

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Friday, 18 September 2020 2:29 PM
To: 'Claims Dept'; Admin A; SUR
Subject: RE: OD CLAIM FOR SMM 1688 L ON 12/9/2020

Dear Tony,

As instructed by our client , please proceed to repair the insured vehicle SMM 1688L **Not Exceeding Repair Cost \$8,000/,- (Excess \$0/-).**

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 Dept <claims@premiumauto.com.sg>

Sent: Friday, 18 September 2020 8:05 AM

To: 'Claims Dept' <claims@premiumauto.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: OD CLAIM FOR SMM 1688 L ON 12/9/2020

Dear Veron,

Any update on repair approval?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

e. <mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 17 September 2020 9:40 AM
To: 'Claims Dept'; 'Veron Chen (LKKAUTO)'; 'Admin A'; 'SUR'
Subject: RE: OD CLAIM FOR SMM 1688 L ON 12/9/2020

Dear Veron,

We able to repair this vehicle within \$8k (Bef GST)

Thank you.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Singapore 408699
p. +65 6366 2323, d. +65 67689828
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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 17 September 2020 8:03 AM
To: 'Veron Chen (LKKAUTO)'; 'Admin A'; 'SUR'

Cc: 'Claims Dept'

Subject: RE: OD CLAIM FOR SMM 1688 L ON 12/9/2020

Dear Veron,

Attached front driving license for your kind reference.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

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

Sent: Thursday, 17 September 2020 7:54 AM

To: Admin A; SUR; claims@premiumauto.com.sg

Subject: FW: OD CLAIM FOR SMM 1688 L ON 12/9/2020

Dear Tony,

Front cover copy?

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 Dept <claims@premiumauto.com.sg>

Sent: Wednesday, 16 September 2020 9:37 PM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SMM 1688 L ON 12/9/2020

Dear Veron,

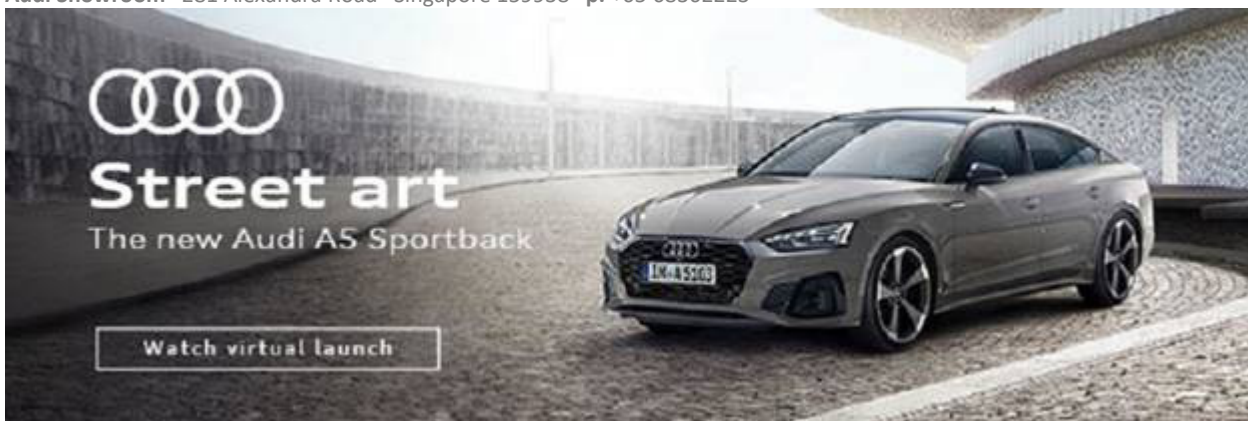
Attached driving license for your kind reference.

We will confirm with you again on limit repair.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Singapore 408699
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From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Wednesday, 16 September 2020 3:40 PM
To: Claims; Admin A; Admin-D (LKKAUTO); SUR
Subject: RE: OD CLAIM FOR SMM 1688 L ON 12/9/2020

Dear Syafiq,

Please updates as soon as possible.

Need to get approval from AIG.

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: Wednesday, 16 September 2020 9:08 AM

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

Subject: RE: OD CLAIM FOR SMM 1688 L ON 12/9/2020

Dear Syafiq,

Please forward driver's driving licensed.

Kindly check vehicle able to repair Not Exceeding \$8000/.

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, 15 September 2020 5:53 PM

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

Subject: RE: OD CLAIM FOR SMM 1688 L ON 12/9/2020

Dear Syafiq,

Please forward driver's driving licensed.

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: Monday, 14 September 2020 4:56 PM

To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: 'Claims' <claims@premiumauto.com.sg>

Subject: OD CLAIM FOR SMM 1688 L ON 12/9/2020

Dear All,

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

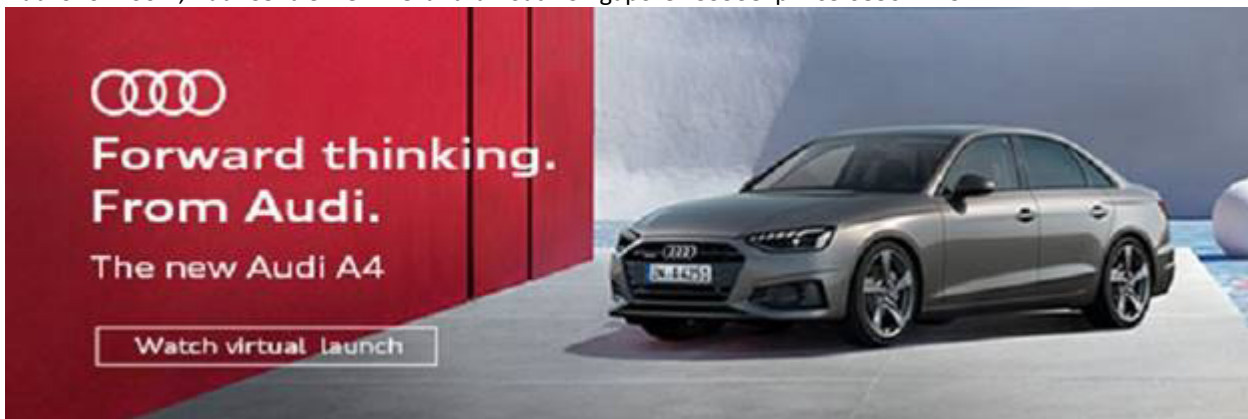
We will forward you the estimate once it is available.

Kindly arrange survey on 15/9/2020, 2PM at 24 Benoi Sector.

Vehicle is in our compound.

**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 w. www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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