

**Veron Chen (LKKAUTO)**

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Thursday, 8 October 2020 1:10 PM  
**To:** PAL Claim; SUR  
**Subject:** RE: SME 2218X-DOA: 8/9/20 (AIG OD)

Dear George,

As instructed by our client , please proceed to repair the **insured vehicle SME 2218X, (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.

**NOTE: Why is labour 3 necessary? All check item and supplementary item require CLEAR photo.**

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)

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**From:** PAL Claim <claims@premiumauto.com.sg>  
**Sent:** Thursday, 8 October 2020 11:11 AM  
**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** 'Claims' <claims@premiumauto.com.sg>  
**Subject:** SME 2218X-DOA: 8/9/20 (AIG OD)

Dear Veron ,

Thank you for your reply.

Kindly follow up closely with AIG on this matter.

Do take note, our client's is on LOU car. The replacement vehicle will be due on 14/10/2020 as below.

**LOU ACTIVATION FOR SME 2218 X**

Delivery on 06/10/2020 as requested.

Replacement vehicle will be due on 14/10/2020 (06 days)

Thank you.

*Best Regards,*

*Amalina*

Customer Service & Sales Executive  
**Popular Rent A Car Pte Ltd**

Thank you.

Best Regards,  
**George Wong**  
Claims advisor

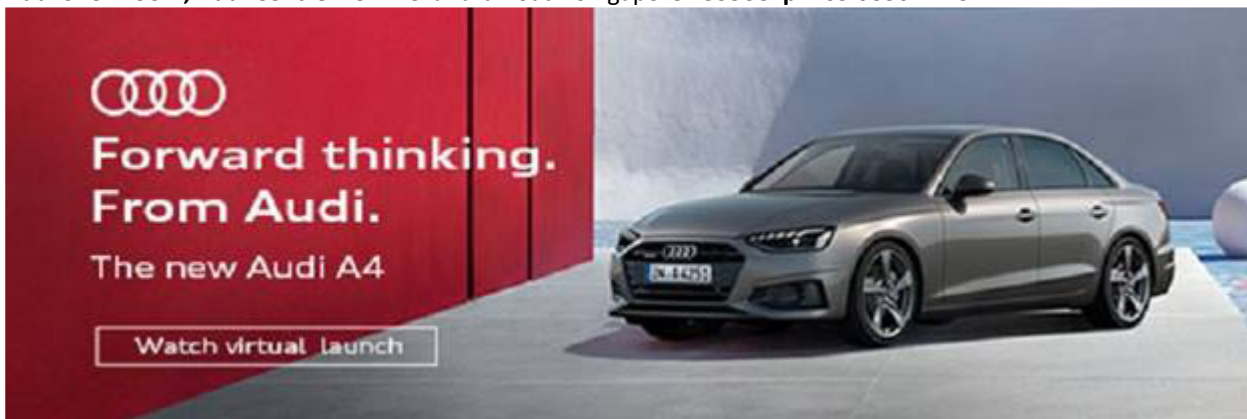
**Premium Automobiles Pte Ltd** (Reg No 199902271W)

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

**Sent:** Thursday, 8 October 2020 11:03 AM

**To:** PAL Claim <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** [glory.tan@premiumauto.com.sg](mailto:glory.tan@premiumauto.com.sg); [allan.wu@premiumauto.com.sg](mailto:allan.wu@premiumauto.com.sg)

**Subject:** RE: SME 2218X-DOA: 8/9/20 (AIG OD)

Dear George,

Not yet still pending.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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**From:** PAL Claim <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Sent:** Thursday, 8 October 2020 11:00 AM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; [glory.tan@premiumauto.com.sg](mailto:glory.tan@premiumauto.com.sg); [allan.wu@premiumauto.com.sg](mailto:allan.wu@premiumauto.com.sg)

**Subject:** SME 2218X-DOA: 8/9/20 (AIG OD)

**Importance:** High

**URGENT**

Dear Veron,

May I know if there is any update from AIG on renewal of rhs sill panel ?

Appreciate your quick response.

Thank you.

Best Regards,  
**George Wong**  
Claims Advisor

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

24 Benoi Sector, Singapore 629857

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

**Sent:** Monday, 28 September 2020 12:05 PM

**To:** Premiumauto Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: SME 2218X-DOA: 8/9/20 (AIG OD)

Dear Kee Siang,

As instructed by our client , please proceed to repair the **insured vehicle SME 2218Z, (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.

**NOTE: Before painting Photo require on Rear Right Fender and side sill panel**

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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**From:** Premiumauto Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Sent:** Monday, 28 September 2020 10:05 AM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: SME 2218X-DOA: 8/9/20

Dear Veron,

Any update on claim approval?

Best Regards,  
Kee Siang  
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

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

**Sent:** Thursday, 24 September, 2020 1:54 PM

**To:** 'Veron Chen (LKKAUTO)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: SME 2218X-DOA: 8/9/20

Dear Veron,

Attached is document as per your request.

**Best Regards,  
Kee Siang  
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

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**From:** Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Thursday, 24 September, 2020 1:10 PM  
**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg); SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SME 2218X-DOA: 8/9/20

Dear Tony,

Please forward CI and driving licensed for approval.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Thursday, 24 September 2020 10:08 AM  
**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg); SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** SME 2218X-DOA: 8/9/20

Dear Syafiq,

Please forward CI and driving licensed

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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