

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto)
Sent: Monday, 30 March 2020 9:48 am
To: claims@premiumauto.com.sg
Cc: Admin A; Admin-D (LKKAuto); SUR; nora.khai@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SLU 183 C ON 14/3/2020
Attachments: SLU183C (1).pdf

Dear Kee Siang,

The wrapping is covered under insured's policy and can be claim under the Fixture and Accessories (Cosmetics).

Attached the policy wording for your reference.

Other Key Policy Benefits :

Act of God, Strike, Riots and Civil Commotions, PA to Authorised Driver / Unnamed Passengers- \$10000, Dealer + AIG Authorised Worksh
(Cosmetic)- \$5000, Solar Film- \$1150, New For Old (36 months), Loss of Use 1800cc - 2000cc Optional, In-Car Camera Excess Waiver, GI

Thank you.

Best Regards,

Shirley Hiew | 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)

From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Thursday, 19 March 2020 2:57 pm
To: claims@premiumauto.com.sg
Cc: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SLU 183 C ON 14/3/2020

Dear Kee Siang,

As instructed by our client, please proceed to repair the insured vehicle **SLU 183C** (Excess \$ 0/-).

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 | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Sent: Thursday, 19 March 2020 1:30 pm

To: claims@premiumauto.com.sg

Cc: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: OD CLAIM FOR SLU 183 C ON 14/3/2020

Hi Kee Siang,

The below email is for SLV 6685 B. Wrongly attached, Please ignore.

Thank you.

Best Regards,

Shirley Hiew | 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)

From: claims@premiumauto.com.sg <claims@premiumauto.com.sg>

Sent: Thursday, 19 March 2020 12:22 pm

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

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

Subject: RE: OD CLAIM FOR SLU 183 C ON 14/3/2020

Hi Shirley,

Front to Rear

**Best Regards,
Kee Siang
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

D. +65 6768 9911 **P.** +65 9871 9902

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) <ShirleyHiew@lkkauto.com>

Sent: Thursday, 19 March 2020 12:08 PM

To: claims@premiumauto.com.sg

Cc: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: OD CLAIM FOR SLU 183 C ON 14/3/2020

Hi Kee Siang?

What head to rear?

Thank you.

Best Regards,

Shirley Hiew | 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)

From: claims@premiumauto.com.sg <claims@premiumauto.com.sg>

Sent: Thursday, 19 March 2020 11:56 am

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

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

Subject: RE: OD CLAIM FOR SLU 183 C ON 14/3/2020

Dear Shirley,

This is head to rear case ??

**Best Regards,
Kee Siang
Claims Advisor**

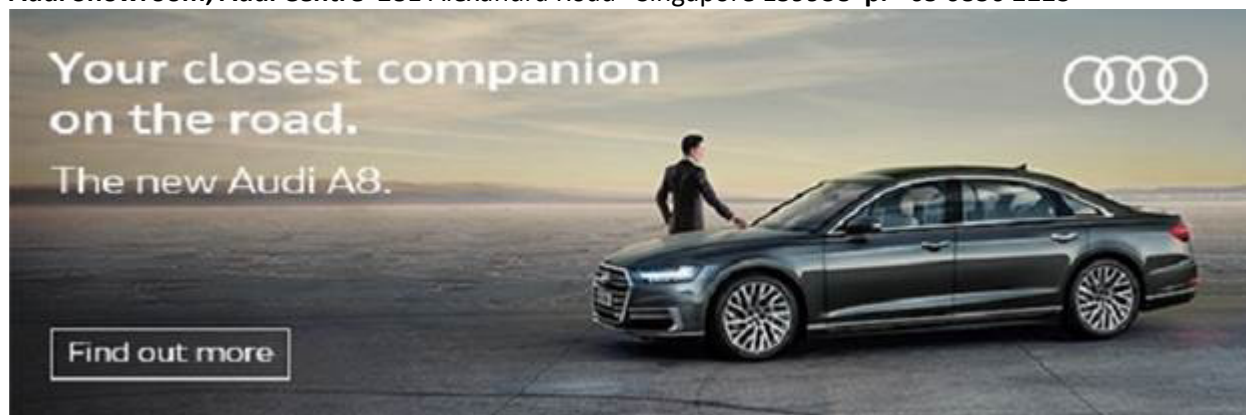
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From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Thursday, 19 March 2020 10:06 AM
To: claims@premiumauto.com.sg
Cc: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SLU 183 C ON 14/3/2020

Hi Kee Siang,

Kindly assist to get the driver to fill in the attached undertaking letter and interview form as this is a hit and run case.

Thank you.

Best Regards,

Shirley Hiew | 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)

From: claims@premiumauto.com.sg <claims@premiumauto.com.sg>
Sent: Wednesday, 18 March 2020 6:05 pm
To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SLU 183 C ON 14/3/2020

Dear Shirley,

Kindly assist on OD claim urgently. Owner is chasing on daily basis.

Best Regards,
Kee Siang
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
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From: Claims <claims@premiumauto.com.sg>

Sent: Tuesday, 17 March 2020 4:13 PM

To: 'Claims' <claims@premiumauto.com.sg>; 'Admin A' <admin-a@lkkauto.com>; 'Nivitha (LKK Auto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Cc: 'Claims' <claims@premiumauto.com.sg>

Subject: RE: OD CLAIM FOR SLU 183 C ON 14/3/2020

Dear all,

Attached is the marked estimate for your kind reference.

Kindly advise on claim approval.

Thank you.

**Best Regards,
Terrence Tan
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 **w.** www.audi.com.sg

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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 16 March 2020 5:17 PM
To: 'Admin A'; 'Nivitha (LKK Auto)'; 'SUR'
Cc: 'Claims'
Subject: RE: OD CLAIM FOR SLU 183 C ON 14/3/2020

Dear all,

Kindly ignore the previous email.

Attached is the correct 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

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From: Claims <claims@premiumauto.com.sg>
Sent: Monday, 16 March 2020 5:10 PM
To: 'Admin A' <admin-a@lkkauto.com>; 'Nivitha (LKK Auto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SLU 183 C ON 14/3/2020

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
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From: Claims <claims@premiumauto.com.sg>
Sent: Monday, 16 March 2020 11:34 AM
To: 'Admin A' <admin-a@lkkauto.com>; 'Nivitha (LKK Auto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: OD CLAIM FOR SLU 183 C ON 14/3/2020

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, 10am.

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
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