There are no documents.

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This mail is associated with:

*SMN7489A (88790208925G)

OD Sep 17 2019 5:00PM [GAO KANG] Premium Automobiles Pte Ltd

ply	Reply All Mark as Unread Print Message Delete Message Forward	
m	AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent on 18/03/2020 14:26 PM.	
)	LKK_HQ	
ubject	Alert - Adj Mandate Maintained - SMN7489A - Claim Handler: Azlan, Syazairdina	
Maintaine	led:The increase in labour was during the finalisation which was not approved.	
Maintaine	ned:The increase in labour was during the finalisation which was not approved.	

This mail is associated with:

*SMN7489A (88790208925G)

Sep 17 2019 5:00PM [GAO KANG] Premium Automobiles Pte Ltd

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AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent on 13/03/2020 17:39 PM. From

LKK HO To

Alert - Adj Mandate Maintained - SMN7489A - Claim Handler: Azlan, Syazairdina Subject

Maintained:Bonnet and LH front door only spray painting needed why need 1 day repair? LH headlamp, fender trim 05 day. Total 5.5 days at \$3300.

DOCUMENTS SUMMARY

There are no documents.

Premien Antomobile is not agreeable to the reduction in the labour charges as it was already approved by AlG on

View Sent Message

This mail is associated with:

*SMN7489A (8879020892SG)

OD Sep 17 2019 5:00PM [GAO KANG] Premium Automobiles Pte Ltd

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From LKK Auto Consultants Pte Ltd (LKK_HQ), sent on 11/03/2020 11:15 AM.

To AIG_SG; syazairdina.azlan@aig.com; Victor_KohCK

Subject Re: Alert - Adj Mandate Maintained - SMN7489A - Claim Handler: Azlan, Syazairdina

Dear Sir,

According to surveyor, the labour and the spray paint for Q8 model is \$600 each. As for this case it is Q8 model.

Labour of \$4200 is 7 days. To remove front bumper, LH front fender, (2 days), LH headlight, front both wheel arch trim,

(1 day), repair bonnet & LH front door, (1 day) and to remove lock carrier (3 days). Total :7 days

As for the spray paint \$3400 is 5.5 panel:

Front bumper, LH front fender, bonnet, LH front door, radiator frame and front wheel arch trim.

Best Regards, Veron Chen

<-- Original Message -->

From: AIG_SG To: LKK_HQ

Sent On: 05/03/2020 01:35 PM

Subject: Alert - Adj Mandate Maintained - SMN7489A - Claim Handler: Azlan, Syazairdina

Maintained: why labour \$4200 and spray paint \$3400?

DOCUMENTS SUMMARY

There are no documents.

This mail is associated with:

*SMN7489A (8879020892SG)

OD Sep 17 2019 5:00PM [GAO KANG] Premium Automobiles Pte Ltd

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From

AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent on 05/03/2020 13:35 PM.

Subject

Alert - Adj Mandate Maintained - SMN7489A - Claim Handler: Azlan, Syazairdina

Maintained: why labour \$4200 and spray paint \$3400?

The labour and the spray point for Q8 model 13 \$600 each.

As forther case it is Q8 model.

DOCUMENTS SUMMARY

There are no documents.

Labour of \$4,200 is 7 days, to remove (front burger, LH front feeder) (2 days)
(LH Headlight, front both wheel are trim) (report bonnel & LH front dow) (1 day) & to remove lock carnier (3 days). Total 7 days.

As for the spray point \$3400 is 5.5 panel:

Front Surper, LH front fender, boniet, L# front door, raditor frame & front wheel are trim.

