

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Thursday, 29 October 2020 9:28 AM
To: Claims; Admin-D (LKKAuto); Admin A; SUR
Subject: RE: OD CLAIM FOR SLX 7340 D ON 15/10/2020

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SLX 7340 D (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.

Re-inspection to be done for damage check and supplementary items / labour with clear photos

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@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, 28 October 2020 6:52 PM
To: Denise Tay (LKKAuto) <denisetay@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 SLX 7340 D ON 15/10/2020

Dear Denise,

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

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: Monday, 26 October 2020 12:32 PM
To: 'Denise Tay (LKKAUTO)'; 'Admin-D (LKKAUTO)'; 'Admin A'; 'SUR'
Cc: 'Claims'
Subject: RE: OD CLAIM FOR SLX 7340 D ON 15/10/2020

Dear Denise,

Just received it from owner last Friday 9pm. Attached above police report for your kind action.

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: Denise Tay (LKKAUTO) [<mailto:denisetay@lkkauto.com>]
Sent: Monday, 26 October 2020 11:02 AM
To: Claims; Admin-D (LKKAUTO); Admin A; SUR
Subject: RE: OD CLAIM FOR SLX 7340 D ON 15/10/2020

Dear Kee Siang,

How ? done?

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Claims <claims@premiumauto.com.sg>
Sent: Friday, 23 October 2020 3:30 PM
To: Denise Tay (LKKAUTO) <denisetay@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 SLX 7340 D ON 15/10/2020

Dear Denise,

Not yet.

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: Denise Tay (LKKAUTO) [<mailto:denisetay@lkkauto.com>]
Sent: Friday, 23 October 2020 3:04 PM
To: Claims; Admin-D (LKKAUTO); Admin A; SUR
Subject: RE: OD CLAIM FOR SLX 7340 D ON 15/10/2020

Hi Kee Siang,

Police Report done?

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>
Sent: Thursday, 22 October 2020 10:16 AM
To: Claims <claims@premiumauto.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SLX 7340 D ON 15/10/2020

Dear Kee siang,

Please see below by AIG.



Reply

Reply All

Your password will expire in 13 days. [Click here to change it.](#)

- AIG – RE: OD / 7765173391SG

From: Abu Kassim, Noor Mariesa
To: denisetay@lkkauto.com
Cc: Lim, Sheng Yang, Nadaraja, Deeban
Sent: 10/21/2020 2:28:52 PM

Hi Denise,

We have noted that TP reported more than 3 days MC, therefore a police report is required.

Thank you,

Best regards,

Mariesa Abu Kassim (Mariesa)

AIG

FNOL Adjuster I

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel: 8001206556 | Ext: 1012202

NoorMariesa.AbuKassim@aig.com | www.aig.com



Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

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

Sent: Wednesday, 21 October 2020 9:18 PM

To: Denise Tay (LKKAuto) <denisetay@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 SLX 7340 D ON 15/10/2020

Dear Denise,

May I know the reason to have police report because our client didn't file any.

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: Denise Tay (LKKAuto) [<mailto:denisetay@lkkauto.com>]

Sent: Wednesday, 21 October 2020 2:56 PM

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

Subject: RE: OD CLAIM FOR SLX 7340 D ON 15/10/2020

Hi,

Please provide police report

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

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

Sent: Tuesday, 20 October 2020 12:25 PM

To: 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 SLX 7340 D ON 15/10/2020

Dear Sur,

Attached marked estimate survey by Adrian earlier just now, Kindly advice on OD claim approval.

**Best Regards,
Kee Siang
Claims Advisor**

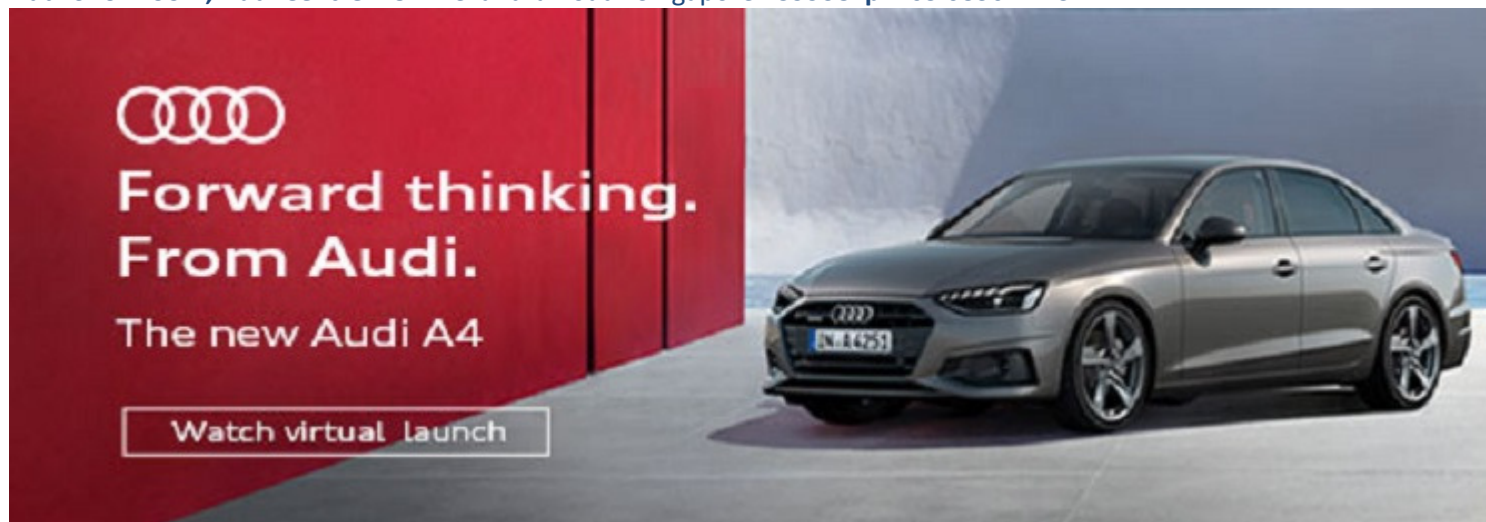
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From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Monday, 19 October 2020 11:59 AM

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

Cc: 'Claims'

Subject: RE: OD CLAIM FOR SLX 7340 D ON 15/10/2020

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: Summer Lee (LKK Auto) <admin-d@lkkauto.com>

Sent: Friday, 16 October 2020 4:53 PM

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

Subject: RE: OD CLAIM FOR SLX 7340 D ON 15/10/2020

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, 16 October, 2020 4:51 PM

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

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

Subject: OD CLAIM FOR SLX 7340 D ON 15/10/2020

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 2010/2020, 11AM.

Owner waiting.

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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