Veron Chen (LKKAuto)

From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 22 January 2020 9:12 AM
To: Veron Chen (LKKAuto); SUR; Admin A; Adrian Ling (LKKAuto)
Cc: claims@premiumauto.com.sg
Subject: RE: LOD - OD CLAIM FOR SGN 8618 J ON 17/8/2019
Attachments: SAftersales20012209170.pdf

Dear Veron,

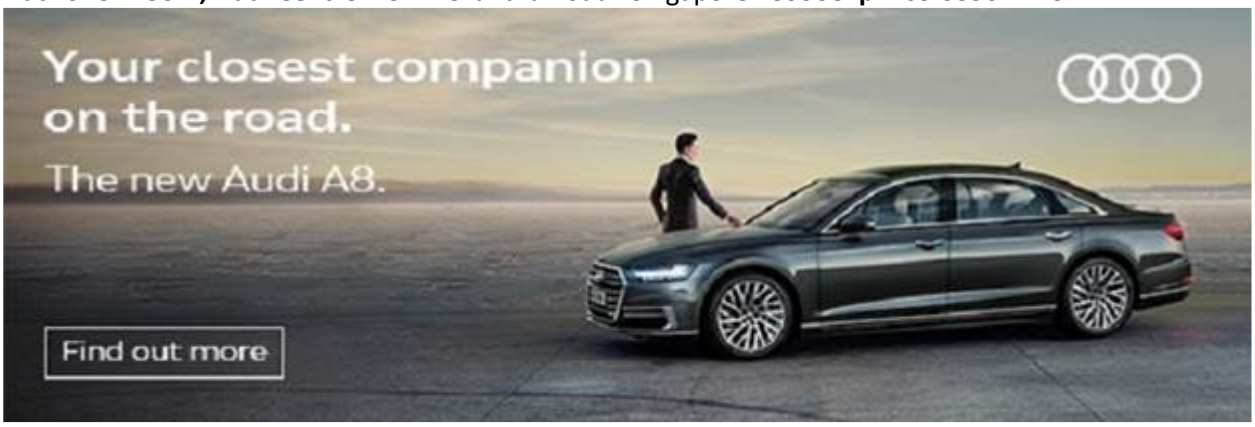
Attached LOD for your perusal. We will submit over original documents by hand to Adrian.

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, 29 August, 2019 5:42 PM
To: claims@premiumauto.com.sg; SUR <sur@lkkauto.com>
Cc: (nora.khai@premiumauto.com.sg) <nora.khai@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SGN 8618 J ON 17/8/2019

Dear Ezuwan Huzaini,

As instructed by our client , please proceed to repair the **insured vehicle SGN 8618J**, **(Excess $750/-).**

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.

NOTE: Please note that AIG has approved at $55,000, re-seek mandate after dismantling all awarded parts and labour to be supported with clear photographs.

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, 29 August 2019 1:41 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SGN 8618 J ON 17/8/2019

