

Veron Chen (LKKAUTO)

From: Nora Khai PA <nora.khai@premiumauto.com.sg>
Sent: Tuesday, 14 April 2020 11:04 AM
To: Rasul (LKKAUTO)
Cc: 'Boo seng yak'; Veron Chen (LKKAUTO); 'Claims'
Subject: RE: SMN 7489A DOA : 17/09/19

Hi Rasul

Please hold hands . I am still following up with Andy on this case. I will update if there is any revert from him.

Thank you.

Kind Regards,
Norah Khai
Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6366 2323 d. +65 6768 9827 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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Rasul (LKKAUTO) [mailto:Rasul@lkkauto.com]
Sent: Tuesday, April 14, 2020 9:56 AM
To: nora.khai@premiumauto.com.sg

Cc: Boo seng yak <boojohnny@gmail.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>

Subject: RE: SMN 7489A DOA : 17/09/19

Hi Nora,

Any update for this case?

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

From: Rasul (LKKAUTO)

Sent: Monday, 30 March, 2020 1:57 PM

To: nora.khai@premiumauto.com.sg

Cc: Boo seng yak

Subject: RE: SMN 7489A DOA : 17/09/19

Hi Nora,

As spoken,

Kindly look on this matter

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

From: Boo seng yak [<mailto:boojohnny@gmail.com>]

Sent: Monday, 30 March, 2020 12:00 PM

To: Rasul (LKKAUTO)

Subject: Re: SMN 7489A DOA : 17/09/19

Hi Rasul,

We are not accepting AIG's offer.

Rgds jb

On Mon, 30 Mar 2020, 10:06 Rasul (LKKAuto), <Rasul@lkkauto.com> wrote:

Hi Mr Boo,

Any update on this case?

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



Save the Earth. Print only when necessary.

From: Rasul (LKKAuto)
Sent: Friday, 27 March, 2020 10:57 AM
To: Boo seng yak
Cc: Veron Chen (LKKAuto); Yvonne Wong (LKK Auto)
Subject: RE: SMN 7489A DOA : 17/09/19

Hi Mr Boo,

Any update on this case?

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



Save the Earth. Print only when necessary.

From: Boo seng yak [<mailto:boojohnny@gmail.com>]

Sent: Thursday, 26 March, 2020 3:47 PM

To: Rasul (LKKAuto)

Cc: Veron Chen (LKKAuto); Yvonne Wong (LKK Auto)

Subject: Re: SMN 7489A DOA : 17/09/19

Hi Rasul

I am really sorry I cannot accept this 'offer as you like' from Insurer.

I will refer this case to Miss Nora for further action.

Bst regards - jb

On Thu, Mar 26, 2020 at 3:36 PM Rasul (LKKAuto) <Rasul@lkkauto.com> wrote:

Hi Mr Boo,

With regards to this case, the labour amount of \$ 4200 insurance not approved. However, Insurance will ONLY approved at \$ 3,300 only

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



Save the Earth. Print only when necessary.

From: Boo seng yak [mailto:boojohnny@gmail.com]

Sent: Tuesday, 10 March, 2020 12:09 PM

To: Rasul (LKKAuto)

Subject: Re: SMN 7489A DOA : 17/09/19

Hi Rasul

I have spoken with Adrian regarding the labour cost yesterday and have explained to him the breakdown of the labours.

Please check with him.

Thanks and best regards - jb

On Fri, 6 Mar 2020, 15:49 Boo seng yak, <boojohnny@gmail.com> wrote:

Hi Rasul

I will review the file again.

Thanks.

Rgds jb

On Fri, 6 Mar 2020, 15:37 Rasul (LKKAuto), <Rasul@lkkauto.com> wrote:

Hi Mr Boo,

This case has already been finalised but the issue is insurance query and checked on the labour cost and spray paint cost.

The labour at first was 1800 and the spray paint was 2800. After finalised, it was labour 4200 and 3400. For your info,

The rear bumper, rear door , rear door cover rear wheel housing, sill panel until the end of LH side portion is NOT consistent.

I did explained and told your estimator Ah Chang and he acknowledge that.

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Save the Earth. Print only when necessary.