

- RE: OD CLAIM FOR SMK 9638 P ON 6/8/2020 (AIG REF: 5937117334...

From: Mithoosingh, Aashweenjeetkaur
To: Veron Chen (LKKAuto)
Cc: claims@premiumauto.com.sg, SUR
Sent: 12/8/2020 5:18:22 PM

Dear Veron,

I spoke with Insured and advised that as per policy, replacement car will only be covered during the repair period and not while waiting for spare parts hence he is unable to extend his replacement car duration.

Thanks and regards,

Aashweenjeet Kaur (Aashween)

AIG

Claims Adjuster II
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.
Tel 8001206556 | Ext: 1002215
Aashweenjeetkaur.Mithoosingh@aig.com | www.aig.sg

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Wednesday, August 12, 2020 9:16 AM
To: Mithoosingh, Aashweenjeetkaur <Aashweenjeetkaur.Mithoosingh@aig.com>
Cc: claims@premiumauto.com.sg; SUR <sur@lkkauto.com>
Subject: [EXTERNAL] FW: OD CLAIM FOR SMK 9638 P ON 6/8/2020 (AIG REF: 5937117334SG)

This message is from an external sender; be cautious with links and attachments.

Dear Mithoosingh,

Please kindly assist below email from repairer.

Best Regards,

Veron Chen | 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)

From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 12 August 2020 9:03 AM
To: Veron Chen (LKKAuto) <veronchen@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 SMK 9638 P ON 6/8/2020

Dear Veron,

Kindly assist to inform AIG to contact insured in this matter.

Insured want to extend his replacement car duration due to the parts need to order from Germany.

We have placed the order and expecting to arrive by 5-7 working days.

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

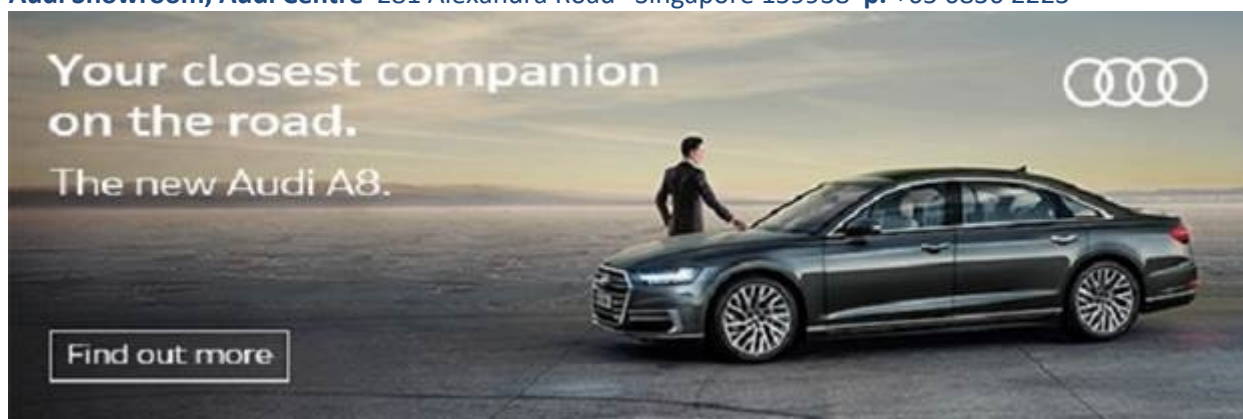
Premium Automobiles Pte Ltd (Reg No 199902271W)

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

Sent: Tuesday, 11 August 2020 5:05 PM

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

Subject: RE: OD CLAIM FOR SMK 9638 P ON 6/8/2020

Dear Terrence,

As instructed by our client , please proceed to repair the **insured vehicle SMK 9638P, (Excess \$1000/-).**

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.

Best Regards,

Veron Chen | 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)

From: Claims <claims@premiumauto.com.sg>

Sent: Tuesday, 11 August 2020 9:12 AM

To: Veron Chen (LKKAuto) <veronchen@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 SMK 9638 P ON 6/8/2020

Dear Veron,

Attached is the undertaking and interview form from driver.

Thank you.

Best Regards,

Terrence Tan

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Tuesday, 11 August 2020 8:49 AM

To: Admin-D (LKKAuto); 'Claims'; Admin A; SUR

Subject: RE: OD CLAIM FOR SMK 9638 P ON 6/8/2020

Dear Syafiq,

Please get insured driver's sign undertaking and interview form.

Best Regards,

Veron Chen | 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)

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Thursday, 6 August 2020 4:28 PM

To: 'Claims' <claims@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: OD CLAIM FOR SMK 9638 P ON 6/8/2020

Dear Syafiq,

Noted with thanks.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@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: Thursday, 6 August, 2020 4:20 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 SMK 9638 P ON 6/8/2020

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 7/8/2020 at 24 Benoi Sector.

Vehicle is in our compound.

**Best Regards,
Syafiq
Claims Admin Assistant**

Premium Automobiles Pte Ltd (Reg No 199902271W)

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