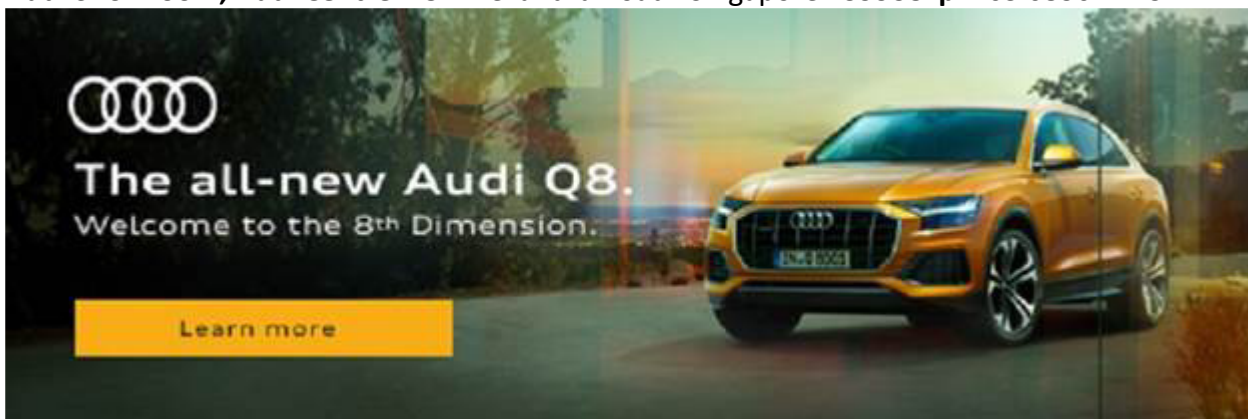
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