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com;assignments@lkkauto.com

From: LKK Auto Consultants Pte Ltd AIG Asia Pacific Insurance Pte. Ltd. To: 51 Ubi Ave 1 #01-25 AIG Building Paya Ubi Industrial Park 78 Shenton Way #08-16 Singapore 408933 Singapore 079120 Date: 03 Mar 2020 Azlan, Syazairdina Attn: **Preliminary Advice** : 17/09/2019 Accident Date Vehicle No : SMN7489A : 1900152865 Policy No. Make : AUDI Q8 Excess : S\$4,400.00 Assignment Date : 20/09/2019 : 13.00 Est. Duration of Repair Date of Inspection : 19/09/2019 : PREMIUM AUTOMOBILES PTE LTD (UBI) Inspection At 55 UBI ROAD 1 SINGAPORE 408699 Point of Impact / General Description of Damages The vehicle sustained impact / damages n/s portion and parts claimed are consistent to the accident. (incl.supplementary (1) \$858+ (2) \$710 Repairer's Estimate (Gross) :S\$ 91,529.36 Revised Amount :S\$ 37,368.00 0.00 Check Items (Estimated) :S\$ incl.supplementary (1) 37,368.00 Total :S\$ \$858+(2)\$710 :S\$ Lump Sum Repair Total Loss Consideration New for Old Value :S\$ Pre-Accident Value :S\$ 366,000.00 COE / PARF Rebate :\$\$ 116,691.00 Salvage Value :S\$ Margin for Repair :S\$ 249,309.00 Remarks (X) The vehicle is repairable at our adjusted amount. We have also confirmed excess and policy coverage. Kindly let us have your authorisation. The vehicle is uneconomical to be repaired, you are advised to invite tender for the wreck. Other comments:

This mail is associated with :

*SMN7489A (8879020892SG) OD

Sep 17 2019 5:00PM [GAO KANG] Premium Automobiles Pte Ltd

Pank	Reply All Mark as Unread Print Message Delete Message Forward
rom To	AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent on 18/02/2020 15:38 PM.
ubject	LKK_HQ Alert - Adj Mandate Approved (S\$36658.00) - SMN7489A - Claim Handler: Azlan, Syazairdina
Approved	:36658.00: Analy Forg
DOCUM	ENTS SUMMARY
	e no documents.

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com;assignments@lkkauto.com

From: LKK Auto Consultants Pte Ltd AIG Asia Pacific Insurance Pte. Ltd. To: 51 Ubi Ave 1 #01-25 AIG Building Paya Ubi Industrial Park 78 Shenton Way #08-16 Singapore 408933 Singapore 079120 Date: 09 Dec 2019 Azlan, Syazairdina Attn: Preliminary Advice : 17/09/2019 Accident Date Vehicle No : SMN7489A : 1900152865 Policy No. Make : AUDI Q8 : \$\$4,400.00 Excess Assignment Date : 20/09/2019 : 13.00 Est. Duration of Repair Date of Inspection : 19/09/2019 : PREMIUM AUTOMOBILES PTE LTD (UBI) Inspection At 55 UBI ROAD 1 SINGAPORE 408699 Point of Impact / General Description of Damages The vehicle sustained impact / damages n/s portion and parts claimed are consistent to the accident. 90,992.00 (incl.supplementary \$858) :S\$ Repairer's Estimate (Gross) :S\$ 36,658.00 Revised Amount :S\$ 0.00 Check Items (Estimated) 36,658.00 (incl.supplementary \$858) Total :S\$:S\$ Lump Sum Repair **Total Loss Consideration** New for Old Value :S\$:\$\$ 366,000.00 Pre-Accident Value COE / PARF Rebate :S\$ 116,691.00 :S\$ Salvage Value :S\$ 249,309.00 Margin for Repair Remarks (X) The vehicle is repairable at our adjusted amount. We have also confirmed excess and policy coverage. Kindly let us have your authorisation. The vehicle is uneconomical to be repaired, you are advised to invite tender for the wreck. Other comments:

Veron Chen (LKKAuto)

From:

Veron Chen (LKKAuto)

Sent:

Thursday, 3 October 2019 11:23 AM

To:

claims@premiumauto.com.sg; SUR

Cc:

(nora.khai@premiumauto.com.sg)

Subject:

FW: OD CLAIM FOR SMN 7489 A ON 17/9/2019

Attachments:

SUPPLEMENTARY.pdf

Dear TRoy,

Refer supplementary marking.

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: Veron Chen (LKKAuto)

Sent: Friday, 20 September 2019 5:20 PM

To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Cc: (nora.khai@premiumauto.com.sg) <nora.khai@premiumauto.com.sg>

Subject: RE: OD CLAIM FOR SMN 7489 A ON 17/9/2019

Dear TRoy,

As instructed by our client, please proceed to repair the insured vehicle SMN 7489A (Excess \$4400/-).

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.

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: Friday, 20 September 2019 11:36 AM

To: Veron Chen (LKKAuto) < veronchen@lkkauto.com >; Admin A < admin-a@lkkauto.com >; SUR < sur@lkkauto.com >

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

Subject: RE: OD CLAIM FOR SMN 7489 A ON 17/9/2019

Dear Veron,

Hein attached with the driving license of the driver for your next action.

