

## Shirley Hiew (LKK Auto)

---

**From:** Shirley Hiew (LKK Auto)  
**Sent:** Monday, 4 November 2019 3:23 pm  
**To:** Claims  
**Cc:** Admin-D (LKKAuto); SUR; 'Nora Khai'  
**Subject:** RE: OD CLAIM FOR SJT 9963 M ON 30/10/2019

Dear Troy,

As instructed by our client, please proceed to repair the insured vehicle **SJT 9963M (Excess \$ 1,600/-)**.

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.

According to our surveyor, please see comments from AIG side.

:Front bumper only repair why labour 1 needed? Re-inspection to be done for damage check and supplementary items / labour.

---

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto: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, 1 November 2019 11:50 am  
**To:** Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

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

**Subject:** RE: OD CLAIM FOR SJT 9963 M ON 30/10/2019

Dear all,

Survey was done by Adrian just now, herein attached the estimate repair with marking for you reference. Kindly assist and advise who is the case handler for the mentioned cases, and update the claim status.

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)

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

**Sent:** Thursday, 31 October 2019 9:27 AM

**To:** 'Admin-D (LKKAUTO)'; 'Admin A'; 'SUR'

**Cc:** 'Claims'

**Subject:** RE: OD CLAIM FOR SJT 9963 M ON 30/10/2019

Dear all,

Attached is the estimate for your kind reference.

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

**Sent:** Wednesday, 30 October 2019 1:32 PM

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

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

**Subject:** OD CLAIM FOR SJT 9963 M ON 30/10/2019

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.

Kindly arrange survey on 1/11/2019, 10:30am. Owner waiting.

**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 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