

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto)
Sent: Wednesday, 12 August 2020 2:29 pm
To: Claims
Cc: Veron Chen (LKKAuto); SUR
Subject: RE: OD CLAIM FOR SJL 6813 A ON 22/7/2020

Dear Tony,

Please refer the email below from AIG.

RE: OD claim SJL6813A / 8123695881SG - Updated excess amount

From: Azlan, Syazairdina
To: Shirley Hiew (LKK Auto), Claims
Cc: Lim, Sheng Yang, Mohd Rizal, Nur Mariah Huibrechts
Sent: 8/12/2020 2:17:14 PM

Dear all,

Excess has been revised to \$800. 50% of excess waiver is applied for this case.

Excess: S\$800.00

Thank you.

Thanks and regards,

Syaza Irdina Azlan
AIG

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: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Wednesday, 12 August 2020 1:22 pm
To: Claims <claims@premiumauto.com.sg>
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SJL 6813 A ON 22/7/2020

Dear Terrence,

Excess: 1600.00 -> 600.00. Excess Waived: -> 1000.00.

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)

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From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 12 August 2020 9:43 am
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SJL 6813 A ON 22/7/2020

Dear Shirley,

Can kindly re-confirm the excess is fully waived for \$1000?

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

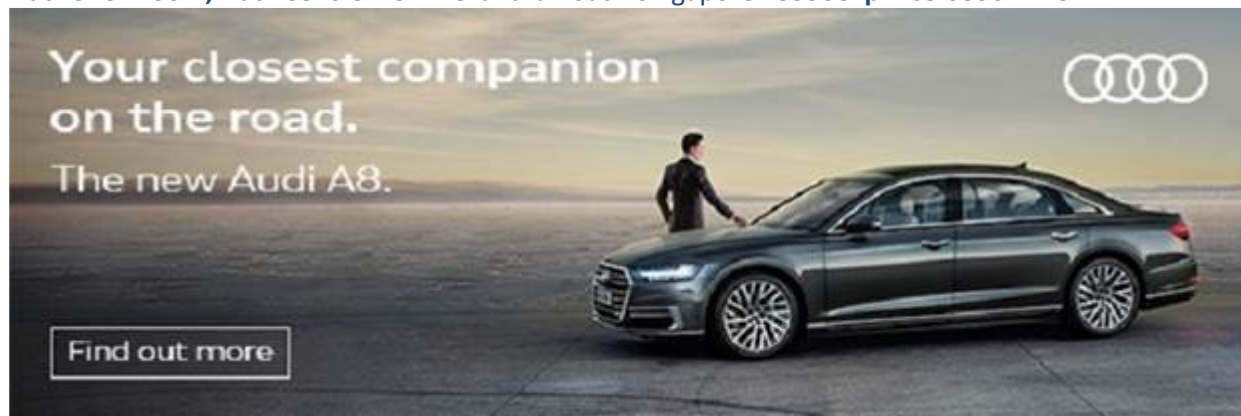
Premium Automobiles Pte Ltd (Reg No 199902271W)

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

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

Sent: Wednesday, 5 August 2020 5:38 PM

To: Claims

Cc: Veron Chen (LKKAuto); SUR

Subject: RE: OD CLAIM FOR SJL 6813 A ON 22/7/2020

Dear Terrence,

According to AIG, excess revised to \$ 600.00.

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)

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From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 5 August 2020 10:17 am
To: 'Claims' <claims@premiumauto.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SJL 6813 A ON 22/7/2020

