

## Veron Chen (LKKAUTO)

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**From:** Claims Dept <claims@premiumauto.com.sg>  
**Sent:** Friday, 7 February 2020 4:34 PM  
**To:** Veron Chen (LKKAUTO); Admin A; Admin-D (LKKAUTO); SUR  
**Cc:** nora.khai@premiumauto.com.sg; boojohnny@gmail.com; 'Claims'  
**Subject:** RE: OD CLAIM FOR SMP 4729 S ON 4/2/2020

Dear Veron,

Noted on the repair approval. We will arrange resurvey for both headlight.

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)

**Audi Showroom, Audi Centre** 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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**From:** Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Friday, 7 February 2020 3:40 PM  
**To:** Claims Dept; Admin A; Admin-D (LKKAUTO); SUR  
**Cc:** (nora.khai@premiumauto.com.sg); (boojohnny@gmail.com)  
**Subject:** RE: OD CLAIM FOR SMP 4729 S ON 4/2/2020

Dear Tony,

As instructed by our client , please proceed to repair the **insured vehicle SMP 4729S**,based on surveyor marking, (Excess \$550/-).

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: Supplementary labour not approved**

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:** Claims Dept <claims@premiumauto.com.sg>

**Sent:** Friday, 7 February 2020 2:30 PM

**To:** 'Claims' <claims@premiumauto.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

**Subject:** RE: OD CLAIM FOR SMP 4729 S ON 4/2/2020

Dear Veron,

Kindly assist follow up repair approval from OIC of AIG. Owner updated me before 4pm, OIC will authorize repair.

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

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**From:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Friday, 7 February 2020 11:52 AM  
**To:** 'Veron Chen (LKKAUTO)'; 'Admin A'; 'Admin-D (LKKAUTO)'; 'SUR'  
**Cc:** 'Claims'  
**Subject:** OD CLAIM FOR SMP 4729 S ON 4/2/2020

Dear Veron,

As spoken, attached is the CI and DL for your reference.

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



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**From:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Friday, February 7, 2020 9:19 AM  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; 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)>  
**Subject:** RE: OD CLAIM FOR SMP 4729 S ON 4/2/2020

Dear Syafiq,

CI and driving licensed?

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

**Sent:** Tuesday, 4 February 2020 12:17 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:** OD CLAIM FOR SMP 4927 S ON 4/2/2020

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 5/2/2020 after 2pm.

Vehicle is in our compound.

**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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