

RE: OD CLAIM FOR SMT 3188 M ON 3/7/2020

From: Azlan, Syazairdina
To: Veron Chen (LKKAuto), claims@premiumauto.com.sg
Cc: SUR, Lim, Sheng Yang, Mohd Rizal, Nur Mariah Huibrechts
Sent: 7/9/2020 9:41:10 AM

Dear Veron,

Noted with thanks. Please be informed that excess has been revised to \$300.

Thank you.

Thanks and regards,

Syaza Irdina Azlan

AIG

Express Claims Adjuster II, Singapore FNOL, Claims Operations – Auto
SG Claims Operations | AIG Asia Pacific Insurance Pte. Ltd.
[Tel:8001206556](tel:8001206556) | Ext:1012205

Syazairdina.Azlan@aig.com | www.aig.sg

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Sent: Thursday, July 9, 2020 8:55 AM

To: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; SUR <sur@lkkauto.com>; claims@premiumauto.com.sg

Subject: [EXTERNAL] FW: OD CLAIM FOR SMT 3188 M ON 3/7/2020

This message is from an external sender; be cautious with links and attachments.

Dear Azlan,

Attached is the amend GIA and accident video from repairer.

Please check excess can be waive.

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.

Best Regards,

Veron Chen | 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 [<mailto:claims@premiumauto.com.sg>]

Sent: Thursday, 9 July 2020 8:18 AM

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

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

Subject: RE: OD CLAIM FOR SMT 3188 M ON 3/7/2020

Dear Veron,

Attached is the amend GIA and accident video for your reference.

Kindly assist to waive the excess.

Thank you. Stay safe.

**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 9828 f. +65 6841 1183

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: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

Sent: Tuesday, 7 July 2020 4:37 PM

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

Subject: RE: OD CLAIM FOR SMT 3188 M ON 3/7/2020

Dear Terrence,

As instructed by our client , please proceed to repair the **insured vehicle SMT 3188M, (Excess \$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 rights **not to pay** if there is no valid approval obtained before repair.

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.

Best Regards,
Veron Chen | 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: Veron Chen (LKKAuto)
Sent: Tuesday, 7 July 2020 11:13 AM
To: Claims <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 SMT 3188 M ON 3/7/2020

Dear Terrence,

Vehicle pending approval from AIG.

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.

Best Regards,
Veron Chen | 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 [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 7 July 2020 11:05 AM
To: 'Claims' <claims@premiumauto.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SMT 3188 M ON 3/7/2020

Dear all,

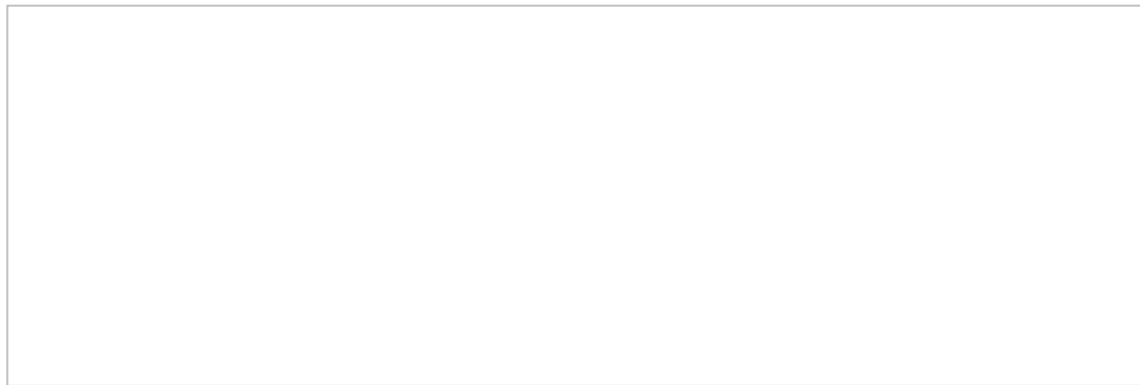
Any update?

Kindly assist on claim approval urgently.

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)
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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 6 July 2020 11:18 AM
To: 'Claims'; 'Summer Lee (LKK Auto)'; 'Admin A'; 'SUR'
Cc: 'Claims'
Subject: RE: OD CLAIM FOR SMT 3188 M ON 3/7/2020

Dear all,

Attached is the marked estimate for your reference.