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
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: Friday, 20 September 2019 11:30 AM

To: Claims; Admin A; SUR

Subject: RE: OD CLAIM FOR SMN 7489 A ON 17/9/2019

Dear TRoy,

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, 19 September 2019 7:46 PM

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

This mail is associated with:

*SMN7489A (8879020892SG)

OD Sep 17 2019 5:00PM [GAO KANG] Premium Automobiles Pte Ltd

Reply	Reply All	Mark as Unread	Print Message	Delete Message	Forward	
From	AIG Asi	a Pacific Insurar	ice Pte. Ltd. (A	(G_SG), sent on (03/10/2019 09:37 AM.	
То	LKK_HQ				387. 83 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	
Subject	Alert -	Adj Mandate App	roved (\$\$3001	0.92) - SMN7489	9A - Claim Handler: Azlan, Syazairdina	

Approved:30010.92:Bumper, LH fender and LH headlamp lanpur should be at 1.5 days why 3 days given? Spray paint \$2800 - ok. Re-inspection to be done for damage check and supplementary items / labour.

DOCUMENTS SUMMARY

There are no documents.

(X)

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com;assignments@lkkauto.com

From: LKK Auto Consultants Pte Ltd AIG Asia Pacific Insurance Pte. Ltd. To: 51 Ubi Ave 1 #01-25 AIG Building Paya Ubi Industrial Park 78 Shenton Way #08-16 Singapore 408933 Singapore 079120 02 Oct 2019 Date: Azlan, Syazairdina Attn: Preliminary Advice : 17/09/2019 Accident Date Vehicle No : SMN7489A : 1900152865 Policy No. : AUDI Q8 Make : 20/09/2019 Excess : S\$4,400.00 Assignment Date Date of Inspection : 19/09/2019 Est. Duration of Repair : 9.00 Inspection At : PREMIUM AUTOMOBILES PTE LTD (UBI) 55 UBI ROAD 1 SINGAPORE 408699 Point of Impact / General Description of Damages The vehicle sustained impact / damages n/s portion and parts claimed are consistent to the accident. 90,992.00 (incl.supplementary \$858) Repairer's Estimate (Gross) :SS Revised Amount :S\$ 31,459,92 :S\$ Check Items (Estimated) 15,519.00 :S\$ 46,978.92 (incl.supplementary \$858) Total :SS Lump Sum Repair **Total Loss Consideration** New for Old Value Pre-Accident Value :S\$ 366,000.00 COE / PARF Rebate :S\$ 116,691.00 :S\$ Salvage Value :S\$ 249,309.00 Margin for Repair Remarks (X) The vehicle is repairable at our adjusted amount. We have also confirmed excess and policy coverage. Kindly let us have your authorisation. The vehicle is uneconomical to be repaired, you are advised to invite tender for the wreck.

Other comments : Kindly approved on the supplementary.

This mail is associated with:

*SMN7489A (8879020892SG)

OD Sep 17 2019 5:00PM [GAO KANG] Premium Automobiles Pte Ltd

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AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent on 23/09/2019 16:12 PM. From

LKK_HQ Alert - Adj Mandate Maintained - SMN7489A - Claim Handler: Azlan, Syazairdina Subject

Maintained:Bumper, LH fender and LH headlamp lanpur should be at 1.5 days why 3 days given? Spray paint \$2800 - ok. Re-inspection to be done for damage check and supplementary items / labour.

DOCUMENTS SUMMARY

There are no documents.

