

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Wednesday, 15 July 2020 8:56 AM
To: Shiau Chan (LKKAUTO); Claims Dept; SUR
Subject: RE: OD CLAIM FOR SKG 1989 Z ON 6/7/2020
Attachments: SKG1989Z Supplementary.pdf

Dear Tony,

Supplementary approved.

NOTE: Why door trim need to be replace?

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: Thursday, 9 July 2020 8:33 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Claims Dept <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SKG 1989 Z ON 6/7/2020

Dear Tony,

As instructed by our client , please proceed to repair the **insured vehicle SKG 1989Z, (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 rights **not to pay** if there is no valid approval obtained before repair.

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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: Shiao Chan (LKKAuto)
Sent: Thursday, 9 July 2020 9:02 AM
To: Claims Dept <claims@premiumauto.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Subject: RE: OD CLAIM FOR SKG 1989 Z ON 6/7/2020

Dear Tony,

Please be informed that we are pending for insurance's approval.

Dear Veron,

FYI.

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,

Shiao Chan (Ms)
LKK Auto Consultants Pte Ltd

From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 9 July 2020 8:55 AM
To: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SKG 1989 Z ON 6/7/2020

Dear Shiao Chan,

Thank you, and kindly expedite follow up repair approval.

Vehicle at our premises and owner start using LOU car.

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: Wednesday, 8 July 2020 5:19 PM

To: Claims Dept

Subject: RE: OD CLAIM FOR SKG 1989 Z ON 6/7/2020

Dear Tony,

Please find the attached.

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: Wednesday, 8 July 2020 5:03 PM

To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>

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

Subject: RE: OD CLAIM FOR SKG 1989 Z ON 6/7/2020

Dear Shiau Chan,

The parts page 1 missing.....

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



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

Sent: Wednesday, 8 July 2020 4:38 PM

To: Claims

Subject: RE: OD CLAIM FOR SKG 1989 Z ON 6/7/2020

Dear Tony,

Please find the attached of our surveyor's estimate marking.

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

Sent: Wednesday, 8 July 2020 2:33 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: OD CLAIM FOR SKG 1989 Z ON 6/7/2020

Dear All,

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

Survey has Already been carried out by Adrian. Vehicle is in our compound.

Best Regards,

Syafiq

Claims Admin Assistant

Premium Automobiles Pte Ltd (Reg No 199902271W)
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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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