

## Shiau Chan (LKKAUTO)

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**From:** Shiau Chan (LKKAUTO)  
**Sent:** Friday, 7 August 2020 8:54 AM  
**To:** Claims; Denise Tay (LKKAUTO); Admin-D (LKKAUTO); SUR  
**Subject:** RE: OD CLAIM FOR SMH 8014 L ON 25/7/2020

Dear Terrence,

As instructed by our client, please proceed to repair the insured vehicle **SMH 8014L (Excess \$1,600/-)**.

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 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.**

Thanks & Regards,

Shiau Chan (Ms) on behalf of Denise  
LKK Auto Consultants Pte Ltd

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**From:** Claims [mailto:claims@premiumauto.com.sg]  
**Sent:** Thursday, 6 August 2020 3:23 PM  
**To:** Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; 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 SMH 8014 L ON 25/7/2020

Dear Denise,

As per requested. Interview and undertaking form from owner.

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](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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**From:** Denise Tay (LKKAUTO) [<mailto:denisetay@lkkauto.com>]

**Sent:** Thursday, 6 August 2020 10:51 AM

**To:** Claims; Admin-D (LKKAUTO); Admin A; SUR

**Subject:** RE: OD CLAIM FOR SMH 8014 L ON 25/7/2020

Dear all,

Undertaking and interview form please

**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,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6271-0351 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6271-8802

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Denise Tay (LKKAUTO) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>

**Sent:** Wednesday, 5 August 2020 2:59 PM

**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: OD CLAIM FOR SMH 8014 L ON 25/7/2020

Dear All,

Please provide undertaking and interview form

**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,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

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**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Tuesday, 4 August 2020 3:27 PM  
**To:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OD CLAIM FOR SMH 8014 L ON 25/7/2020

Dear all,

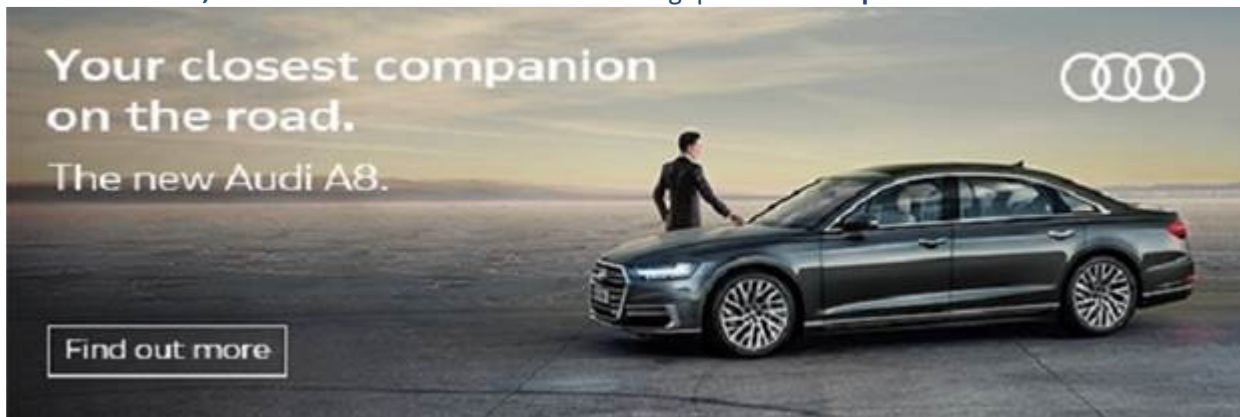
Attached is the marked estimate for your kind reference.

Kindly assist on claim approval.

Thank you.

**Best Regards,**  
**Terrence Tan**  
**Claims Advisor**

**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](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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**From:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Monday, 3 August 2020 10:32 AM  
**To:** 'Summer Lee (LKK Auto)'; 'Admin A'; [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Cc:** 'Claims'  
**Subject:** RE: OD CLAIM FOR SMH 8014 L ON 25/7/2020

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](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)  
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**From:** Summer Lee (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Thursday, 30 July 2020 3:33 PM  
**To:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Subject:** RE: OD CLAIM FOR SMH 8014 L ON 25/7/2020

Dear Syafiq,

Noted with thanks.

Best Regards,  
**Summer Lee** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@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](mailto:claims@premiumauto.com.sg)>  
**Sent:** Thursday, 30 July, 2020 3:27 PM  
**To:** 'Summer Lee (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** OD CLAIM FOR SMH 8014 L ON 25/7/2020

Dear All,

Kindly register OD claim for this vehicle. Attached is the GIA report and documents for your reference.

We will forward you the estimate once it is available.

Kindly arrange survey on 4/8/2020 at 2PM. Owner waiting.

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