

## Shirley Hiew (LKK Auto)

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Wednesday, 1 April 2020 2:53 pm  
**To:** Premiumauto Claims  
**Cc:** Admin-D (LKKAuto); nora.khai@premiumauto.com.sg  
**Subject:** RE: OD CLAIM FOR SKM 9605 Y ON 15/3/2020

Dear Kee Siang,

As instructed by our client , please proceed to repair the insured vehicle **SKM 9605Y** **Not Exceeding Repair Limit \$ 9,000/- or whichever lower**, (Excess \$ 1,300/-).

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.

Thank you.

Best Regards,

Shirley Hiew | 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:** Premiumauto Claims <claims@premiumauto.com.sg>  
**Sent:** Tuesday, 31 March 2020 9:58 am

**To:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Cc:** Admin-D (LKKAuto) <admin-d@lkkauto.com>; nora.khai@premiumauto.com.sg; Claims <claims@premiumauto.com.sg>  
**Subject:** RE: OD CLAIM FOR SKM 9605 Y ON 15/3/2020

Approval pls ?

**Best Regards,  
Kee Siang  
Claims Advisor**

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699  
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:** Premiumauto Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Monday, 30 March, 2020 6:47 PM  
**To:** 'Shirley Hiew (LKK Auto)' <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** 'Admin-D (LKKAuto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg); Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OD CLAIM FOR SKM 9605 Y ON 15/3/2020

Dear Shirley,

We confirm to repair the vehicle within the permissible limit.

Kindly let us have repair approval.

**Best Regards,  
Kee Siang  
Claims Advisor**

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699  
p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183



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**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

**Sent:** Friday, 27 March, 2020 4:23 PM

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

**Cc:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)

**Subject:** RE: OD CLAIM FOR SKM 9605 Y ON 15/3/2020

Dear All.

Excess \$ 1,300.00. Any update for the repair limit for the below email above matter?

Thank you.

Best Regards,

Shirley Hiew | 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:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>

**Sent:** Wednesday, 18 March 2020 1:53 pm

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

**Cc:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** RE: OD CLAIM FOR SKM 9605 Y ON 15/3/2020

Dear All,

And also TP GIA report and has mention that doctor given 5days MC.

Kindly assist to request police report from insured for our further review.

Aside of that, kindly assist provide us, full GIA report and Singapore driving license.

Thank you.

Best Regards,

Shirley Hiew | 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:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>

**Sent:** Wednesday, 18 March 2020 9:59 am

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

**Cc:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** RE: OD CLAIM FOR SKM 9605 Y ON 15/3/2020

Dear All,

Repair limit is \$ 9K, kindly check & revert whether you are able to undertake within the repair limit.

Thank you.

Best Regards,

Shirley Hiew | 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:** Monday, 16 March 2020 5:57 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)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OD CLAIM FOR SKM 9605 Y ON 15/3/2020

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 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 <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Monday, 16 March 2020 3:52 PM  
**To:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Nivitha (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** OD CLAIM FOR SKM 9605 Y ON 15/3/2020

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 17/3/2020, 1.30-3pm.

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 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)  
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