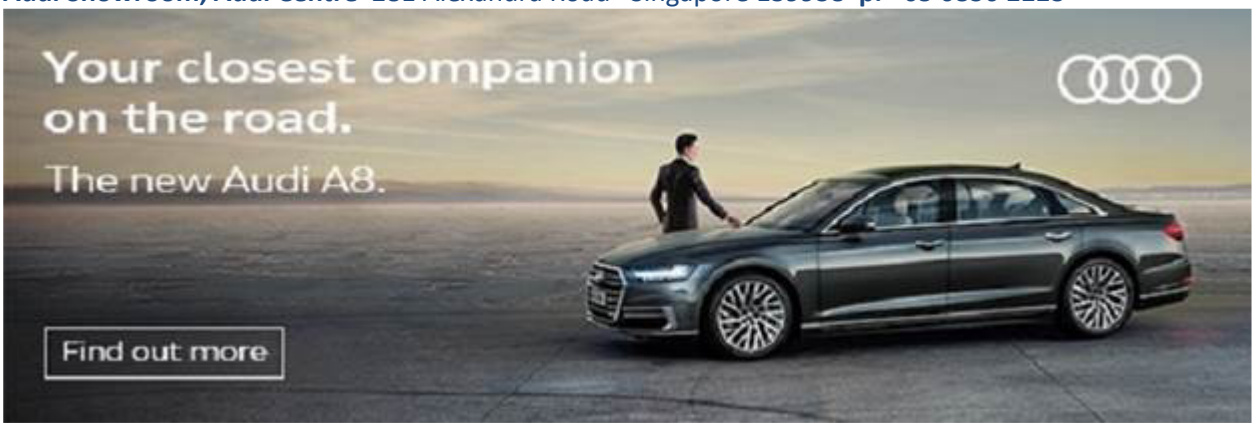
Hi Veron,

Noted. Update me if any. Customer is asking about his car already

Thank you.

Best Regards,
Ezuwan Huzaini
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) <veronchen@lkkauto.com>
Sent: Thursday, 29 August 2019 1:35 PM
To: claims@premiumauto.com.sg; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SGN 8618 J ON 17/8/2019

Dear Ezuwan Huzaini,

Still pending AIG approval.

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, 29 August 2019 1:25 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SGN 8618 J ON 17/8/2019

Hi Veron,

Any update on the approval?

Thank you**.**

Best Regards,
Ezuwan Huzaini
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
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From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 27 August 2019 5:51 PM
To: 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SGN 8618 J ON 17/8/2019

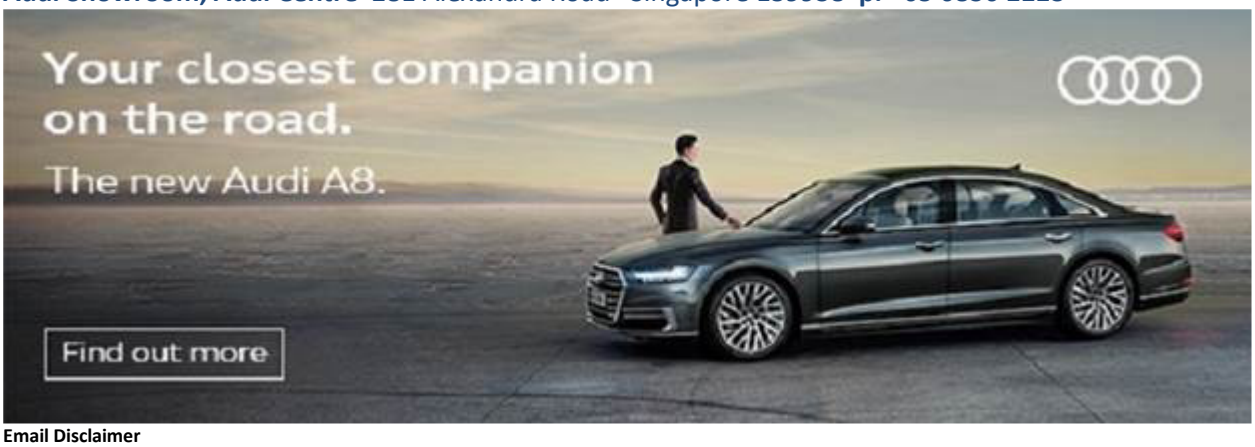
Hi Veron,

Noted with thanks

Thank you**.**

Best Regards,
Ezuwan Huzaini
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) <veronchen@lkkauto.com>
Sent: Tuesday, 27 August 2019 4:13 PM
To: claims@premiumauto.com.sg; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SGN 8618 J ON 17/8/2019

Dear Ezuwan Huzaini,

AIG is checking further policy coverage review.

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: Tuesday, 27 August 2019 4:08 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SGN 8618 J ON 17/8/2019

