

## Shirley Hiew (LKK Auto)

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**From:** PAL Claim <claims@premiumauto.com.sg>  
**Sent:** Friday, 21 August 2020 4:38 pm  
**To:** Shirley Hiew (LKK Auto)  
**Cc:** 'Nora Khai PA'; SUR; Claims  
**Subject:** RE: SGQ 313A OD (AIG) DOA - 30/07/2020

Dear Shirley,

Our client confirmed on the offer. He need to top up half of the balance \$ 1,000.00 which is \$ 500.00 before GST.

There is video footage on this case, Kindly assist to get AIG to review on the excess portion as this accident is not his fault.

Best Regards,

**Kee Siang**  
Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

24 Benoi Sector, Singapore 629857

p. +65 6474 3323 f. +65 6841 1183

e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)

**Audi Showroom, Audi Centre** 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Wednesday, 19 August 2020 4:44 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,

AIG chasing confirmation of the below email above matter.

Kindly update us.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto: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.**

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**From:** Shirley Hiew (LKK Auto)

**Sent:** Tuesday, 18 August 2020 2:39 pm

**To:** 'claims@premiumauto.com.sg' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Cc:** 'Nora Khai PA' <[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: SGQ 313A OD (AIG) DOA - 30/07/2020

Hi Kee Siang,

Please be informed that insurance only approve at repair limit \$ 25,000.00. If owner insist to repair his vehicle at your workshop, he need to top up half of the balance \$ 1,000.00 which is \$ 500.00 before excess & GST.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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