

Shirley Hiew (LKK Auto)

From: Veron Chen (LKKAuto)
Sent: Tuesday, 4 February 2020 11:03 am
To: claims@premiumauto.com.sg; Shirley Hiew (LKK Auto)
Cc: SUR; 'Mithoosingh, Aashweenjeetkaur'
Subject: RE: OD CLAIM FOR SKG 3293 J ON 14/12/2019

Dear Kee Siang,

As instructed by our client, please proceed to repair the **insured vehicle SKG 3293J based on our surveyor recommendation, (Excess \$1800/-).**

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 rights **not to pay** if there is no valid approval obtained before repair.

NOTE: Please provide document proven repair time to support the labour

Best Regards,

Veron Chen | Case Handler **ON BEHALF OF SHIRLEY**

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

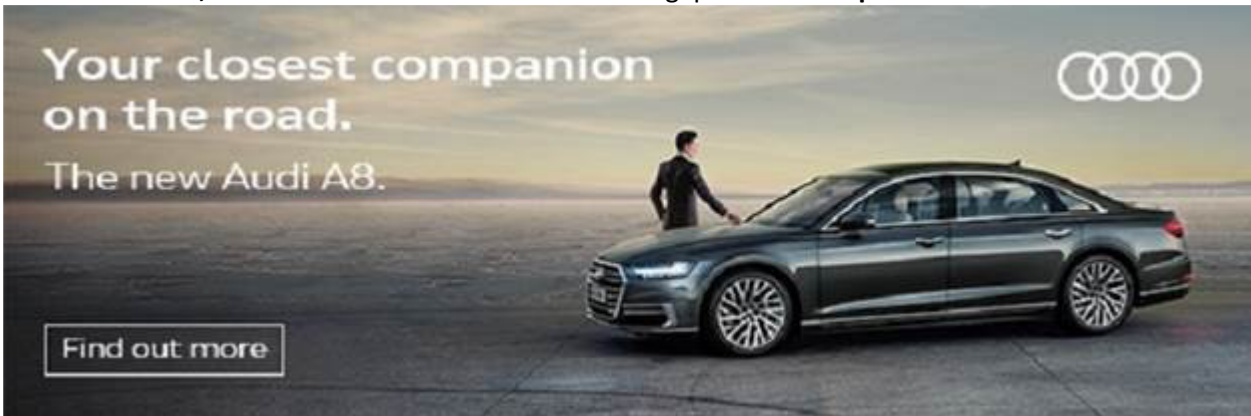
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: claims@premiumauto.com.sg <claims@premiumauto.com.sg>
Sent: Saturday, 1 February 2020 4:21 PM
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SKG 3293 J ON 14/12/2019
Dear Shirley,

Any update from AIG. We maintain our labour as per your surveyor’ recommendation.

Best Regards,
Kee Siang
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
D. +65 6768 9911 **P.** +65 9871 9902
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: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Thursday, 9 January 2020 5:00 PM
To: claims@premiumauto.com.sg
Cc: SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SKG 3293 J ON 14/12/2019

Dear Kelvin,

According to our surveyor, kindly refer to the below email from AIG.

Dear LKK,

My decision remain unchanged.

Gender reminder as principle in technical aspect, could your surveyor able substantial some proven document from AIG repair time require 16hr?

Regards,
Lois Chang

Sent from my iPhone

“Wishing you a Happy and Prosperous Lunar New Year”



Thank you.

Best Regards,

Shirley Hiew | 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@premiumauto.com.sg <claims@premiumauto.com.sg>
Sent: Monday, 6 January 2020 8:08 am
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SKG 3293 J ON 14/12/2019

Dear Shirley,

Any update from AIG ?

Thank you.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
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From: claims@premiumauto.com.sg <claims@premiumauto.com.sg>
Sent: Thursday, 2 January 2020 3:01 PM
To: 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SKG 3293 J ON 14/12/2019

Dear Shirley,

Any update ?

Thank you.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
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From: claims@premiumauto.com.sg <claims@premiumauto.com.sg>
Sent: Monday, 30 December 2019 8:16 AM
To: 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SKG 3293 J ON 14/12/2019

Dear Shirley,

Any update on main labour ?

Thank you.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
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From: claims@premiumauto.com.sg <claims@premiumauto.com.sg>
Sent: Monday, 23 December 2019 5:04 PM
To: 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SKG 3293 J ON 14/12/2019

Dear Shirley,

Kindly refer to previous cases, we do not agree on 1.5 DAY.

We propose 2 DAY to replace bumper and fender as usual.

Thank you.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
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From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Sent: Friday, 20 December 2019 1:38 PM

To: Claims <claims@premiumauto.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: RE: OD CLAIM FOR SKG 3293 J ON 14/12/2019

Hi All,

As instructed by our client, please proceed to repair the insured vehicle **SKG 3293J** (Excess \$ 1,800/-).

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.

Please refer below AIG Comments:

Main Labour award 1.5 DAY for replace Bumper, Fender.

"Best Wishes for Merry Christmas & Happy New Year 2020"

Thank you.

Best Regards,

Shirley Hiew | 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: Monday, 16 December 2019 4:40 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: OD CLAIM FOR SKG 3293 J ON 14/12/2019

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 18/12/2019, 2pm. Owner waiting.

Best Regards,

Syafiq

Claims Admin Assistant

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
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