

Shirley Hiew (LKK Auto)

From: Fong, Andy-SY <Andy-SY.Fong@aig.com>
Sent: Monday, 7 October 2019 4:59 pm
To: claims@premiumauto.com.sg; Shirley Hiew (LKK Auto)
Cc: SUR
Subject: RE: RE: OD CLAIM FOR SMD 6885 Z ON 5/9/2019
Attachments: [EXTERNAL] RE: FW: REPLACEMENT CAR - SMD6885Z - MS ZEE YENG PENG

Extension approved till morning of 9th October 2019 as attached to LOU vendor.

Andy Fong

AIG

Head of Claims Technical Control
Singapore | Hong Kong
AIG Asia Pacific Insurance Pte. Ltd.

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Tel +(65) 6419 1708|M: +(65) 9138 1785
Andy-SY.Fong@AIG.com | www.AIG.com.sg

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AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards. [Click here to find out more.](#)

From: Claims [mailto:claims@premiumauto.com.sg]
Sent: Monday, October 07, 2019 4:51 PM
To: 'Shirley Hiew (LKK Auto)'; Fong, Andy-SY
Cc: 'SUR'
Subject: [EXTERNAL] RE: OD CLAIM FOR SMD 6885 Z ON 5/9/2019

This message is from an external sender; be cautious with links and attachments.

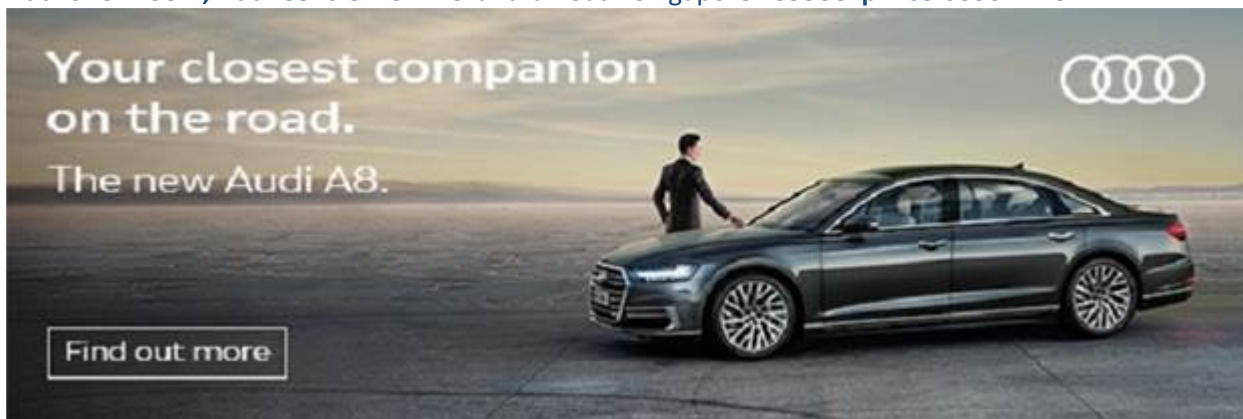
Dear all,

SMD 6885 Z Required 2 more days to repair and clean up. Currently customer driving the rental car.
Seek your approval to extend 2 days

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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From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Sent: Tuesday, 24 September 2019 4:37 PM

To: claims@premiumauto.com.sg

Cc: SUR <sur@lkkauto.com>

Subject: Re: OD CLAIM FOR SMD 6885 Z ON 5/9/2019

Hi All,

Supplementary approved by AIG.

Thank you.

Best Regards,

Shirley Hiew | 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: Wednesday, 11 September 2019 12:08 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>;

claims@premiumauto.com.sg <claims@premiumauto.com.sg>

Subject: RE: OD CLAIM FOR SMD 6885 Z ON 5/9/2019

Hi Denise

Thank you for the approval.

**Best Regards,
Ezuwan Huzaini
Claims Advisor**

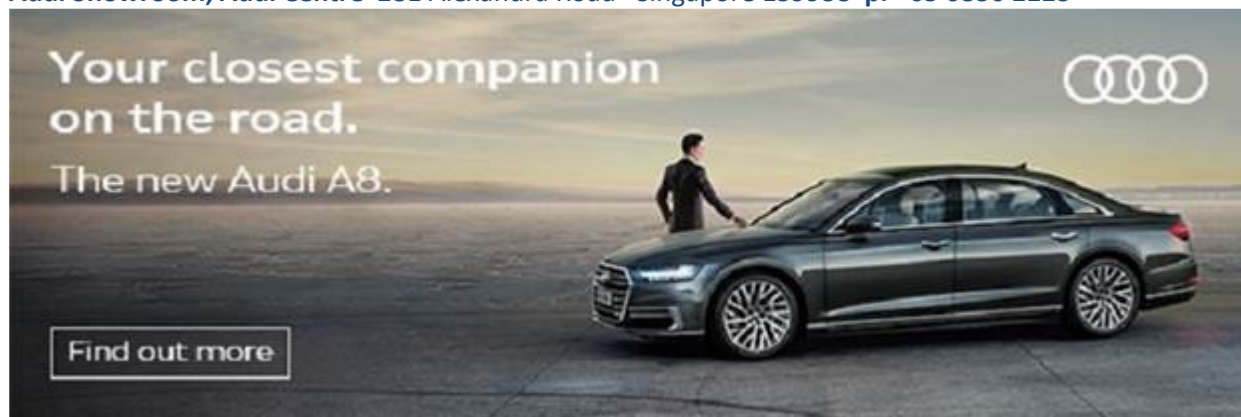
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From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Wednesday, 11 September 2019 11:48 AM

