

Shirley Hiew (LKK Auto)

From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 22 July 2020 5:41 pm
To: Shirley Hiew (LKK Auto)
Cc: Admin-D (LKKAuto); Admin A; SUR; 'Claims'
Subject: RE: OD CLAIM FOR SMF 103 B ON 17/7/2020

Dear Shirley,

No need to replace. Door cover is not damaged.

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

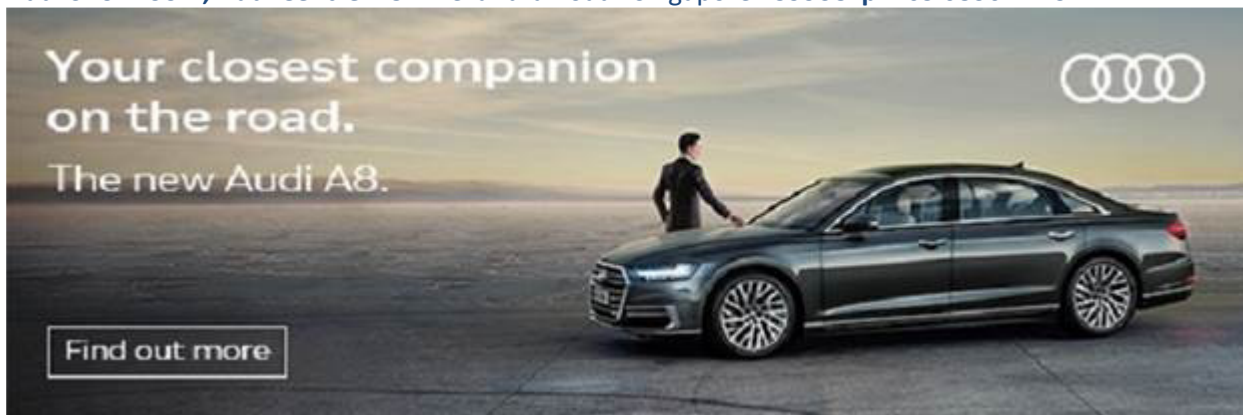
Premium Automobiles Pte Ltd (Reg No 199902271W)

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: Shirley Hiew (LKK Auto) [mailto:ShirleyHiew@lkkauto.com]

Sent: Wednesday, 22 July 2020 3:19 PM

To: Claims

Cc: Admin-D (LKKAuto); Admin A; SUR

Subject: RE: OD CLAIM FOR SMF 103 B ON 17/7/2020

Dear Terrence,

As instructed by our client, please proceed to repair the insured vehicle **SMF 103B** (Excess \$500/-).

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: Why is the door cover need to be replace?

Thank you.

Best Regards,

Shirley Hiew | 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)

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.

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 21 July 2020 3:34 pm
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 SMF 103 B ON 17/7/2020

Resend.

Best Regards,
Terrence Tan
Claims Advisor

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

Sent: Tuesday, 21 July 2020 3:33 PM

To: 'Claims'; 'Summer Lee (LKK Auto)'; 'Admin A'; sur@lkkauto.com

Cc: 'Claims'

Subject: RE: OD CLAIM FOR SMF 103 B ON 17/7/2020

Dear all,

Attached is the marked estimate for your kind reference.

Kindly assist on claim approval.

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

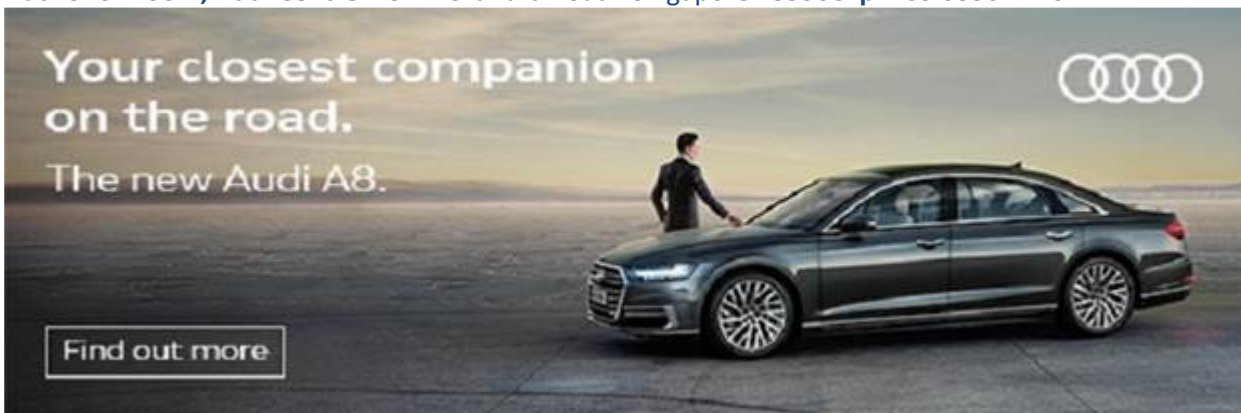
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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Saturday, 18 July 2020 10:42 AM
To: 'Summer Lee (LKK Auto)'; 'Admin A'; sur@lkkauto.com
Cc: 'Claims'
Subject: RE: OD CLAIM FOR SMF 103 B ON 17/7/2020

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
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From: Claims <claims@premiumauto.com.sg>
Sent: Friday, 17 July 2020 6:37 PM
To: 'Summer Lee (LKK Auto)' <admin-d@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; sur@lkkauto.com
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: OD CLAIM FOR SMF 103 B ON 17/7/2020

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 20/7/2020, 2PM. Owner waiting.

**Best Regards,
Syafiq
Claims Admin Assistant**

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