

Veron Chen (LKKAuto)

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 25 August 2020 9:19 AM
To: 'Mohd Rizal, Nur Mariah Huibrechts'; Veron Chen (LKKAuto); Admin-D (LKKAuto); Admin A; SUR
Cc: 'Lim, Sheng Yang'; 'Chan, Yoke Shi'; 'Claims'
Subject: RE: RE: OWN DAMAGE CLAIM FOR SMN 3284 A ON 14/7/2020

Dear Mariah,

Noted on this. We are processing now.

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

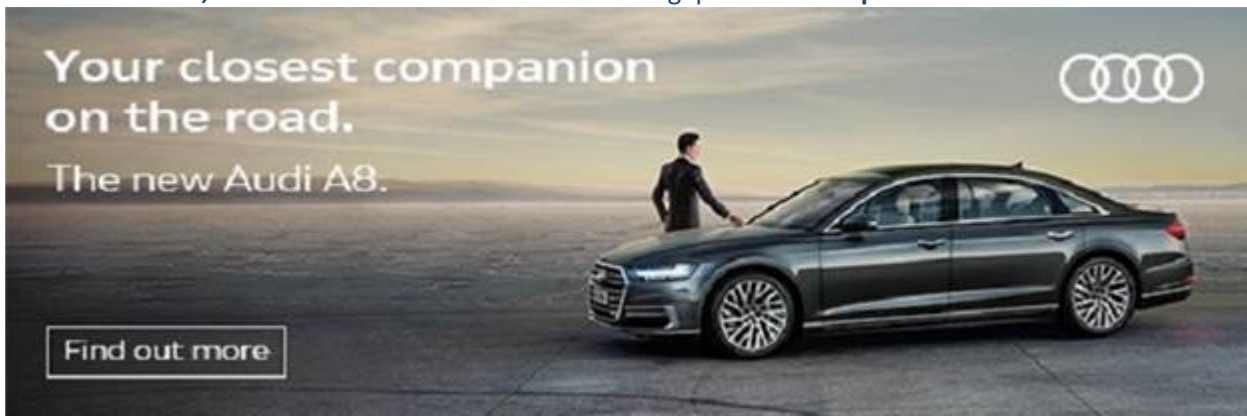
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 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: Mohd Rizal, Nur Mariah Huibrechts [mailto:NurMariahHuibrechts.MohdRizal@aig.com]

Sent: Monday, 17 August 2020 9:43 AM

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

Cc: Lim, Sheng Yang; Chan, Yoke Shi

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

Hi Person In Charge,

Is there any update on the inquiry below?

Thank You.

Regards,

Mariah Huibrechts
AIG

Senior Claims Examiner II
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.
Tel 8001206556 | Ext : 1002211
NurMariahHuibrechts.MohdRizal@aig.com | www.AIG.sg

From: Mohd Rizal, Nur Mariah Huibrechts
Sent: Friday, August 14, 2020 11:28 AM
To: Claims <claims@premiumauto.com.sg>; 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; 'Admin-D (LKKAUTO)' <admin-d@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: Lim, Sheng Yang <ShengYang.Lim@aig.com>; Chan, Yoke Shi <yokeshi.chan@aig.com>
Subject: RE: [EXTERNAL] RE: OWN DAMAGE CLAIM FOR SMN 3284 A ON 14/7/2020

Hi Person In Charge,

May we get an update on the inquiry below, please?

Thank You.

Regards,

Mariah Huibrechts
AIG

Senior Claims Examiner II
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.
Tel 8001206556 | Ext : 1002211
NurMariahHuibrechts.MohdRizal@aig.com | www.AIG.sg

From: Mohd Rizal, Nur Mariah Huibrechts
Sent: Wednesday, August 12, 2020 5:19 PM
To: Claims <claims@premiumauto.com.sg>; 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; 'Admin-D (LKKAUTO)' <admin-d@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: Lim, Sheng Yang <ShengYang.Lim@aig.com>; Chan, Yoke Shi <yokeshi.chan@aig.com>
Subject: RE: [EXTERNAL] RE: OWN DAMAGE CLAIM FOR SMN 3284 A ON 14/7/2020

Hi Terrence,

Thank you for the confirmation.

