Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto)
Sent: Thursday, 13 August 2020 2:16 pm
To: Premiumauto Claims
Cc: 'Nora Khai PA'; SUR
Subject: RE: SGQ 313A OD (AIG) DOA - 30/07/2020

Dear Kee Siang,

As instructed by our client , please proceed to repair the **insured vehicle SGQ 313A Not Exceeding Repair Limit $ 25,000/- or whichever lower, (Excess $ 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 right **not to pay** if there is no valid approval obtained before repair.

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: Thursday, 13 August 2020 10:49 am
To: Premiumauto Claims <claims@premiumauto.com.sg>
Cc: 'Nora Khai PA' <nora.khai@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: SGQ 313A OD (AIG) DOA - 30/07/2020

Hi Kee Siang,

We had given a chaser to 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)

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From: Premiumauto Claims <claims@premiumauto.com.sg>
Sent: Thursday, 13 August 2020 10:12 am
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: 'Nora Khai PA' <nora.khai@premiumauto.com.sg>; SUR <sur@lkkauto.com>; Claims <claims@premiumauto.com.sg>
Subject: RE: SGQ 313A OD (AIG) DOA - 30/07/2020

Dear Shirley,

Any update on approval, our client is asking already.

Best Regards,
Kee Siang
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, 12 August, 2020 4:49 PM
To: Premiumauto Claims <claims@premiumauto.com.sg>
Cc: 'Nora Khai PA' <nora.khai@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: SGQ 313A OD (AIG) DOA - 30/07/2020

Hi Kee Siang,

Still pending approval from 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)

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From: Premiumauto Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 12 August 2020 4:47 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: 'Nora Khai PA' <nora.khai@premiumauto.com.sg>; SUR <sur@lkkauto.com>; Claims <claims@premiumauto.com.sg>
Subject: RE: SGQ 313A OD (AIG) DOA - 30/07/2020

Dear Shirley,

Any update on claim approval ?

Best Regards,
Kee Siang
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: Premiumauto Claims [mailto:claims@premiumauto.com.sg]
Sent: Tuesday, 11 August, 2020 4:31 PM
To: 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>
Cc: 'Nora Khai PA' <nora.khai@premiumauto.com.sg>; 'SUR' <sur@lkkauto.com>; Claims <claims@premiumauto.com.sg>
Subject: RE: SGQ 313A OD (AIG) DOA - 30/07/2020

Dear Shirley,

We counter propose $28k repair limit to repair the vehicle.

Best Regards,
Kee Siang
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: Tuesday, 11 August, 2020 2:42 PM

To: claims@premiumauto.com.sg
Cc: 'Nora Khai PA' <nora.khai@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: SGQ 313A OD (AIG) DOA - 30/07/2020

Hi Kee Siang,

Any update?

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: Shirley Hiew (LKK Auto)
Sent: Wednesday, 5 August 2020 10:23 am
To: 'claims@premiumauto.com.sg' <claims@premiumauto.com.sg>
Cc: 'Nora Khai PA' <nora.khai@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: SGQ 313A OD (AIG) DOA - 30/07/2020

Dear All,

Repair limit is $ 25K, kindly check & revert whether you are able to undertake within the repair limit.

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: Shirley Hiew (LKK Auto)
Sent: Wednesday, 5 August 2020 9:45 am
To: claims@premiumauto.com.sg
Cc: 'Nora Khai PA' <nora.khai@premiumauto.com.sg>
Subject: SGQ 313A OD (AIG) DOA - 30/07/2020

Dear All,

Please amend to OD claim and update us once done.

archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT	
Date Of Report	01/08/2020 09:37
Date Of Accident	30/07/2020 21:05
Exact Location Of Accident	TRANSIT RD AND SEMBAWANG RD JUNCTION
Country, State of Loss	SINGAPORE
DETAILS OF OWN VEHICLE	
Vehicle Registration Number	SGQ313A
Insured/Policyholder	
Name Of Registered Owner	TAN KEE SIN
NRIC No	SXXXX405B
Email Address	KEE.SIN.TAN@GMAIL.COM
Mobile Phone No	(LOCAL) +65-98530071
Alternative Phone No	OFFICE-98530071
Vehicle Particulars	
Manufacturer	AUDI
Model	A4 SEDAN 1.4 TFSI S
Exact Purpose for which vehicle was being used at time of accident	PRIVATE USE
Are you claiming under your own insurance policy for repair to your vehicle?	NO
If No, Please state action to be taken	THIRD PARTY
Vehicle Category	PRIVATE CAR
Insurance Company	
Name of Insurance Company	AIG ASIA PACIFIC INSURANCE PTE. LTD.
Type Of Coverage	COMPREHENSIVE

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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