

## Veron Chen (LKKAUTO)

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**From:** Chong Boon Sen <boonsen.chong@sg.cntaiping.com>  
**Sent:** Friday, 24 July 2020 11:39 AM  
**To:** Veron Chen (LKKAUTO); Claims; Adrian Ling (LKKAUTO); SUR; Admin A; CS A Team; Jenny Lew  
**Subject:** O/R: SNM20D200203/SJP6170A/lewlc / RE: LOD - FINAL REVISION - SLR198B - TP CHINA - SURVEYED 21 JAN 20

Dear Veron,

Note you mentioned below that this is for LOD for SNM20D200203. Not DV. Case handler is Jenny Lew.

“Dear Boon Sen,

Is LOD, please ignore the DV, claim number is SNM20D200203C02”

Dear Jenny,

Fya.

### **NOTICE :**

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Thank you

**Chong Boon Sen**

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 Taiping SG

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**From:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>

**Sent:** Friday, July 24, 2020 10:46 AM

**To:** Claims <claims@premiumauto.com.sg>; Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>

**Subject:** RE: LOD - FINAL REVISION - SLR198B - TP CHINA - SURVEYED 21 JAN 20

Dear Nadia,

Please refer to China Tai Ping for settlement.

Dear Boon Sen,

Please kindly assist. Ref: SNM20D200203C02

**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.**

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

**Sent:** Friday, 24 July 2020 10:40 AM

**To:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Adrian Ling (LKKAUTO) <[adrianling@lkkauto.com](mailto:adrianling@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: LOD - FINAL REVISION - SLR198B - TP CHINA - SURVEYED 21 JAN 20

Dear Veron,

We would like to follow up on above case, kindly advise on settlement.

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](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



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

**Sent:** Monday, 20 April, 2020 3:37 PM

**To:** 'Veron Chen (LKKAUTO)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'Adrian Ling (LKKAUTO)' <[adrianling@lkkauto.com](mailto:adrianling@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'CS A Team' <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: LOD - FINAL REVISION - SLR198B - TP CHINA - SURVEYED 21 JAN 20

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

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**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:** Thursday, 19 March, 2020 10:55 AM

**To:** [jiayee.yap@premiumauto.com.sg](mailto:jiayee.yap@premiumauto.com.sg); SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Cc:** 'Boo seng yak' <[boojohnny@gmail.com](mailto:boojohnny@gmail.com)>; 'Carrine Leong' <[carrine.leong@premiumauto.com.sg](mailto:carrine.leong@premiumauto.com.sg)>; 'Chang Chee Sing' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: FINAL REVISION - SLR198B - TP CHINA - SURVEYED 21 JAN 20

Dear Jia Yee,

WITHOUT PREJUDICE

Confirm repair cost of \$2642.00 before GST @ 3 days.

**Kindly send Final invoice and all supporting documents directly to CHINA TAIPING INSURANCE**

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)

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**From:** [jiayee.yap@premiumauto.com.sg](mailto:jiayee.yap@premiumauto.com.sg) <[jiayee.yap@premiumauto.com.sg](mailto:jiayee.yap@premiumauto.com.sg)>

**Sent:** Wednesday, 4 March 2020 1:54 PM

**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Adrian Ling (LKKAUTO) <[adrianling@lkkauto.com](mailto:adrianling@lkkauto.com)>

**Cc:** 'Boo seng yak' <[boojohnny@gmail.com](mailto:boojohnny@gmail.com)>; 'Carrine Leong' <[carrine.leong@premiumauto.com.sg](mailto:carrine.leong@premiumauto.com.sg)>; 'Chang Chee Sing' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** FINAL REVISION - SLR198B - TP CHINA - SURVEYED 21 JAN 20

Hi Adrian and all,

Revised estimate and photographs is attached.

Please confirm repair cost of \$2642.00 @ 3 days.

Your early closure is well appreciated.

**Thanks & Best Regard**

**JiaYee Yap**

Claims Administrator

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

55 Ubi Road 1 Road Singapore 408699

**p.** +65 6388 2323 **d.** +65 6768 9925 **f.** +65 6841 1183

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

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