

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Monday, 19 October 2020 5:06 PM
To: Claims; SUR
Cc: nora.khai@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SMR 296 P (O/S PORTION) ON 2/10/2020
Attachments: SMR296P EST OS.pdf

Dear Kee Siang,

As instructed by our client, please proceed to repair the insured vehicle **SMR 296P (O/S portion)** (Excess \$3,500/-).

Please take note that the Labour no. 7 at \$4,500 (9 days) and Labour no. 8 at \$3,825 (6.5 panels + \$250). Our surveyor will negotiate with you.

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,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Monday, 19 October 2020 9:23 AM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear Kee Siang,

Please be informed that we are pending for insurance's approval. Once approve, we will send you an email.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@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, 19 October 2020 9:16 AM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear Shiau Chan,

Kindly advice on OD claim approval for above mention vehicle .

**Best Regards,
Kee Siang
Claims Advisor**

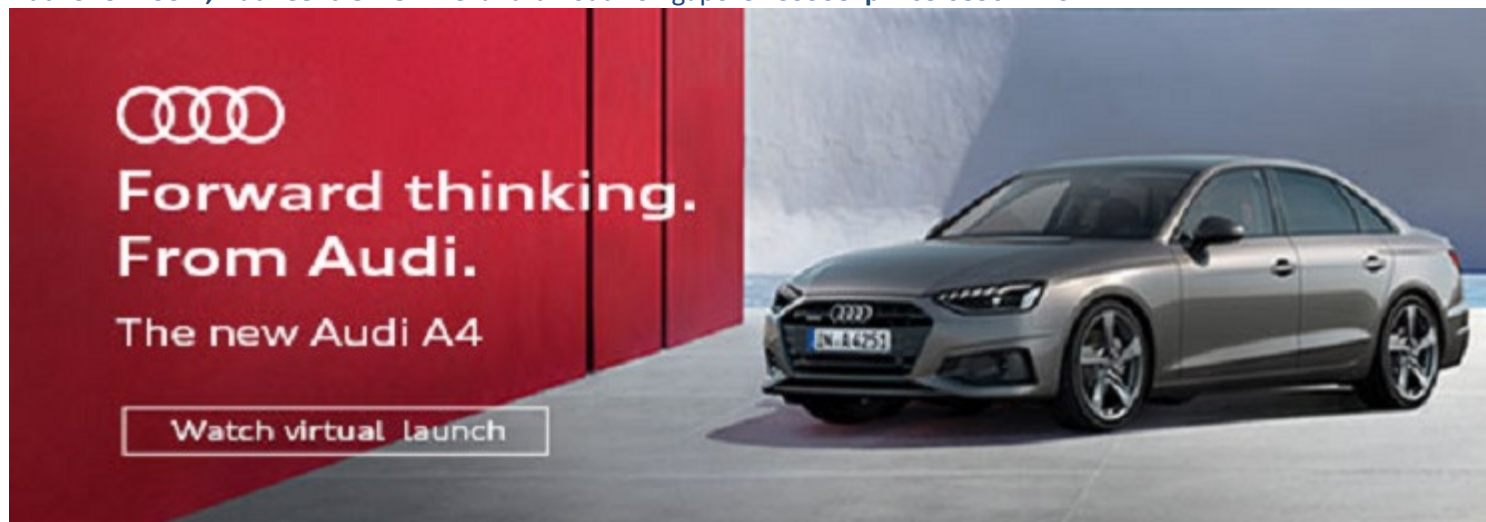
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

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

Sent: Friday, 16 October 2020 2:24 PM

To: 'Shiau Chan (LKKAUTO)'; 'SUR'

Cc: 'Claims'

Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear Shiau Chan,

Kindly assist to check with AIG, can our client activate her policy replacement vehicle ?

Please let us know asap

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

Sent: Friday, 16 October 2020 11:45 AM

To: 'Shiau Chan (LKKAUTO)'; 'SUR'

Cc: 'Claims'

Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

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

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From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>

Sent: Thursday, 15 October 2020 5:21 PM

To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear Kee Siang,

According to the AIG officer, they have called insured today earlier, insured agree to submit 2 separate claims using the same accident report and the owner will contact your workshop on this.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@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, 15 October 2020 3:28 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear Shiau Chan,

Yes she is aware, but she not agreeable and still considering on it.