To: claims@premiumauto.com.sg; SUR <sur@lkkauto.com>

Cc: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Subject: RE: OD CLAIM FOR SMD 6885 Z ON 5/9/2019

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SMD 6885Z (Excess \$0/-). Not exceeding \$52,000/- part by part.**

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.

Luggage compartment Cover, Pillar C trim, Luggage compartment trim damage photos required

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@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: Wednesday, 11 September 2019 11:23 AM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SMD 6885 Z ON 5/9/2019

Hi Denise,

Please help to follow up this case closely as the customer are chasing for the approval. Please update us asap

Thank you.

Best Regards,
Ezuwan Huzaini
Claims Advisor

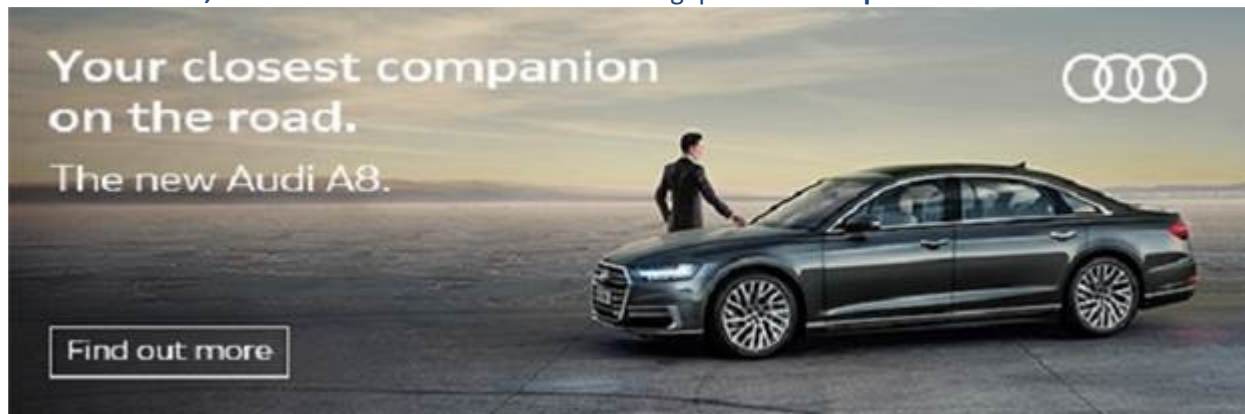
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From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Tuesday, 10 September 2019 3:58 PM
To: claims@premiumauto.com.sg; SUR <sur@lkkauto.com>
Cc: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Subject: RE: OD CLAIM FOR SMD 6885 Z ON 5/9/2019

Dear Ezuwan,

We have relay your acceptance to AIG & have sent an email to give a chaser, will update you once approval given

Best Regards,

Denise Tay | 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, 10 September 2019 3:39 PM
To: SUR <sur@lkkauto.com>
Cc: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Subject: RE: OD CLAIM FOR SMD 6885 Z ON 5/9/2019

Hi Shiau Chan,

As spoken today shirley is on MC today. And I urgently need approval by today as customer is chasing for the approval.

We accepted your offer limit of \$52,000.00 . Kindly advise on the approval asap. Please inform OIC regarding this

Thank you.

Best Regards,
Ezuwan Huzaini
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

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From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Sent: Monday, 9 September 2019 12:05 PM

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

Cc: SUR <sur@lkkauto.com>; Nora Khai <nora.khai@premiumauto.com.sg>

Subject: Re: OD CLAIM FOR SMD 6885 Z ON 5/9/2019

Hi All,

Kindly check the repair cost limit whether you are able to repair the vehicle not exceeding \$ 52,000.00 on part by part basis.

Thank you.

Best Regards,

Shirley Hiew | 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: Friday, 6 September 2019 1:56 PM

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

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

Subject: OD CLAIM FOR SMD 6885 Z ON 5/9/2019

Dear All,

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

We will forward you the estimate once it is available.

Please arrange survey on 9/9/2019 @ 24 benoi sector. Vehicle is in compound.

Best Regards,

Syafiq

Claims Admin Assistant

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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