Dear Shirley,

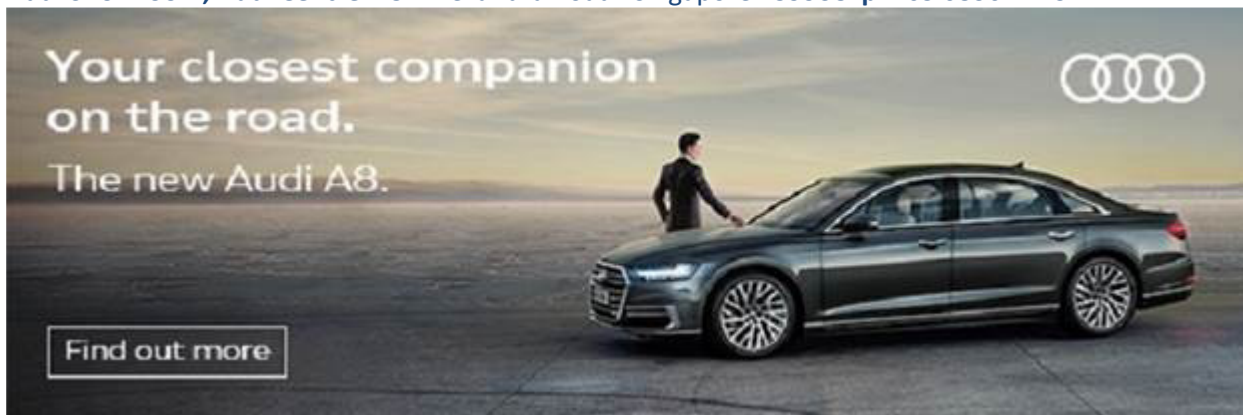
We just receive video footage from TP. Attached is the amended GIA and video footage for your reference.

Kindly let AIG review and revise on the excess.

Thank you.

Best Regards,
Terrence Tan
Claims Advisor

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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 3 August 2020 6:33 PM
To: 'Claims'; 'Veron Chen (LKKAuto)'; 'SUR'; 'Shirley Hiew (LKK Auto)'
Cc: 'Claims'
Subject: RE: OD CLAIM FOR SJL 6813 A ON 22/7/2020

Dear Shirley,

Base on the paper value and new car price. The repair limit of this vehicle is about \$135,000.

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

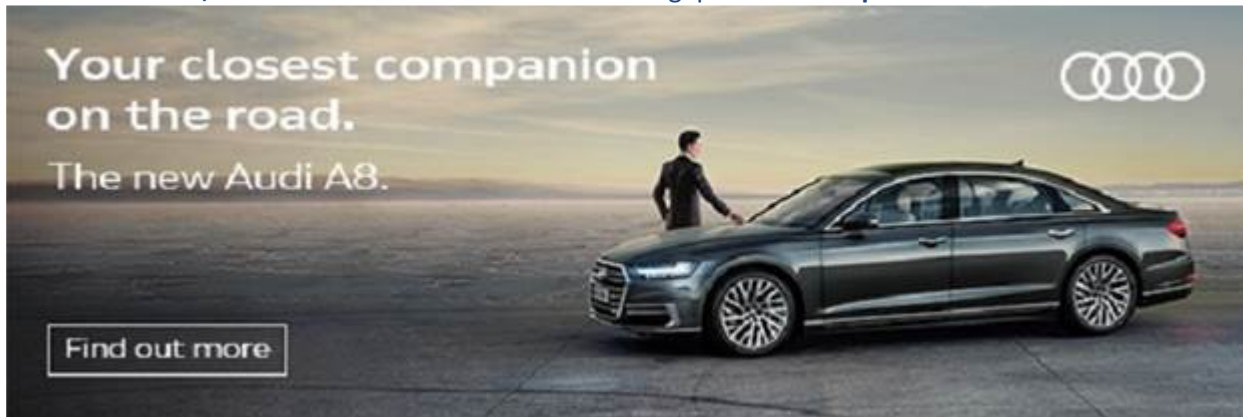
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From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Monday, 3 August 2020 4:13 PM

To: 'Veron Chen (LKKAuto)'; 'SUR'; 'Shirley Hiew (LKK Auto)'

Cc: 'Claims'

Subject: RE: OD CLAIM FOR SJL 6813 A ON 22/7/2020

Dear Shirley,

This vehicle is less than 2 years old. We purpose for less than \$140,000 repair limit.

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

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

Sent: Monday, 27 July 2020 4:10 PM

To: Claims; SUR

Subject: RE: OD CLAIM FOR SJL 6813 A ON 22/7/2020

Dear Terrence,

According to surveyor, Not exceeding repair limit \$85,000 or whichever lower

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 **on Behalf of Shirley**

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: Monday, 27 July 2020 3:54 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: RE: OD CLAIM FOR SJL 6813 A ON 22/7/2020

Dear Veron,

Noted on this. Can please advise the repair limit of this vehicle?

