

## Shirley Hiew (LKK Auto)

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Tuesday, 7 April 2020 11:11 am  
**To:** Premiumauto Claims  
**Cc:** Admin A; Admin-D (LKKAuto); SUR; nora.khai@premiumauto.com.sg  
**Subject:** RE: OD CLAIM FOR SMP 4083 X ON 27/3/2020

Dear Kee Siang,

AIG will only cover up until the repair days stated by surveyor.

Any extension of LOU will not be covered by AIG.

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:** Monday, 6 April 2020 11:06 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>; nora.khai@premiumauto.com.sg; Claims <claims@premiumauto.com.sg>  
**Subject:** RE: OD CLAIM FOR SMP 4083 X ON 27/3/2020

Dear Shirley,

We refer to on- going repairs for vehicle SMP 4083 X. Kindly assist to check with AIG

In view of the heightened risk of COVID-19, Premium Automobiles will be implementing a lockdown from **7/4/2020 – 6/5/2020**. Reopening of our company will be announced when restriction has been lifted subjected to government regulations.

Accordingly, vehicle **SMP 4083 X** will be affected by the lockdown. The vehicle arrived our premises on 27/03/2020 and is currently in progress for repair completion. We are not able to release the vehicle due to the ongoing repair.

Kindly note that **11 DAYS** have been recommended and agreed by Surveyor and that ETD of completion will be on **17/4/2020**.

Therefore we request an extension of replacement vehicle for our client's claim so that our client can have a replacement vehicle during this affected period while his vehicle remains in the workshop until the date where we may commence repairs and release his vehicle.

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

**Sent:** Friday, 3 April, 2020 5:34 PM

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

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

**Subject:** RE: OD CLAIM FOR SMP 4083 X ON 27/3/2020

Dear Terrence,

As instructed by our client, please proceed to repair the insured vehicle **SMP 4083X** (Excess \$ 1,100/-).

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:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Saturday, 28 March 2020 12:13 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 4083 X ON 27/3/2020

Dear All,

Kindly register OD claim for this vehicle. Attached are the GIA report and documents for your reference.

We will forward you the estimate once it is available.

Vehicle is in our compound.

**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](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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