

## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Friday, 14 August 2020 4:26 PM  
**To:** Nora Khai PA; Rasul (LKKAUTO)  
**Subject:** RE: SMN 7489A DOA : 17/09/19

Dear Nora,

Already finalize with Carrine, pending discharge voucher and invoice from Premium.

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)

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**From:** Nora Khai PA <nora.khai@premiumauto.com.sg>  
**Sent:** Friday, 14 August 2020 4:22 PM  
**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Rasul (LKKAUTO) <Rasul@lkkauto.com>  
**Subject:** RE: SMN 7489A DOA : 17/09/19

Hi Veron,

This is for labor no 6 right ?

If yes then we accepted the offer for sake of closure. We are willing to compromise at \$3300 for a good working relationship with AIG.

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](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:** Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]

**Sent:** Tuesday, August 4, 2020 5:04 PM

**To:** Nora Khai PA <[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>; Rasul (LKKAUTO) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>

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

Dear Nora,

We refer to the above mentioned.

We have propose to AIG labour at \$3600, AIG only approved \$3300.

Please kindly confirmed.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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**From:** Nora Khai PA <[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>

**Sent:** Saturday, 4 July 2020 9:47 AM

**To:** Rasul (LKKAUTO) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>

**Cc:** 'Boo seng yak' <[boojohnny@gmail.com](mailto:boojohnny@gmail.com)>; Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

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

Hi Rasul ,

Maybe you are not aware , we are still awaiting for Adrian revert. You may check with him for the latest status updates on this case.

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  
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**From:** Rasul (LKKAuto) [<mailto:Rasul@lkkauto.com>]  
**Sent:** Friday, July 3, 2020 5:52 PM  
**To:** Nora Khai PA <[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>  
**Cc:** 'Boo seng yak' <[boojohnny@gmail.com](mailto:boojohnny@gmail.com)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: SMN 7489A DOA : 17/09/19

Hi Nora,

Any update on this case?

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.

Best Regards,  
**Rasul** | Assessor  
**LKK Auto Consultants Pte Ltd**



Auto  
Consultants  
Pte Ltd

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**From:** Nora Khai PA [<mailto: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](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)  
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**From:** Rasul (LKKAuto) [<mailto:Rasul@lkkauto.com>]  
**Sent:** Tuesday, April 14, 2020 9:56 AM  
**To:** [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)  
**Cc:** Boo seng yak <[boojohnny@gmail.com](mailto:boojohnny@gmail.com)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto: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](mailto:Rasul@lkkauto.com) | fax: 6841-4315

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**From:** Rasul (LKKAuto)

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

**To:** [nora.khai@premiumauto.com.sg](mailto: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](mailto:Rasul@lkkauto.com) | fax: 6841-4315

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**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](mailto: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](mailto:Rasul@lkkauto.com) | fax: 6841-4315

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**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](mailto:Rasul@lkkauto.com) | fax: 6841-4315

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**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.

Best regards - jb

On Thu, Mar 26, 2020 at 3:36 PM Rasul (LKKAUTO) <[Rasul@lkkauto.com](mailto: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](mailto:Rasul@lkkauto.com) | fax: 6841-4315

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**From:** Boo seng yak [mailto:[boojohnny@gmail.com](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](mailto: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](mailto: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](mailto:Rasul@lkkauto.com) | fax: 6841-4315

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