

**Shirley Hiew (LKK Auto)**

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Thursday, 12 November 2020 2:23 pm  
**To:** Claims Dept  
**Cc:** SUR  
**Subject:** RE: OD CLAIM FOR SMJ 2025 J  
**Attachments:** SUPP 1.pdf; SUPP 2.pdf

Dear Tony,

Supplementary approved by AIG.

**Note: (CAR O-LINER Photo and Report require). Re-inspection require on hidden parts, check item, supplementary item with clear photo. NOTE: Before painting require on End Panel, General view after dismantle/cut off end panel.**

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

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**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Friday, 23 October 2020 4:13 pm  
**To:** Claims Dept <claims@premiumauto.com.sg>  
**Cc:** SUR <sur@lkkauto.com>  
**Subject:** RE: OD CLAIM FOR SMJ 2025 J

Dear Tony,

As instructed by our client, please proceed to repair the insured vehicle **SMJ 2025J** (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: Re-inspection require on hidden parts, check item, supplementary item with clear photo. NOTE: Before painting require on End Panel, General view after dismantle/cut off end panel.**

Thank you.

Best Regards,

Shirley Hiew | 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:** Shirley Hiew (LKK Auto)  
**Sent:** Friday, 23 October 2020 1:50 pm  
**To:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OD CLAIM FOR SMJ 2025 J

Dear Tony,

We are pending approval from AIG & will update you once done.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Friday, 23 October 2020 12:38 pm  
**To:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OD CLAIM FOR SMJ 2025 J

Dear all,

Any update on repair approval?

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

· **PREMIUM AUTOMOBILES**  
(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](http://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, 22 October 2020 1:14 PM  
**To:** 'Claims Dept'; 'SUR'  
**Subject:** RE: OD CLAIM FOR SMJ 2025 J

Dear all,

Attached driver driving license for your kind reference.

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

· **PREMIUM AUTOMOBILES**  
(Reg No 199902271W)  
55 Ubi Road 1 Singapore 408699  
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Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



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**From:** Claims Dept [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Thursday, 22 October 2020 1:04 PM  
**To:** 'Claims Dept'; 'SUR'  
**Subject:** RE: OD CLAIM FOR SMJ 2025 J

Dear all,

Attached revise estimate for your kind reference.

Submit the document to AIG ASAP

Thank you.

Best Regards,  
Tony Foong

Claims Advisor

▪ **PREMIUM AUTOMOBILES**  
(Reg No 199902271W)  
55 Ubi Road 1 Singapore 408699  
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**From:** Claims Dept [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Thursday, 22 October 2020 12:14 PM  
**To:** 'SUR'  
**Cc:** 'Claims Dept'  
**Subject:** OD CLAIM FOR SMJ 2025 J

Dear all,

Kindly assist register OD claim above mention case.

Attached document for your kind reference.

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

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