Thank you.

Best Regards,
Terrence Tan
Claims Advisor

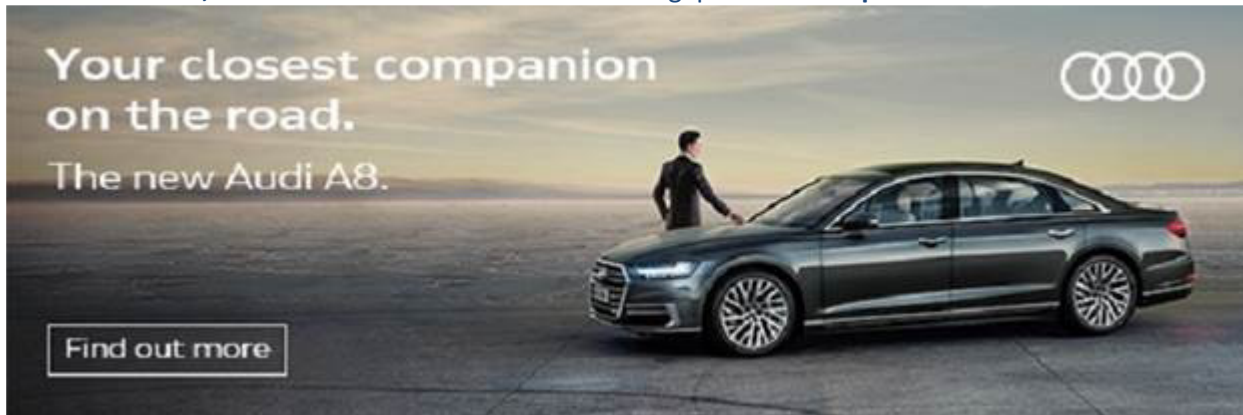
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From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]

Sent: Monday, 27 July 2020 2:54 PM

To: claims@premiumauto.com.sg; SUR

Subject: RE: OD CLAIM FOR SJL 6813 A ON 22/7/2020

Dear Terrence,

As instructed by our client , please proceed to repair the **insured vehicle SJL 6813A, (Excess \$1600/-).**

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 **on behalf of Shirley**

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: Monday, 27 July 2020 8:08 AM
To: 'Claims' <claims@premiumauto.com.sg>; 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: OD CLAIM FOR SJL 6813 A ON 22/7/2020

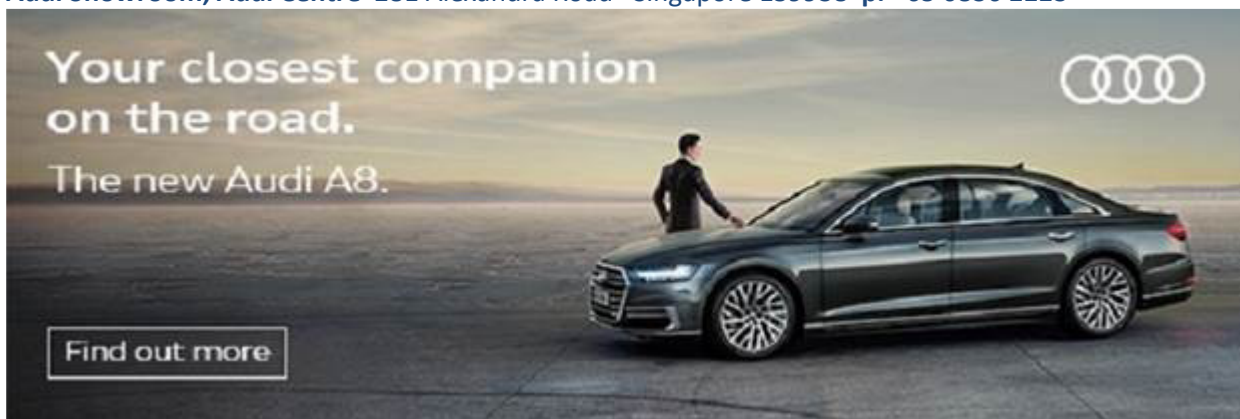
Dear all,

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: Friday, 24 July 2020 4:07 PM
To: 'Claims'; 'Admin A'; 'Admin-D (LKKAuto)'; 'SUR'
Cc: 'Claims'
Subject: RE: OD CLAIM FOR SJL 6813 A ON 22/7/2020

Dear all,

Survey has been conducted today.