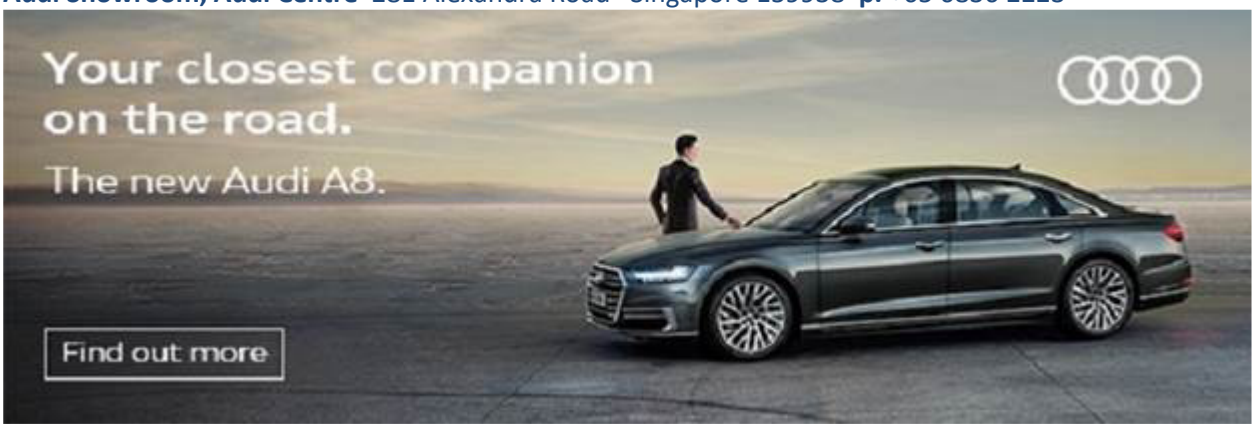
Hi Veron,

Any update on the approval?

Thank you**.**

Best Regards,
Ezuwan Huzaini
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: Claims <claims@premiumauto.com.sg>
Sent: Friday, 23 August 2019 10:03 AM
To: 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SGN 8618 J ON 17/8/2019

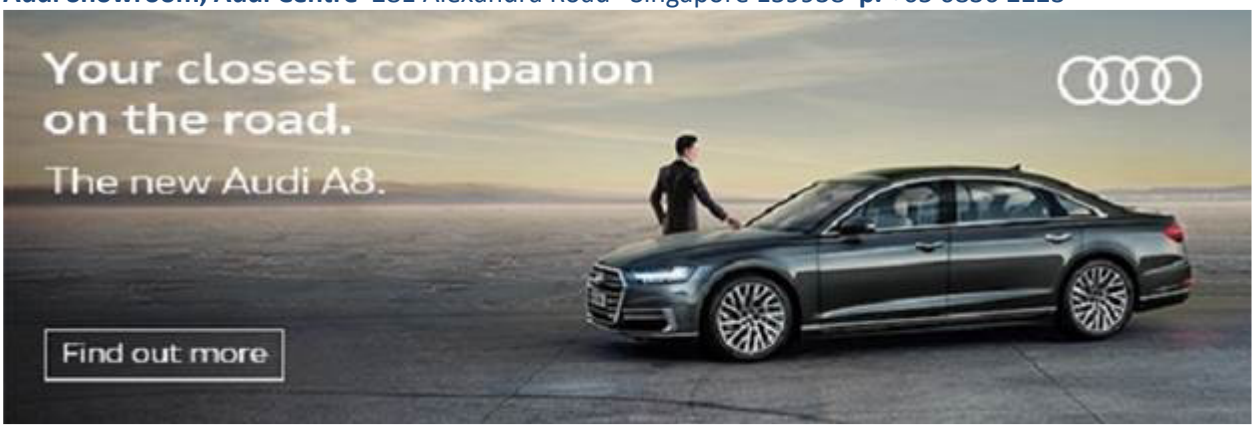
Hi Veron,

Please find attached for the LTA Rebate & driver's IC, Driving License

Thank you.

Best Regards,
Ezuwan Huzaini
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) <veronchen@lkkauto.com>
Sent: Friday, 23 August 2019 9:29 AM
To: 'Chang Chee Sing' <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: FW: OD CLAIM FOR SGN 8618 J ON 17/8/2019

Dear Ezuwan Huzaini,

Please provide copy of LTA rebate, CI and driver's driving licensed.

