

## Veron Chen (LKKAUTO)

---

**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Thursday, 23 April 2020 2:17 PM  
**To:** Veron Chen (LKKAUTO); SUR; Adrian Ling (LKKAUTO); Admin A  
**Cc:** claims@premiumauto.com.sg  
**Subject:** RE: LOD - OD CLAIMS FOR SDR 209 Z-DOA: 23/12/2019  
**Attachments:** SDR 209 Z - LOD.pdf

Dear Veron,

Attached LOD for your perusal.

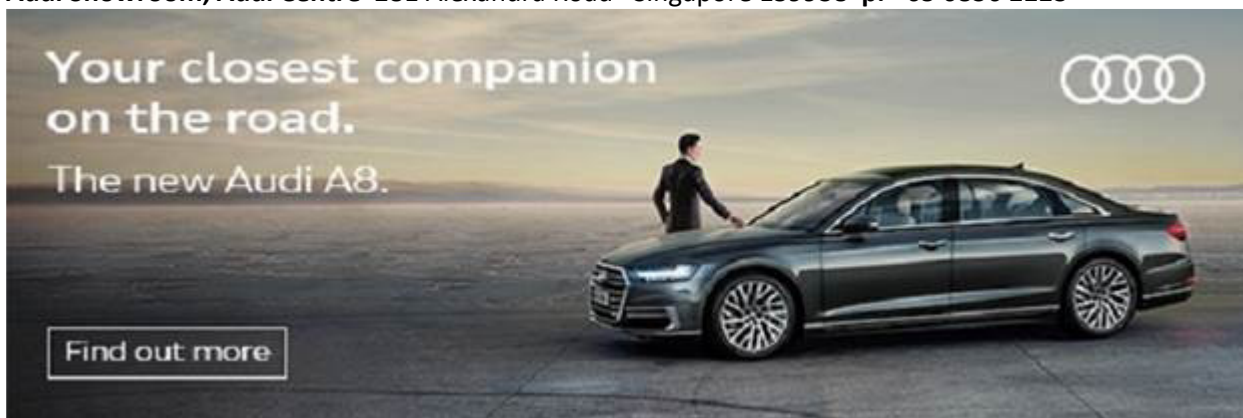
As spoken to your office, we will provide soft copy henceforth as our company will be implementing closure.

We hope for your understanding to accept settlement by email at this stage. Original documents will be arranged for during reopening.

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



**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:** Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]  
**Sent:** Friday, 27 December, 2019 5:33 PM  
**To:** Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>  
**Cc:** (boojohnny@gmail.com) <boojohnny@gmail.com>; (nora.khai@premiumauto.com.sg) <nora.khai@premiumauto.com.sg>  
**Subject:** RE: OD CLAIMS FOR SDR 209 Z-DOA: 23/12/2019

Dear TRoy,

As instructed by our client , please proceed to repair the **insured vehicle SDR 209Z, (Excess \$500/-).**

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: Before paint photos for Front Bumper required.**

**AIG OIC Nadaraja, Deeban** [ [Deebanalnadaraja.Nadaraja@aig.com](mailto:Deebanalnadaraja.Nadaraja@aig.com)]

Best Regards,

**Veron Chen** | 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:** Veron Chen (LKKAuto)

**Sent:** Friday, 27 December 2019 8:36 AM

**To:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: OD CLAIMS FOR SDR 209 Z-DOA: 23/12/2019

Dear TRoy,

Pending approval from AIG.

Once approved will send you email.

Best Regards,

**Veron Chen** | 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](mailto:claims@premiumauto.com.sg)>

**Sent:** Thursday, 26 December 2019 12:01 PM

**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

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

**Subject:** RE: OD CLAIMS FOR SDR 209 z

Dear all,

Survey was just carried up by surveyor this morning, herein attached the estimate repair with marking for your next action.

Kindly assist and advise the mentioned claims for approval and who is the case handler for this.

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:** Monday, 23 December 2019 6:51 PM

**To:** 'SUR'; 'assignments'

**Cc:** 'Claims'

**Subject:** OD CLAIMS FOR SDR 209 z

Dear All,

Please assist to register own policy claims for the above mentioned vehicle.

Attached is the GIA report, DL, Insurance certificate for your reference.

Kindly arrange the survey on 26 of Dec@10am, owner waiting.

Address : 281 Alexandra Road Singapore 159938

Thank you.

Best Regards,  
**George Wong**  
Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

281 Alexandra Road Singapore 159938

**p.** +65 6366 2323, option 1

**e.** [Claims@premiumauto.com.sg](mailto:Claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

**Audi Showroom** 281 Alexandra Road Singapore 159938 **p.** +65 68362223



**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