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com;assignments@lkkauto.com

From: LKK Auto Consultants Pte Ltd AIG Asia Pacific Insurance Pte. Ltd. To: 51 Ubi Ave 1 #01-25 AIG Building Paya Ubi Industrial Park 78 Shenton Way #08-16 Singapore 079120 Singapore 408933 23 Sep 2019 Date: Azlan, Syazairdina Attn: Preliminary Advice Accident Date : 17/09/2019 Vehicle No : SMN7489A : 1900152865 Policy No. Make : AUDI Q8 : 20/09/2019 Excess : \$\$4,400.00 Assignment Date Est. Duration of Repair : 9.00 Date of Inspection : 19/09/2019 : PREMIUM AUTOMOBILES PTE LTD (UBI) Inspection At 55 UBI ROAD 1 SINGAPORE 408699 Point of Impact / General Description of Damages The vehicle sustained impact / damages n/s portion and parts claimed are consistent to the accident. :S\$ 90,134.00 Repairer's Estimate (Gross) Revised Amount :S\$ 29,646.92 :SS 22,660.00 Check Items (Estimated) :S\$ 52,306,92 Total :S\$ Lump Sum Repair **Total Loss Consideration** .55 New for Old Value :S\$ 366,000.00 Pre-Accident Value COE / PARF Rebate :S\$ 116,691.00 :S\$ Salvage Value :S\$ 249,309.00 Margin for Repair Remarks (X) The vehicle is repairable at our adjusted amount. We have also confirmed excess and policy coverage. Kindly let us have your authorisation. The vehicle is uneconomical to be repaired, you are advised to invite tender for the wreck. Other comments:

Veron Chen (LKKAuto)

From:

Veron Chen (LKKAuto)

Sent:

Friday, 20 September 2019 5:20 PM

To:

'Claims'; SUR

Cc:

(nora.khai@premiumauto.com.sg)

Subject:

RE: OD CLAIM FOR SMN 7489 A ON 17/9/2019

Attachments:

MARK EST.pdf

Dear TRoy,

As instructed by our client, please proceed to repair the insured vehicle SMN 7489A (Excess \$4400/-).

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.

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: Friday, 20 September 2019 11:36 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: RE: OD CLAIM FOR SMN 7489 A ON 17/9/2019

Dear Veron,

Hein attached with the driving license of the driver for your next action.

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 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: Friday, 20 September 2019 11:30 AM

To: Claims; Admin A; SUR

Subject: RE: OD CLAIM FOR SMN 7489 A ON 17/9/2019

Dear TRoy,

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, 19 September 2019 7:46 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 SMN 7489 A ON 17/9/2019

Dear all,

Survey was just done earlier by Surveyor. Herein attached estimate repair with marking for your next action. Kindly assist and advise who is the case handler for this case and comment on the claims for approval.

Thanks

Best Regards, TRoy Goh Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199002271W) 55 Ubi Road 1 Road Singapore 408699 p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183

e. claims@premiumauto.com.sg w. www.audi.com.sg

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park
Singapore 408933
Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com;assignments@lkkauto.com

To:	AIG Asia Pacific Insurance Pte. Ltd. AIG Building 78 Shenton Way #08-16 Singapore 079120		From:	51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park Singapore 408933			
Attn:			Date:	20 Sep 2019			
		Prelim	inary Adv	<u>/ice</u>			
				A 1 d	nives seeming and a seeming a se	: 17/09/2019	
Vehic		: SMN7489A		Accident Date		: 1900152865	
Make		: AUDI Q8		Policy No. Excess		: S\$0.00	
	nment Date	: 20/09/2019 : 19/09/2019		Est. Duration of Repair		: 9.00	
	of Inspection ction At	: PREMIUM AUTOMOBILES PTE 55 UBI ROAD 1 SINGAPORE 408699	LTD (UBI)				
		General Description of Damages and impact / damages n/s portion and	d parts claime	ed are	consistent to the ac	cident.	
		Repairer's Estimate (Gross)		S\$	90,134.00		
		Revised Amount		S\$	28,946.92		
		Check Items (Estimated)		S\$	22,660.00		
		Total		S\$	51,606.92		
		Lump Sum Repair		:S\$			
		Total Loss Consideration					
		New for Old Value		:S\$			
		Pre-Accident Value		:S\$	366,000.00		
		COE / PARF Rebate		:S\$	116,691.00		
		Salvage Value		:S\$			
		Margin for Repair		:S\$	249,309.00		
Rem	arks						
(X	The vehic	cle is repairable at our adjusted amo e your authorisation.	ount. We have	also o	confirmed excess a	nd policy coverage, Kindly	
() The vehic	The vehicle is uneconomical to be repaired, you are advised to invite tender for the wreck.					
() Other cor	nments :					

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Audi Q8			Premium Automobiles		Germany	Free Co.	
3.0 TFSI qu	tip (A)	\$379,300	• 11.2km/l 335bhp 8	-speed (A) Tiptronic		Rat	te it!
						Editor's	s Review
Car Moo	del	Price	Dealer		Built in	User R	tating
						15 ▼ resu	ults/page

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