

**Shirley Hiew (LKK Auto)**

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Monday, 26 October 2020 11:25 am  
**To:** Claims  
**Cc:** 'Nora Khai'; SUR  
**Subject:** RE: OD CLAIM FOR VEHICLE SKP 6895 E DOA:29/08/2019 VEHICLE IN

Dear Kee Siang,

According to our surveyor, kindly update us the below email above matter & finalize with us soonest.

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)

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

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**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Tuesday, 10 September 2019 4:33 pm  
**To:** Claims <claims@premiumauto.com.sg>  
**Cc:** 'Nora Khai' <nora.khai@premiumauto.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** Re: OD CLAIM FOR VEHICLE SKP 6895 E DOA:29/08/2019 VEHICLE IN

Dear TRoy,

After reviewing the rim is not consistent, please only replace tyre.

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 <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Monday, 9 September 2019 5:29 PM  
**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** 'Nora Khai' <[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>; 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OD CLAIM FOR VEHICLE SKP 6895 E DOA:29/08/2019 VEHICLE IN

Dear Shirley,

Herein attached the towing slip for your request.

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:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Monday, 9 September 2019 5:16 PM  
**To:** Claims  
**Cc:** 'Nora Khai'  
**Subject:** Re: OD CLAIM FOR VEHICLE SKP 6895 E DOA:29/08/2019 VEHICLE IN

Hi Troy,

According to AIG, please provide us towing slip.

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 <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Monday, 9 September 2019 3:44 PM  
**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** 'Nora Khai' <[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>; 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OD CLAIM FOR VEHICLE SKP 6895 E DOA:29/08/2019 VEHICLE IN

Dear Shirley,

As spoken through a phone call just now, we are still waiting from your side update the status.

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:** Premiumauto Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Thursday, 5 September 2019 3:26 PM  
**To:** 'Shirley Hiew (LKK Auto)'  
**Cc:** 'Nora Khai'; Claims  
**Subject:** RE: OD CLAIM FOR VEHICLE SKP 6895 E DOA:29/08/2019 VEHICLE IN

Dear Shirley,

We had spoken to our client and understand the damage front bumper is an old damage unrelated to the incident.

As for the RH front rims & tyre, front fenders RH, bonnets, and windscreen deflectors is caused by the motorcycle handles and footbars. We will put up supplementary for bonnet respray and the above mention item to be replaced.

Thank you.

Best Regards,  
**Kee Siang**  
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](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)  
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**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Thursday, 5 September, 2019 3:04 PM  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Cc:** Nora Khai <[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>  
**Subject:** Re: OD CLAIM FOR VEHICLE SKP 6895 E DOA:29/08/2019 VEHICLE IN

Hi Troy,

As instructed by our client, please proceed to repair the insured vehicle **SKP 6895E** (Excess \$ 0/-).

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.

Hi Kee Siang,

As spoken and according to our surveyor, kindly refer to the below message from AIG, to check & revert us.

**From**  
**To**  
**Subject**

**AIG Asia Pacific Insurance Pte. Ltd. (AIG\_SG), sent on 05/09/2019 14:45 PM.**  
**LKK\_HQ**  
**Alert - Adj Mandate Approved (S\$10419.00) - SKP6895E - Claim Handler: Nadaraja, Deeban**

Approved:10419.00:To authorize repair first subject to confirmation of front portion damage consistency (bumper, fender, rim and

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 <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Thursday, 5 September 2019 11:52 AM  
**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OD CLAIM FOR VEHICLE SKP 6895 E DOA:29/08/2019 VEHICLE IN

Hi Shirley,

As spoken through a phone call just now, kindly assist and advise the status of the claim status.

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:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Tuesday, 3 September 2019 1:19 PM  
**To:** 'Admin-D (LKKAuto)'; 'Admin A'  
**Cc:** 'Claims'  
**Subject:** RE: OD CLAIM FOR VEHICLE SKP 6895 E DOA:29/08/2019 VEHICLE IN

Dear all,

Resend estimate repair with marking.

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, 3 September 2019 1:18 PM  
**To:** 'Admin-D (LKKAuto)'; 'Admin A'  
**Cc:** 'Claims'  
**Subject:** RE: OD CLAIM FOR VEHICLE SKP 6895 E DOA:29/08/2019 VEHICLE IN

Dear all,

Survey was done earlier by survey, herein attached with the estimated repair with marking for your reference. Kindly advise the claims status.

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:** Admin-D (LKKAuto) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Monday, 2 September 2019 9:33 AM  
**To:** 'Claims'; Admin A; SUR; assignments  
**Subject:** RE: OD CLAIM FOR VEHICLE SKP 6895 E DOA:29/08/2019 VEHICLE IN

Dear troy,

Noted with thanks.

Best Regards,  
**Summer Lee** | Admin  
**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Friday, 30 August, 2019 8:22 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)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** OD CLAIM FOR VEHICLE SKP 6895 E DOA:29/08/2019 VEHICLE IN

Dear all,

Please assist in OD approval and register for above mentioned vehicle.

Attached is the GIA report, IC ,DL, Certificate Insurance form for your reference.

Kindly confirm the appt of survey for 2/9/2019@Monday, Vehicle IN.

Address : 24 Benoi Sector.

Thank you.

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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