

## Veron Chen (LKKAUTO)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Wednesday, 19 February 2020 11:51 AM  
**To:** Veron Chen (LKKAUTO); Adrian Ling (LKKAUTO); Admin A  
**Cc:** claims@premiumauto.com.sg  
**Subject:** RE: LOD - OD CLAIM FOR SMN 7489 A ON 29/8/2019  
**Attachments:** SAftersales20021911390.pdf

Dear Veron,

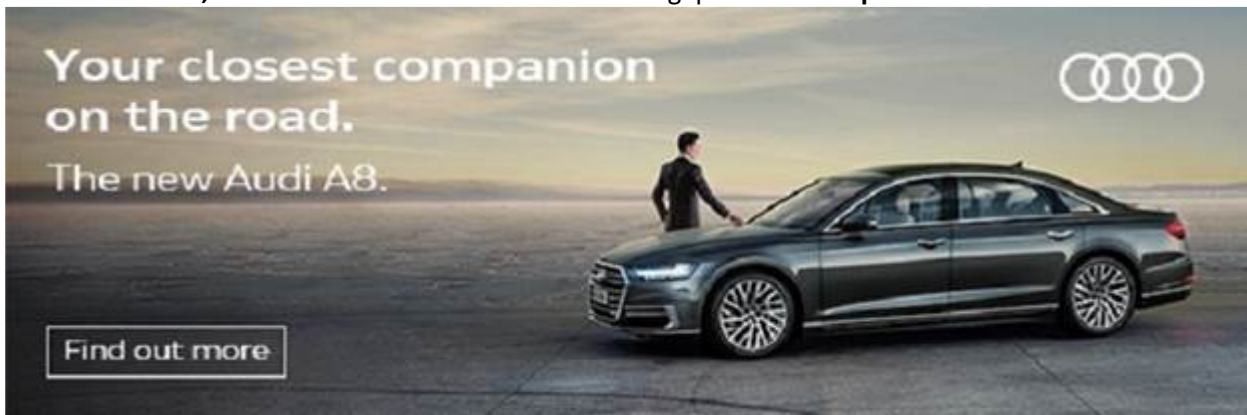
Attached LOD for your perusal. We will submit over original documents by hand to Adrian.

Kindly keep a look out and arrange for settlement upon receiving.

Thank you.

**Best Regards,**  
**Nadia**  
**Claims Administrator**

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699  
**p.** +65 8826 8736 **p.** +65 6388 2323 **d.** +65 6768 9911 **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:** Thursday, 26 September, 2019 10:14 AM  
**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 29/8/2019

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)

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**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Sent:** Tuesday, 24 September 2019 7:31 PM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: OD CLAIM FOR SMN 7489 A ON 29/8/2019

Dear Veron,

Apologies for the late reply on this matter. Herein attached the document 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](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)

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

**Sent:** Tuesday, 24 September 2019 11:05 AM

**To:** Claims; SUR

**Subject:** RE: OD CLAIM FOR SMN 7489 A ON 29/8/2019

Dear TRoy,

Interview form and undertaking.

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)

-----Original Message-----

From: Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
Sent: Monday, 23 September 2019 10:18 AM  
To: Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
Cc: 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
Subject: RE: OD CLAIM FOR SMN 7489 A ON 29/8/2019

Aside to Troy,

FYNA

Best Regards,  
Syafiq  
Claims Admin Assistant

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) Audi  
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-----Original Message-----

From: Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
Sent: Monday, 23 September 2019 8:08 AM  
To: SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
Subject: FW: OD CLAIM FOR SMN 7489 A ON 29/8/2019

Dear Syafiq,

Interview form and undertaking.

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 5:26 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 SMN 7489 A ON 29/8/2019

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 23/9/2019 @ 24 benoi sector. Vehicle is in our compound.

Best Regards,

Syafiq

Claims Admin Assistant

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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6836 2223

[cid:image001.png@01D56FD8.7D8FC1D0]

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