Liability has been revised to insured not at fault, excess should be charged at \$3000 as his remaining \$300 waived off under in car-camera excess waiver.

Seeking your good will and assistance to reimburse back the \$300 to insured, please.

Thank You.

Regards,

Mariah Huibrechts
AIG

Senior Claims Examiner II
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.
Tel 8001206556 | Ext : 1002211
NurMariahHuibrechts.MohdRizal@aig.com | www.AIG.sg

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

Sent: Wednesday, August 12, 2020 3:28 PM

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>; 'Claims' <claims@premiumauto.com.sg>

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

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

Dear Veron,

Please be informed owner has made the payment of excess for \$3300.

**Best Regards,
Terrence Tan
Claims Advisor**

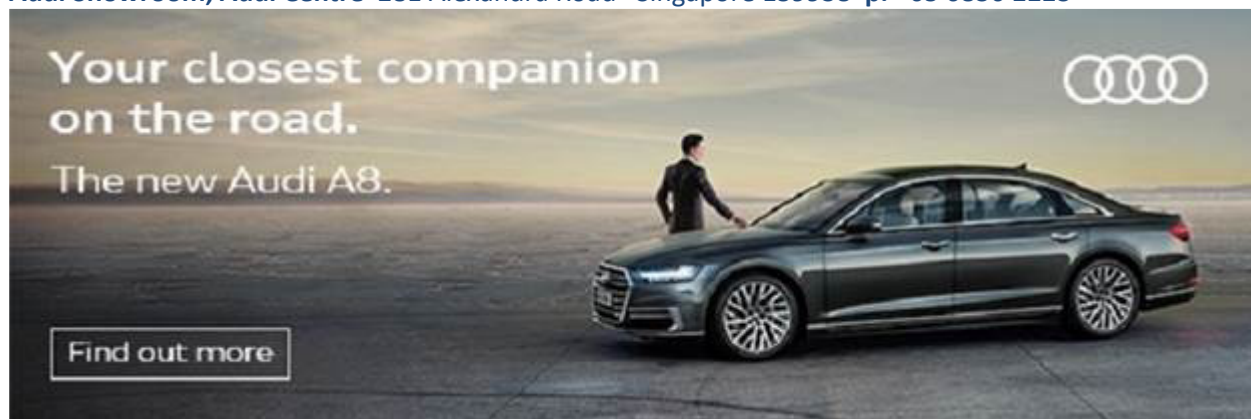
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From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]

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

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

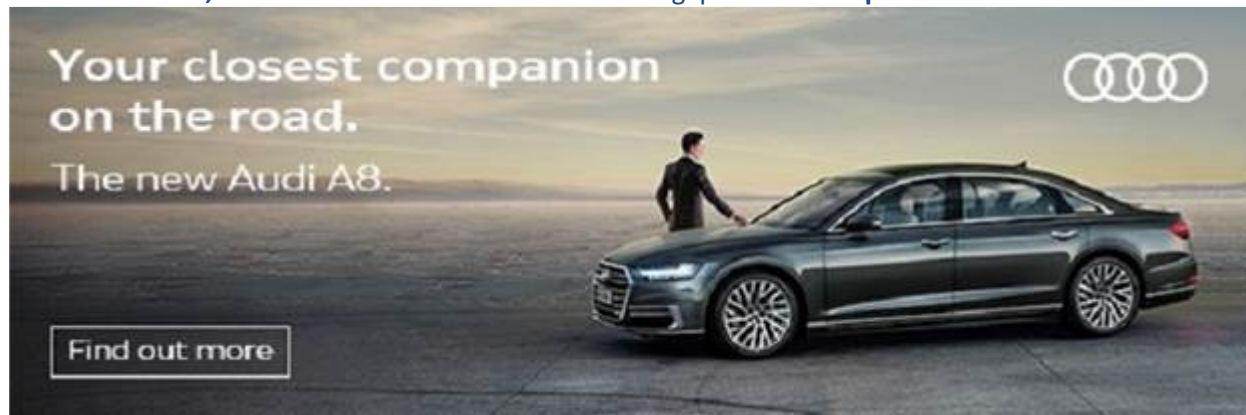
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From: Claims [<mailto:claims@premiumauto.com.sg>]

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

e. claims@premiumauto.com.sg w. www.audi.com.sg

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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

p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183

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