

Veron Chen (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 5 January 2021 10:14 AM
To: Veron Chen (LKKAUTO); Adrian Ling (LKKAUTO); Admin A; SUR; CS A Team
Cc: claims@premiumauto.com.sg
Subject: RE: AMENDED LOD - FINAL REVISION - SMK9638P - OD AIG - SURVEYED 7 AUG 20
Attachments: SMK 9638 P - OD 06082020 AMENDED.pdf

Dear Veron,

Kindly refer to attached for revised copies of the following:

- 1) LETTER OF DEMAND
- 2) TAX INVOICE
- 3) DISCHARGE VOUCHER

Do let me know if everything is in order or should you need anything else. Thank you.

Best Regards,
Nadia
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 8826 8736 **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, 5 January, 2021 9:26 AM
To: Claims <claims@premiumauto.com.sg>; Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: LOD - FINAL REVISION - SMK9638P - OD AIG - SURVEYED 7 AUG 20

Dear Nadia,

As spoken.

Kindly assist amend the invoice excess from \$1000 to \$0 before GST.

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: Veron Chen (LKKAuto)

Sent: Tuesday, 5 January 2021 7:57 AM

To: Claims <claims@premiumauto.com.sg>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: LOD - FINAL REVISION - SMK9638P - OD AIG - SURVEYED 7 AUG 20

Dear Nadia,

As spoken on 4.1.21.

Kindly assist to amend invoice.

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: Veron Chen (LKKAuto)

Sent: Tuesday, 22 December 2020 4:43 PM

To: Claims <claims@premiumauto.com.sg>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: LOD - FINAL REVISION - SMK9638P - OD AIG - SURVEYED 7 AUG 20

Dear Nadia,

Not Yet.

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, 22 December 2020 1:45 PM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: LOD - FINAL REVISION - SMK9638P - OD AIG - SURVEYED 7 AUG 20

Hi Veron,

May we know if the excess for above case has been settled?

Thank you.

Best Regards,

Nadia

Claims Administrator

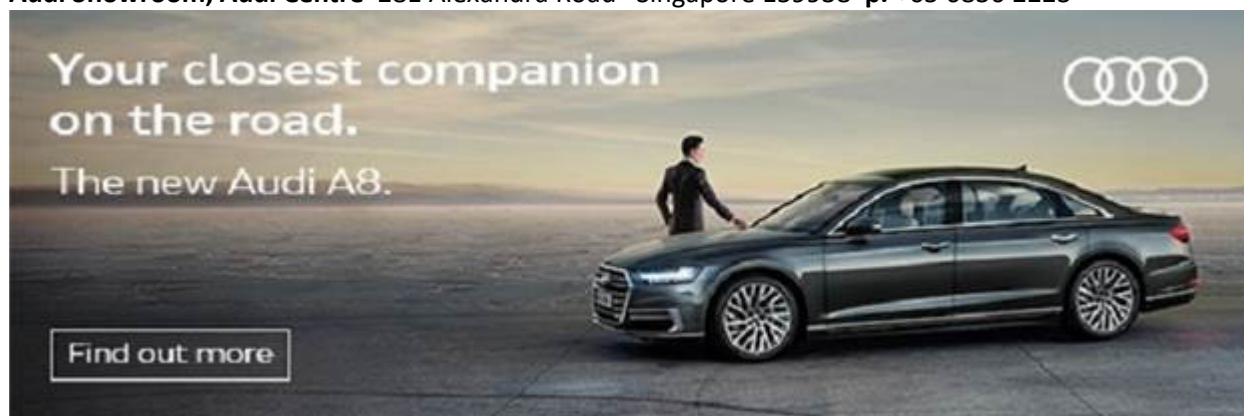
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From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Wednesday, 9 December, 2020 1:53 PM

To: 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; 'Adrian Ling (LKKAUTO)' <adrianling@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'CS A Team' <cs-a@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: LOD - FINAL REVISION - SMK9638P - OD AIG - SURVEYED 7 AUG 20

Dear Veron,

Attached LOD for your perusal. We will submit over original documents by hand to Adrian.

Kindly keep a look out and arrange for settlement upon receiving.

Thank you.

Best Regards,

Nadia

Claims Administrator

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

Sent: Thursday, 3 December, 2020 2:35 PM

To: jiayee.yap@premiumauto.com.sg; Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Cc: 'Carrine Leong' <carrine.leong@premiumauto.com.sg>; 'Boo seng yak' <boojohnny@gmail.com>; 'Chang Chee Sing' <claims@premiumauto.com.sg>

Subject: RE: FINAL REVISION - SMK9638P - OD AIG - SURVEYED 7 AUG 20

Dear Jia Yee,

Confirmed with surveyor, 6 days to 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: jiayee.yap@premiumauto.com.sg <jiayee.yap@premiumauto.com.sg>

Sent: Thursday, 3 December 2020 2:24 PM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Cc: 'Carrine Leong' <carrine.leong@premiumauto.com.sg>; 'Boo seng yak' <boojohnny@gmail.com>; 'Chang Chee Sing' <claims@premiumauto.com.sg>

Subject: RE: FINAL REVISION - SMK9638P - OD AIG - SURVEYED 7 AUG 20

Hi Veron,

We counter propose 6 days to repair this vehicle, kindly allow.

Thanks & Best Regard
JiaYee Yap
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9925 f. +65 6841 1183

e. jiayee.yap@premiumauto.com.sg w. www.audi.com.sg

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

Sent: Wednesday, 2 December 2020 5:41 PM

To: jiayee.yap@premiumauto.com.sg; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Cc: 'Carrine Leong' <carrine.leong@premiumauto.com.sg>; 'Boo seng yak' <boojohnny@gmail.com>; 'Chang Chee Sing' <claims@premiumauto.com.sg>

Subject: RE: FINAL REVISION - SMK9638P - OD AIG - SURVEYED 7 AUG 20

Dear Jia Yee,

Surveyor recommended 5 days.

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: Veron Chen (LKKAuto)

Sent: Thursday, 26 November 2020 1:20 PM

To: jiayee.yap@premiumauto.com.sg; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Cc: 'Carrine Leong' <carrine.leong@premiumauto.com.sg>; 'Boo seng yak' <boojohnny@gmail.com>; 'Chang Chee Sing' <claims@premiumauto.com.sg>

Subject: RE: FINAL REVISION - SMK9638P - OD AIG - SURVEYED 7 AUG 20

Dear Jia Yee,

Confirm repair cost of \$4899.60 before excess \$1000 and GST

Kindly forward invoice and discharge voucher for us to close file.

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: jiayee.yap@premiumauto.com.sg <jiayee.yap@premiumauto.com.sg>

Sent: Saturday, 7 November 2020 11:15 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Cc: 'Carrine Leong' <carrine.leong@premiumauto.com.sg>; 'Boo seng yak' <boojohnny@gmail.com>; 'Chang Chee Sing' <claims@premiumauto.com.sg>

Subject: FINAL REVISION - SMK9638P - OD AIG - SURVEYED 7 AUG 20

Hi Adrian, Veron and all,

Revised estimate is attached.

Please confirm repair cost of \$4899.60 @ 9 days of repairs.

Your early closure is well appreciated.

Thanks & Best Regard

JiaYee Yap

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9925 f. +65 6841 1183

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