

## Shirley Hiew (LKK Auto)

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**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Monday, 29 July 2019 5:08 PM  
**To:** 'Claims'  
**Cc:** Admin-D (LKKAuto); Admin A; SUR; assignments  
**Subject:** RE: OD CLAIM FOR YOUR INSURED SMJ 9503 A DOA: 21/07/2019 VEHICLE IN

Dear Troy,

Please refer to the below email from AIG.

**From:** Chan, Yoke Shi [mailto:yokeshi.chan@aig.com]  
**Sent:** Monday, 29 July 2019 5:04 PM  
**To:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; 'SUR' <sur@lkkauto.com>  
**Cc:** Lim, Sheng Yang <ShengYang.Lim@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>  
**Subject:** OD claim # SMJ9503A

Dear Shirley,

As spoken, please inform Premium Automobiles to assist insured to activate the LOU for insured.

Thank you

Regards,

**Yoke Shi**  
**AIG**  
Claim Adjuster II, Singapore FNOL, Claims Operations – Auto

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, 29 July 2019 5:02 PM  
**To:** 'Claims' <claims@premiumauto.com.sg>  
**Cc:** Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: OD CLAIM FOR YOUR INSURED SMJ 9503 A DOA: 21/07/2019 VEHICLE IN

Dear Troy,

As instructed by our client, please proceed to repair the insured vehicle **SMJ 9503A** (Excess \$ 800/-).

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:** Monday, 29 July 2019 3:12 PM

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

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

**Subject:** RE: OD CLAIM FOR YOUR INSURED SMJ 9503 A DOA: 21/07/2019 VEHICLE IN

Dear all,

Kindly assist to advise for this case mentioned and for approval.

Thanks

Best Regards,

**TRoy Goh**

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

**Sent:** Thursday, 25 July 2019 8:52 AM

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

**Cc:** 'Claims Dept'

**Subject:** RE: OD CLAIM FOR YOUR INSURED SMJ 9503 A DOA: 21/07/2019 VEHICLE IN

Dear all,

Survey was done by Adrian yesterday. Kindly advise who is the case handler for this mentioned case, and the claim status.

Hereby attached with the estimate repair with marking for your reference.

Thanks

Best Regards,  
**TRoy Goh**  
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)

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**From:** Admin-D (LKKAuto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Tuesday, 23 July 2019 1:57 PM

**To:** 'Claims'; Admin A; SUR; assignments

**Subject:** RE: OD CLAIM FOR YOUR INSURED SMJ 9503 A DOA: 21/07/2019 VEHICLE IN

Dear Troy,

Appointment confirmed.

Best Regards

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@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:** Monday, 22 July 2019 7:41 PM

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

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

**Subject:** OD CLAIM FOR YOUR INSURED SMJ 9503 A DOA: 21/07/2019 VEHICLE IN

Dear all,

Kindly assist to register for this vehicle mentioned above.

Hereby attached with the GIA Report for your reference, will forward the estimate repair to you once is available.

Please arrange for the survey on 24/7/2019@VEH IN

Thanks

Best Regards,  
**TRoy Goh**  
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

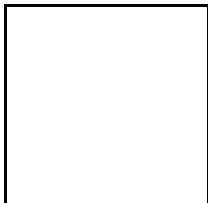


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