Kindly assist on claim approval urgently.

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

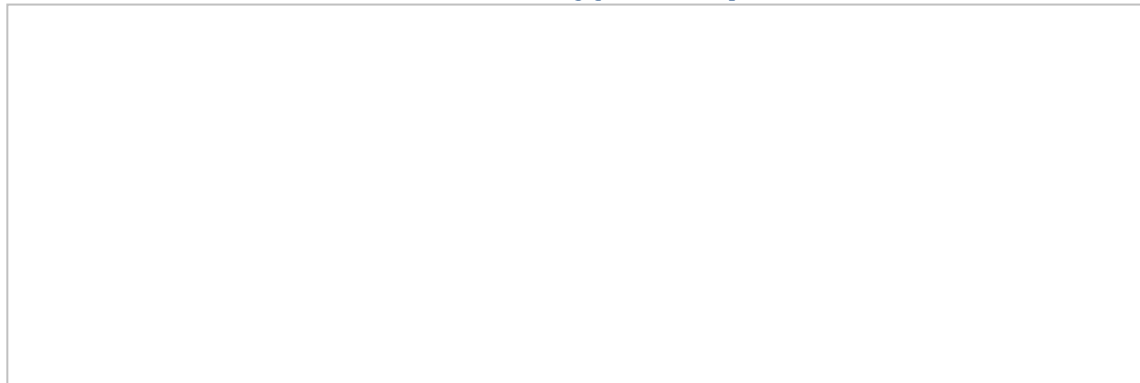
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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 3 July 2020 5:33 PM
To: 'Summer Lee (LKK Auto)'; 'Admin A'; 'SUR'
Cc: 'Claims'
Subject: RE: OD CLAIM FOR SMT 3188 M ON 3/7/2020

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
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From: Summer Lee (LKK Auto) <admin-d@lkkauto.com>
Sent: Friday, 3 July 2020 4:59 PM
To: 'Claims' <claims@premiumauto.com.sg>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SMT 3188 M ON 3/7/2020

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: Friday, 3 July, 2020 4:52 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 SMT 3188 M ON 3/7/2020

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.

Kindly arrange survey on 6/7/2020 at 10AM. Owner waiting.

Best Regards,

Syafiq

Claims Admin Assistant

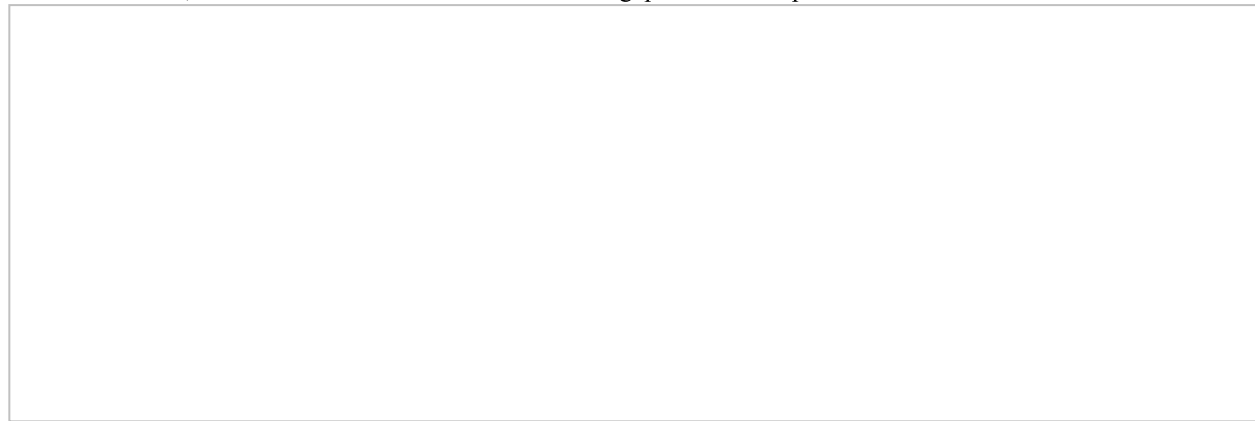
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