

## Veron Chen (LKKAuto)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Thursday, 10 September 2020 3:37 PM  
**To:** Shirley Hiew (LKK Auto); Veron Chen (LKKAuto); Adrian Ling (LKKAuto); Admin A; Admin-D (LKKAuto)  
**Cc:** claims@premiumauto.com.sg  
**Subject:** RE: LOD - OD CLAIM FOR SLV 9259 D ON 20/1/2020  
**Attachments:** SLV 9259 D - OD LOD.pdf

Dear Shirley/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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**From:** Shirley Hiew (LKK Auto) [mailto:ShirleyHiew@lkkauto.com]  
**Sent:** Tuesday, 28 January, 2020 12:07 PM  
**To:** Claims Dept <claims@premiumauto.com.sg>  
**Cc:** nora.khai@premiumauto.com.sg; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>  
**Subject:** RE: OD CLAIM FOR SLV 9259 D ON 20/1/2020

Dear Tony,

As instructed by our client, please proceed to repair the insured vehicle **SLV 9259D** (Excess \$ 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.

*Wishing you a Happy and Prosperous Lunar New Year*



Thank you.

Best Regards,

Shirley Hiew | Case Handler (ON BEHALF VERON)

**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:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Friday, 24 January 2020 8:23 am  
**To:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)  
**Subject:** RE: OD CLAIM FOR SLV 9259 D ON 20/1/2020

Dear Tony,

Pending approval from AIG.

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:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Thursday, 23 January 2020 7:02 PM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)  
**Subject:** RE: OD CLAIM FOR SLV 9259 D ON 20/1/2020

Dear Veron,

Attached undertaking letter for your kind reference.

Kindly assist follow up repair approval.

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

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

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689911

e. <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, 23 January 2020 2:43 PM

**To:** Claims; Admin A; SUR

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

**Subject:** RE: OD CLAIM FOR SLV 9259 D ON 20/1/2020

Dear Syafiq,

Interview form and undertaking ?

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

**Sent:** Wednesday, 22 January 2020 5:10 PM

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

Cc: 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
Subject: RE: OD CLAIM FOR SLV 9259 D ON 20/1/2020

Dear all,

Attached is the estimate for your 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 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)  
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**From:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Tuesday, 21 January 2020 5:13 PM  
**To:** 'Admin A'; 'Nivitha (LKK Auto)'; 'SUR'  
**Cc:** 'Claims'  
**Subject:** OD CLAIM FOR SLV 9259 D ON 20/1/2020

Dear all,

Kindly register OD claim for this vehicle. Attached is the GIA for your reference.

We will forward you the estimate once it is available.

Kindly arrange survey on 23/1/2020, 11.30 am. 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 9828 f. +65 6841 1183  
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**Audi Showroom, Audi Centre** 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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