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: Shiau Chan (LKKAuto) [<mailto:siewsc@lkkauto.com>]
Sent: Thursday, 15 October 2020 2:30 PM

To: Claims; SUR
Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear Kee Siang,

According to the AIG officer, the owner already aware this accident have two separate claim and apply for two excess.

Kindly assist to separate the estimate as well.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Wednesday, 14 October 2020 2:33 PM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear Kee Siang,

Owner have any decision?

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Monday, 12 October 2020 9:46 AM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear Kee Siang,

Owner have any decision?

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@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: Friday, 9 October 2020 3:21 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Hi Shiau Chan,

Owner is still considering

**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: Shiao Chan (LKKAuto) [<mailto:siewsc@lkkauto.com>]

Sent: Friday, 9 October 2020 3:17 PM

To: Claims; SUR

Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear Kee Siang,

Any updates?

Best Regards,

Shiao Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Thursday, 8 October 2020 5:38 PM

To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear Kee Siang,

AIG informed that the accident is considered as 2 separate claims and 2 separate excess.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Thursday, 8 October 2020 1:45 PM

To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear Kee Siang,

According to the AIG, they have contact the owner and explained to her, however the owner requested this claim to be reconsidered.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@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, 8 October 2020 9:59 AM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear Shiau Chan,

Kindly assist to resend to AIG, owner want someone to call her ASAP

Best Regards,

Kee Siang

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Shiau Chan (LKKAUTO) [<mailto:siewsc@lkkauto.com>]

Sent: Thursday, 8 October 2020 9:34 AM

To: Claims; SUR

Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear Kee Siang,

Yesterday already sent to AIG officer.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@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, 8 October 2020 9:30 AM

To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear Shiau Chan,

Kindly assist to forward my below email to AIG officer to contact owner directly.

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

Sent: Wednesday, 7 October 2020 4:54 PM

To: 'Shiau Chan (LKKAUTO)'; 'SUR'

Cc: 'Premiumauto Claims'

Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear Shiau Chan,

On the day of accident reporting, we have mention to her that this is under two claims. However she does not agree that it's two claims.

Today upon speaking to her again, she is would like to appeal for AIG to consider that this is one accident.

She is requesting someone from AIG to contact her, Please note that she is Chinese speaking.

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

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

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From: Shiau Chan (LKKAUTO) [<mailto:siewsc@lkkauto.com>]

Sent: Wednesday, 7 October 2020 12:06 PM

To: Claims; SUR

Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear Kee Siang,

Kindly put up as 2 claims and estimate as comment by AIG officer:

1. One for the sideswipe against the wall when turning;
2. another one for reverse and hit the wall & TP vehicle

We need the above 2 estimate to re-seek mandate approval from insurance.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>

Sent: Wednesday, 7 October 2020 8:59 AM

To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear Kee Siang,

Please be informed that we are pending for insurance's approval. Once approve, we will send you an email.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@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, 7 October 2020 8:29 AM

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

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

Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear all,

Our client is chasing for approval so she can have a replacement vehicle soonest possible.

Kindly assist urgently.

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

Sent: Tuesday, 6 October 2020 2:57 PM

To: 'Summer Lee (LKK Auto)'; 'Admin A'; 'SUR'

Cc: 'Premiumauto Claims'

Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

Dear all,

Attached marked estimate, undertaking letter and interview form for your kind 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: Summer Lee (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Monday, 5 October 2020 8:55 AM

To: 'Claims'; 'Admin A'; 'SUR'

Subject: RE: OD CLAIM FOR SMR 296 P ON 2/10/2020

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: Friday, 2 October, 2020 6:08 PM

To: 'Summer Lee (LKK Auto)' <admin-d@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>

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

Subject: OD CLAIM FOR SMR 296 P ON 2/10/2020

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 5/10/2020 2PM at 24 Benoi Sector.

**Best Regards,
Syafiq
Claims Admin Assistant**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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