

## Veron Chen (LKKAUTO)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Thursday, 9 July 2020 12:18 PM  
**To:** Veron Chen (LKKAUTO); Admin A; Rasul (LKKAUTO); SUR  
**Cc:** claims@premiumauto.com.sg  
**Subject:** RE: LOD - FINAL REVISION - SFA8798C - OD AIG - SURVEYED 10 DEC 19  
**Attachments:** SFA 8798 C - LOD.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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Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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**From:** Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]  
**Sent:** Wednesday, 20 May, 2020 5:19 PM  
**To:** Boo seng yak <boojohnny@gmail.com>; Rasul (LKKAUTO) <Rasul@lkkauto.com>; Carrine Leong <carrine.leong@premiumauto.com.sg>; jiayee.yap@premiumauto.com.sg; Chang Chee Sing <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: FINAL REVISION - SFA8798C - OD AIG - SURVEYED 10 DEC 19

Dear Mr Boo,

Confirm repair cost of \$41,534.72 before excess \$600 and GST @ 20 days of repairs

Kindly send us invoice and discharge voucher for us to close file.

**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,  
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:** Veron Chen (LKKAuto)  
**Sent:** Tuesday, 19 May 2020 5:05 PM  
**To:** Boo seng yak <[boojohnny@gmail.com](mailto:boojohnny@gmail.com)>; Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>; Carrine Leong <[carrine.leong@premiumauto.com.sg](mailto:carrine.leong@premiumauto.com.sg)>; jiayee.yap@premiumauto.com.sg; Chang Chee Sing <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: FINAL REVISION - SFA8798C - OD AIG - SURVEYED 10 DEC 19

Dear Mr Boo,

Please ignore the email.

Need to get approval from AIG.

Sorry for the inconvenience caused.

**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,  
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:** Veron Chen (LKKAuto)  
**Sent:** Tuesday, 19 May 2020 4:55 PM  
**To:** Boo seng yak <[boojohnny@gmail.com](mailto:boojohnny@gmail.com)>; Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>; Carrine Leong <[carrine.leong@premiumauto.com.sg](mailto:carrine.leong@premiumauto.com.sg)>; jiayee.yap@premiumauto.com.sg; Chang Chee Sing <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: FINAL REVISION - SFA8798C - OD AIG - SURVEYED 10 DEC 19

Dear Mr Boo,

Confirm repair cost of \$41,534.72 before excess \$600 and GST @ 20 days of repairs

Kindly send us invoice and discharge voucher for us to close file.

**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,  
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:** Boo seng yak [<mailto:boojohnny@gmail.com>]  
**Sent:** Monday, 18 May 2020 4:17 PM  
**To:** Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>; Carrine Leong <[carrine.leong@premiumauto.com.sg](mailto:carrine.leong@premiumauto.com.sg)>;  
[jiayee.yap@premiumauto.com.sg](mailto:jiayee.yap@premiumauto.com.sg); Chang Chee Sing <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Cc:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Subject:** Re: FINAL REVISION - SFA8798C - OD AIG - SURVEYED 10 DEC 19

Hi Rasul and all

20 days accepted.

Can you confirm the repair cost? Awaiting your favourable reply.

Rgds - jlb

On Wed, 13 May 2020, 12:10 Rasul (LKKAuto), <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)> wrote:

Hi Mr Boo,

Repair days should be 20 days of repair, 33 days cannot be approved

**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**

Phone: 6256-3561 | email: [Rasul@lkkauto.com](mailto: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](mailto:boojohnny@gmail.com)]

**Sent:** Monday, 11 May, 2020 4:21 PM

**To:** Adrian Ling (LKKAuto); Rasul (LKKAuto); Veron Chen (LKKAuto); SUR; Carrine Leong; Chang Chee Sing; [jiayee.yap@premiumauto.com.sg](mailto:jiayee.yap@premiumauto.com.sg)

**Subject:** FINAL REVISION - SFA8798C - OD AIG - SURVEYED 10 DEC 19

Hi Adrian, Rasul and all,

Revised estimate, alignment report, Car O Liner report and owner's invoices is attached.

Please bring you gadget to our office to download all photographs if necessary.

Please confirm repair cost of \$41,534.72 @ 33 days of repairs exclude 2 PH and 6 Sundays.

Your early closure is well appreciated.

Best regards - jb