

## Shirley Hiew (LKK Auto)

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Monday, 15 June 2020 2:21 pm  
**To:** Claims Dept  
**Cc:** SUR; assignments; 'Boo seng yak'; nora.khai@premiumauto.com.sg; 'Boo seng yak'  
**Subject:** RE: OD CLAIM FOR SKL 3343 Y ON 27/4/2020

Dear Tony,

As instructed by our client , please proceed to repair the insured vehicle **SKL 3343Y** **Not Exceeding Repair Limit \$ 12,000/- or whichever lower**, (Excess \$ 1,600/-).

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.

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)

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Monday, 15 June 2020 10:56 am  
**To:** Claims Dept <claims@premiumauto.com.sg>  
**Cc:** SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; 'Boo seng yak' <boojohnny@gmail.com>  
**Subject:** RE: OD CLAIM FOR SKL 3343 Y ON 27/4/2020

Dear Tony,

Please be informed that we are still pending for insurance's approval. Once approve, we will send you an email.

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

**Sent:** Monday, 15 June 2020 9:25 am

**To:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; 'Boo seng yak' <[boojohnny@gmail.com](mailto:boojohnny@gmail.com)>

**Subject:** RE: OD CLAIM FOR SKL 3343 Y ON 27/4/2020

Dear all,

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)

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



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**From:** Claims Dept [<mailto:claims@premiumauto.com.sg>]

**Sent:** Friday, 12 June 2020 3:59 PM

**To:** 'Shirley Hiew (LKK Auto)'

**Cc:** 'SUR'; 'assignments'; 'Claims'; 'Boo seng yak'

**Subject:** RE: OD CLAIM FOR SKL 3343 Y ON 27/4/2020

Dear Shirley,

We propose limit repair \$12.5k part by part repair.

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:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Friday, 12 June 2020 10:48 AM  
**To:** Claims Dept  
**Cc:** SUR; assignments  
**Subject:** RE: OD CLAIM FOR SKL 3343 Y ON 27/4/2020

Dear Tony,

Kindly check vehicle able to repair at repair limit \$12,000, we need to seek approval from insurance.

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)

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

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**From:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Thursday, 11 June 2020 6:20 pm  
**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OD CLAIM FOR SKL 3343 Y ON 27/4/2020

Dear all,

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  
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**From:** Summer Lee (LKK Auto) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Monday, 8 June 2020 3:29 PM  
**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg); 'Admin A'; 'SUR'; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Subject:** RE: OD CLAIM FOR SKL 3343 Y ON 27/4/2020

Dear Tony,

Noted with thanks.

Best Regards,

**Summer Lee** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Monday, 8 June, 2020 3:24 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 SKL 3343 Y ON 27/4/2020

Dear LKK survey Team,

Kindly arrange survey on 11/6/2020@11am @ Ubi

Best Regards,

**Tony Foong**

**Claims Advisor**

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

55 Ubi Road 1 Road Singapore 408699

D. +65 6768 9911 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 <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Sent:** Monday, 27 April 2020 6:58 PM

**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)>

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

**Subject:** RE: OD CLAIM FOR SKL 3343 Y ON 27/4/2020

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:** Monday, 27 April 2020 6:14 PM  
**To:** 'Admin A'; 'Admin-D (LKKAUTO)'; 'SUR'  
**Cc:** 'Claims'  
**Subject:** OD CLAIM FOR SKL 3343 Y ON 27/4/2020

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.

**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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