

Veron Chen (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 19 February 2020 11:48 AM
To: Veron Chen (LKKAUTO); Admin A; Adrian Ling (LKKAUTO)
Cc: claims@premiumauto.com.sg
Subject: RE: LOD - OD CLAIM FOR SMK 8698 Y ON 15/8/19
Attachments: SAftersales20021911540.pdf

Dear Veron,

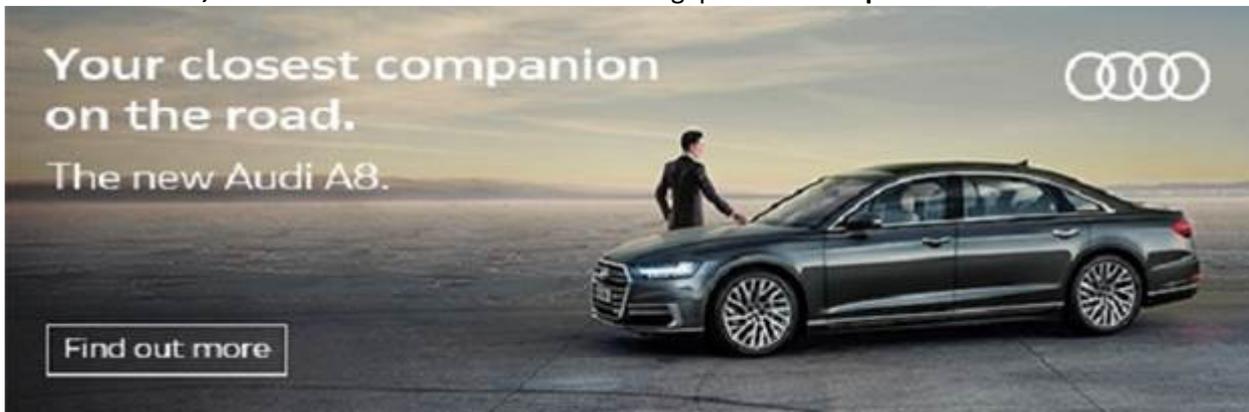
Attached LOD for your perusal. We will submit over original documents by hand to Adrian.

Kindly keep a look out and arrange for settlement upon receiving.

Thank you.

Best Regards,
Nadia
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 8826 8736 **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: Thursday, 22 August, 2019 5:43 PM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Cc: (nora.khai@premiumauto.com.sg) <nora.khai@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SMK 8698 Y ON 15/8/19

Dear TRoy,

As instructed by our client , please proceed to repair the **insured vehicle SMK 8698Y (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.

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)

From: Veron Chen (LKKAuto)

Sent: Thursday, 22 August 2019 1:36 PM

To: 'Claims' <claims@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: OD CLAIM FOR SMK 8698 Y ON 15/8/19

Dear TRoy,

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)

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

Sent: Thursday, 22 August 2019 1:15 PM

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

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

Subject: RE: OD CLAIM FOR SMK 8698 Y ON 15/8/19

Dear all,

Kindly update the status of this case mentioned.

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

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

Sent: Tuesday, 20 August 2019 8:18 PM

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

Cc: 'Claims Dept'

Subject: RE: OD CLAIM FOR SMK 8698 Y ON 15/8/19

Dear all,

Survey was done earlier by Surveyor. Herein attached with the estimate with marking for your next action. Kindly advise for the claim status and also the excess as well.

Thanks

Best Regards,

TRoy Goh

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

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

Sent: Monday, 19 August 2019 7:37 PM

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

Cc: 'Claims'

Subject: RE: OD CLAIM FOR SMK 8698 Y ON 15/8/19

Dear all,

Attached is the estimate for your kind reference.

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

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

Sent: Friday, 16 August 2019 3:18 PM

To: 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>

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

Subject: OD CLAIM FOR SMK 8698 Y ON 15/8/19

Dear All,

Kindly register OD claims for this vehicle. Attached is GIA report for your reference.

We will forward you the estimate once is available.

Please arrange survey on 20/8/2019, 10am. Owner waiting.

Best Regards,

Syafiq

Claims Admin Assistant

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