

Shiau Chan (LKKAUTO)

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Saturday, 7 November 2020 1:44 PM
To: Shiau Chan (LKKAUTO); SUR
Cc: 'Koh, Victor-CK'; 'Lim, Kok-Chong'; 'Fong, Andy-SY'; 'Claims'
Subject: RE: OD CLAIMS FOR SMV 8306 X
Attachments: SMV 8306 X - SUPPLEMENTARY.pdf

Dear Shiau Chan and all,

We refer to your email below dated 04.11.2020.

Pertaining to your queries to the re-spray of front fender lh, there was a scratch mark and we manage to polish it off. Therefore, there is no spray painting require on the front fender.

With regards to the issue regarding the front number plate, we would like to inform you that we do not recommend reusing the front number plate as it would be bent or have an uneven look on the surface.

To reuse the number plate, we would have to clean off the existing adhesive at the base. That requires man hours to get it properly removed.

We have to clean it off properly so that the new adhesive would hold strong to the grille. We do not want to run the risk of it popping out and flying off, hurting or damaging any vehicle or other road users in a unfortunate event.

Nevertheless, following your instruction for us to reuse the number plate, we attach the following supplementary list for your kind approval before we proceed as there will be some charges to perform such repairs.

Since AIG has to provide the mandate on the number plate approval, please note that we will not be able to release the vehicle to our client/ their insured before a decision is being make. This is also prevent any dispute during finalizations. Hence we shall wait for your favorable revert before completion of the repairs.

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

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Shiau Chan (LKKAuto) [mailto:siewsc@lkkauto.com]
Sent: Wednesday, 4 November 2020 11:56 AM
To: Claims Dept; SUR
Cc: nora.khai@premiumauto.com.sg
Subject: RE: OD CLAIMS FOR SMV 8306 X

Dear Tony,

As instructed by our client, please proceed to repair the insured vehicle **SMV 8306X** (Excess \$600/-).

Please take note that Number plate not damage to take out. Why the LH fender need to be respray?

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: Claims Dept <claims@premiumauto.com.sg>
Sent: Wednesday, 4 November 2020 11:40 AM
To: 'Claims Dept' <claims@premiumauto.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: OD CLAIMS FOR SMV 8306 X

Dear all,

Any update on the repair approval?

Thank you.

Best Regards,