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 5:53 PM
To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SGN 8618 J ON 17/8/2019

Dear all,

Vehicle already survey by rasul
Do let us know on the approval status
Thank you**.**

Best Regards,
Ezuwan Huzaini
Claims Advisor

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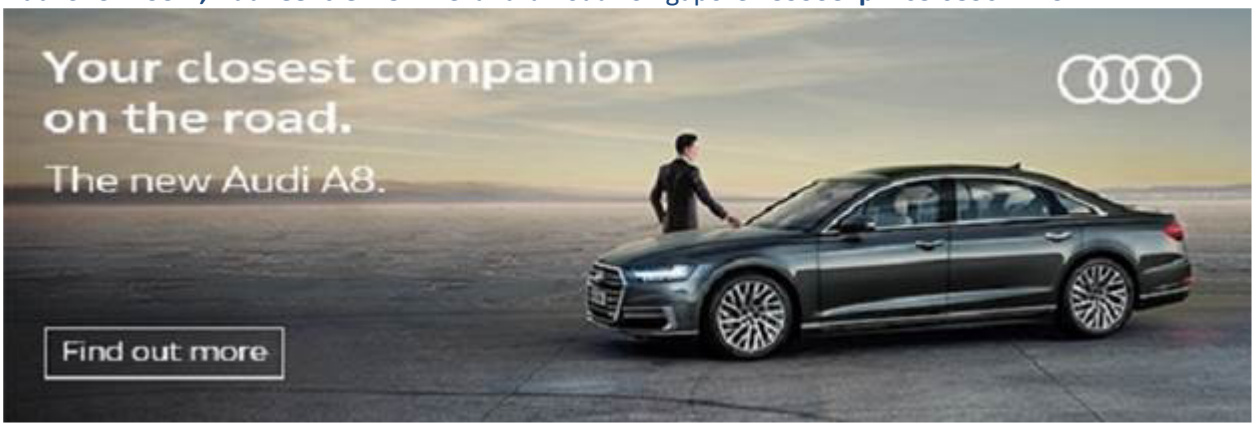

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From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 21 August 2019 8:45 PM
To: 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SGN 8618 J ON 17/8/2019

Dear all,

Please arrange surveyor at benoi. Vehicle already in

Address for benoi:
24 Benoi Sector, Singapore 629857
Person to contact: Chang - 96530326

Thank you.

Best Regards,
Ezuwan Huzaini
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
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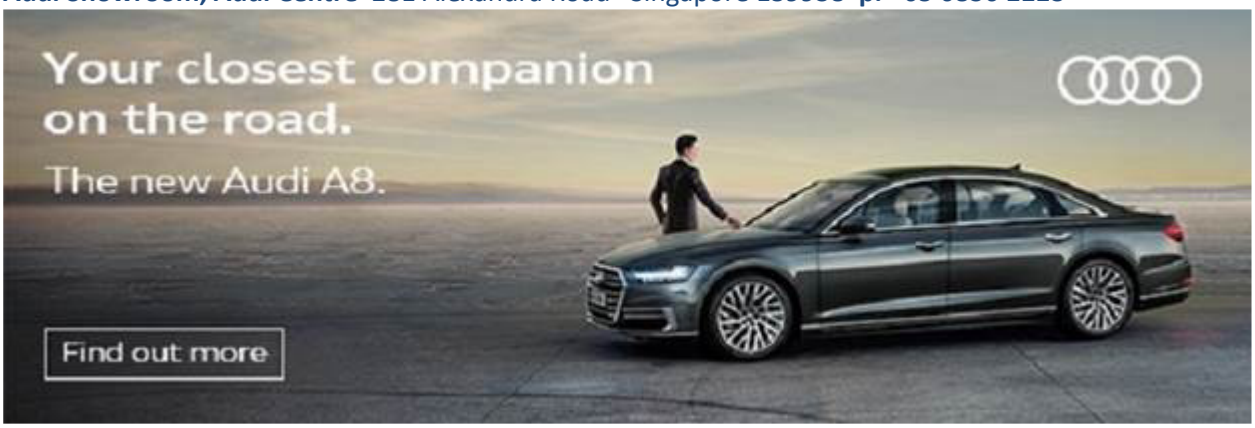

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From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 21 August 2019 6:37 PM
To: 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SGN 8618 J ON 17/8/2019

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
e. claims@premiumauto.com.sg w. www.audi.com.sg
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From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 20 August 2019 5:52 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 SGN 8618 J ON 17/8/2019

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.

We will arrange for survey once the estimate is ready.

Best Regards,
Syafiq
Claims Admin Assistant

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