

Shiau Chan (LKKAuto)

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Tuesday, 16 June 2020 2:57 PM
To: Shiau Chan (LKKAuto)
Cc: 'Claims Dept'
Subject: RE: OD CLAIM FOR SLD 6702 E ON 9/6/2020

Dear Shiau Chan,

Noted and kindly proceed close case.

We update owner accordingly.

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

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



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From: Shiau Chan (LKKAuto) [<mailto:siewsc@lkkauto.com>]

Sent: Tuesday, 16 June 2020 1:51 PM

To: Claims Dept

Subject: RE: OD CLAIM FOR SLD 6702 E ON 9/6/2020

Dear Tony,

Please be informed that we are still pending for insurance's approval and refer the below email from AIG.



Reply Reply All

- OD -SLD6702E / 6274306627SG

From: Mithoosingh, Aashweenjeetkaur
To: Claims Dept, Shiau Chan (LKKAuto)
Cc: Lim, Sheng Yang, Mohd Rizal, Nur Mariah Huibrechts
Sent: 15/6/2020 3:57:32 PM

Dear Johnny/Allan,

Please be informed, this case owner's policy is under AutoPlus, vehicle registered in 2016.

As per policy terms and conditions, only within first 3 years, owner is allowed to repair at sole agent's workshop.

As vehicle is over 3 years, please advised owner that he will need to head to one of AIG's authorised workshop.

APPROVED REPORTING CENTRES/AUTHORISED REPAIRERS (FO

Approved Reporting Centres/ AIG Authorised Repairers (For claims related repairs)

Any accident repairs to the Vehicle must be carried out by one of our Authorised Repairers. Within the first 3 accident repairs carried out at the Sole Agent's workshop.

For other Approved Reporting Centres/AIG Authorised Repairers, please contact our 24-hour accident emer AIG SG Mobile App. Simply search and download "AIG SG" from iTunes or Google Play.

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.

Thanks & Regards,

Shiau Chan (Ms)
LKK Auto Consultants Pte Ltd

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

Sent: Tuesday, 16 June 2020 1:36 PM

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

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

Subject: RE: OD CLAIM FOR SLD 6702 E ON 9/6/2020

Dear all,

Any update on repair approval?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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From: Shiau Chan (LKKAuto) [<mailto:siewsc@lkkauto.com>]

Sent: Monday, 15 June 2020 9:51 AM

To: Claims Dept; Admin-D (LKKAuto); Admin A; SUR

Subject: RE: OD CLAIM FOR SLD 6702 E ON 9/6/2020

Dear Tony,

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

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.

Thanks & Regards,

Shiau Chan (Ms)

LKK Auto Consultants Pte Ltd

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

Sent: Monday, 15 June 2020 9:42 AM

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

Subject: RE: OD CLAIM FOR SLD 6702 E ON 9/6/2020

Dear all,

Kindly assist follow up on repair approval.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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

Sent: Friday, 12 June 2020 3:49 PM

To: 'Claims'; 'Summer Lee (LKK Auto)'; 'Admin A'; 'SUR'

Subject: RE: OD CLAIM FOR SLD 6702 E ON 9/6/2020

Dear all,

Kindly assist follow up repair approval.

Attached revise estimate for your kind reference.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 10 June 2020 5:02 PM
To: 'Claims'; 'Summer Lee (LKK Auto)'; 'Admin A'; 'SUR'
Cc: 'Claims'
Subject: RE: OD CLAIM FOR SLD 6702 E ON 9/6/2020

Dear summer,

Attached is the amended GIA report.

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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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 10 June 2020 3:58 PM
To: 'Summer Lee (LKK Auto)'; 'Admin A'; 'SUR'

Cc: 'Claims'

Subject: RE: OD CLAIM FOR SLD 6702 E ON 9/6/2020

Dear Summer,

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

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From: Summer Lee (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Wednesday, 10 June 2020 3:34 PM

To: 'Claims'; 'Admin A'; 'SUR'

Subject: RE: OD CLAIM FOR SLD 6702 E ON 9/6/2020

Dear Syafiq,

Noted with thanks.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

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

Sent: Wednesday, 10 June, 2020 3:25 PM

To: 'Admin A' <admin-a@lkkauto.com>; 'Summer Lee (LKK Auto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>

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

Subject: OD CLAIM FOR SLD 6702 E ON 9/6/2020

Dear All,

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

We will forward you the estimate once it is available.

Kindly arrange survey on 12/6/2020, 11AM. Owner waiting.

**Best Regards,
Syafiq
Claims Admin Assistant**

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