Kindly let us have your approval.

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

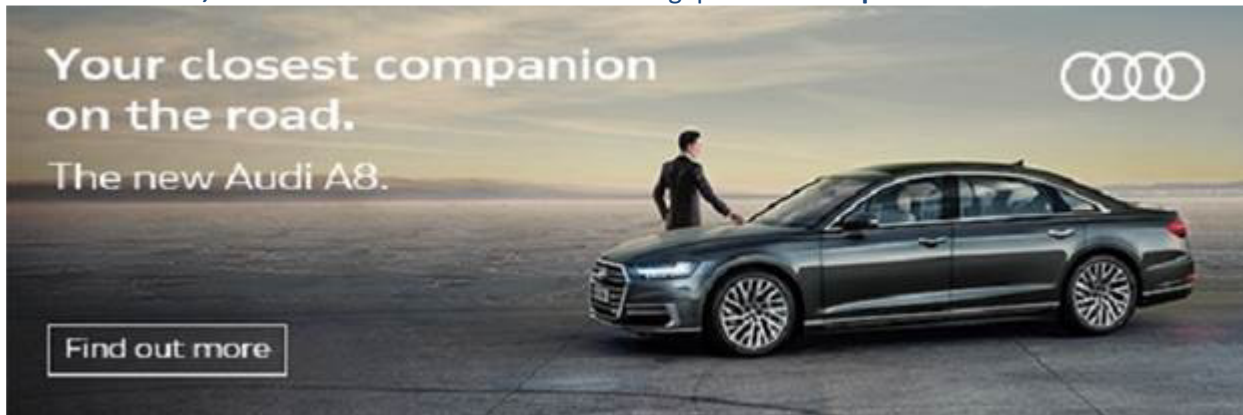
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From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Thursday, 23 July 2020 4:37 PM

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

Cc: 'Claims'

Subject: OD CLAIM FOR SJL 6813 A ON 22/7/2020

Dear all,

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

We will forward you the estimate once it is available.

Kindly arrange survey on 24/7/2020 @ 10am at Benoi 24 Sector. Vehicle is in our compound.

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

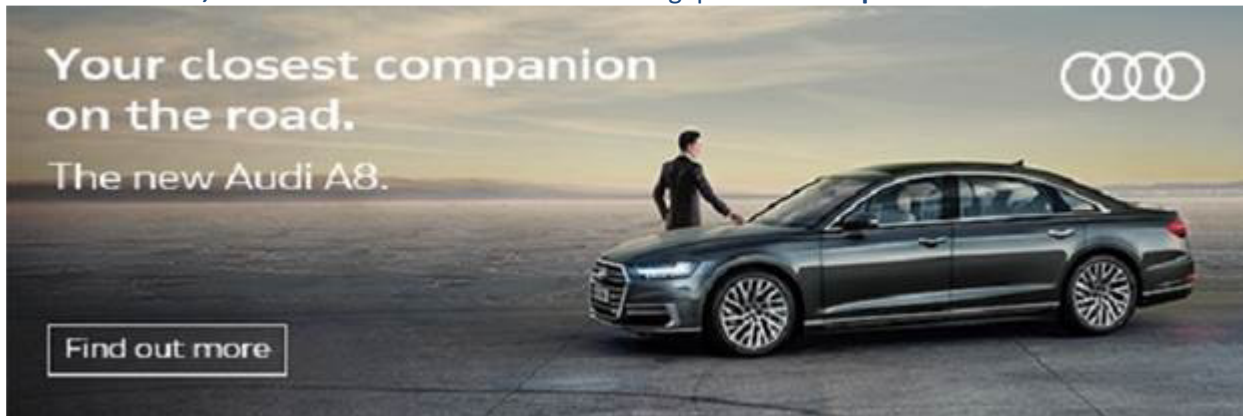
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