

Veron Chen (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 10 November 2020 1:49 PM
To: Veron Chen (LKKAUTO); Admin A; Admin-D (LKKAUTO); SUR
Cc: claims@premiumauto.com.sg
Subject: RE: LOD - OWN DAMAGE CLAIM FOR SMN 3284 A ON 14/7/2020
Attachments: SMN 3284 A - OD 14072020.pdf

Dear Veron,

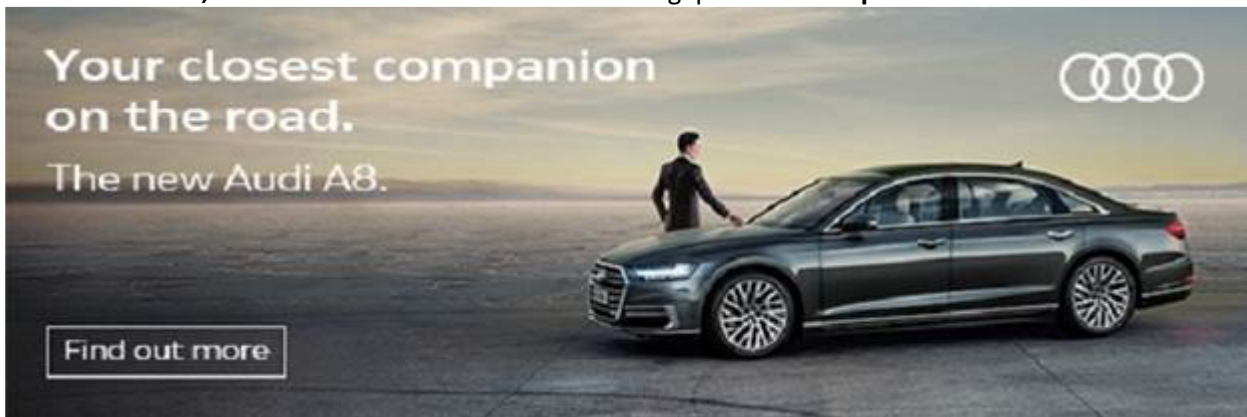
Attached LOD for your perusal. We will submit over original documents by hand to Adrian.

Kindly keep a look out and arrange for settlement upon receiving.

Thank you.

Best Regards,
Nadia
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 8826 8736 **p.** +65 6388 2323 **d.** +65 6768 9911 **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: Wednesday, 28 October, 2020 9:12 AM
To: Premiumauto Claims <claims@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OWN DAMAGE CLAIM FOR SMN 3284 A ON 14/7/2020

Dear Terrence,

Kindly forward invoice and discharge voucher.

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

Sent: Wednesday, 28 October 2020 8:59 AM

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

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

Subject: RE: OWN DAMAGE CLAIM FOR SMN 3284 A ON 14/7/2020

Dear Veron,

Kindly assist to send us the survey report.

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Monday, 19 October, 2020 6:11 PM

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

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

Subject: RE: OWN DAMAGE CLAIM FOR SMN 3284 A ON 14/7/2020

Dear Veron,

Finalise already sent on 5/10/2020.

Kindly assist to expedite.

Many thanks.

**Best Regards,
Terrence Tan
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Wednesday, 30 September, 2020 12:09 PM

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

Subject: RE: OWN DAMAGE CLAIM FOR SMN 3284 A ON 14/7/2020

Dear Terrence,

Please forward us vehicle finalize.

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 <claims@premiumauto.com.sg>

Sent: Wednesday, 30 September 2020 11:54 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: 'Mohd Rizal, Nur Mariah Huibrechts' <NurMariahHuibrechts.MohdRizal@aig.com>; 'Lim, Sheng Yang' <ShengYang.Lim@aig.com>; 'Chan, Yoke Shi' <yokeshi.chan@aig.com>; 'Premiumauto Claims'

<claims@premiumauto.com.sg>

Subject: RE: OWN DAMAGE CLAIM FOR SMN 3284 A ON 14/7/2020

Dear Veron,

Kindly assist to provide survey report for this case.

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)

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

Sent: Wednesday, 12 August 2020 10:41 AM

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

Cc: 'Mohd Rizal, Nur Mariah Huibrechts'; Lim, Sheng Yang (ShengYang.Lim@aig.com); Chan, Yoke Shi

Subject: RE: OWN DAMAGE CLAIM FOR SMN 3284 A ON 14/7/2020

Dear Terrence,

Kindly assist.

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, 16 July 2020 3:03 PM
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: OWN DAMAGE CLAIM FOR SMN 3284 A ON 14/7/2020

Dear Terrence,

As instructed by our client, please proceed to repair the **insured vehicle SMN 3284A (Excess \$3300/-)**.

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: According to AIG Side mirror not consistent to take out

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: Wednesday, 15 July 2020 11:38 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: OWN DAMAGE CLAIM FOR SMN 3284 A ON 14/7/2020

Dear all,

Attached is marked estimate for your kind reference.

Kindly assist on claim approval.

Thank you.

Best Regards,
Terrence Tan
Claims Advisor

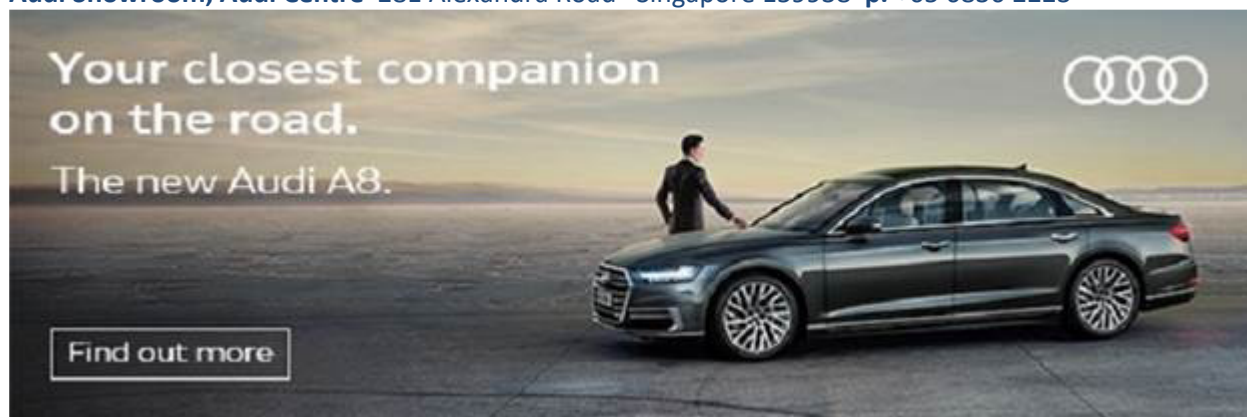
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From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Wednesday, 15 July 2020 10:04 AM

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

Cc: 'Claims'

Subject: RE: OWN DAMAGE CLAIM FOR SMN 3284 A ON 14/7/2020

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 9911 f. +65 6841 1183

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

Sent: Wednesday, 15 July 2020 9:26 AM

To: 'Claims' <claims@premiumauto.com.sg>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Subject: RE: OWN DAMAGE CLAIM FOR SMN 3284 A ON 14/7/2020

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: Tuesday, 14 July, 2020 6:23 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: OWN DAMAGE CLAIM FOR SMN 3284 A ON 14/7/2020

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 15/7/2020 at 11AM.

Vehicle is in our compound.

Best Regards,

Syafiq

Claims Admin Assistant

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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