

Shirley Hiew (LKK Auto)

From: Claims <claims@premiumauto.com.sg>
Sent: Friday, 13 November 2020 8:15 am
To: Shiau Chan (LKKAuto); SUR
Cc: 'Claims'
Subject: RE: OD CLAIM FOR SLR 5653 X ON 27/10/2020
Attachments: zoom meeting held on 26th June 2020.pdf

Dear Shiau Chan,

We would like to shed some clarity onto the labour no 1 as to prevent any dispute during the finalization later on. As such we would appreciate if the approval can be obtained before the commencement of repairs.

Kindly be informed that our Audi A4 rear bumper is installed with a rear parking aid and rear lid kick sensor. These sensors are fitted onto the rear bumper spoiler. Since the rear bumper has suffered damages and require to be repaired and spray painted, therefore the attachments above are necessary to remove and to facilitate the required job.

Please refer to the Zoom meeting email dated 30.06.2020 whereby all parties have agreed on this consensus. Hope you can revert to me soonest possible on the above matter.

**Best Regards,
Kee Siang Lim
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: Shiau Chan (LKKAuto) [mailto:siewsc@lkkauto.com]
Sent: Thursday, 5 November 2020 5:29 PM
To: 'Claims'; SUR
Cc: nora.khai@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SLR 5653 X ON 27/10/2020

Dear Kee Siang,

As instructed by our client, please proceed to repair the insured vehicle **SLR 5653X** (Excess \$600/-).

Please take note that Labour 1 not necessary as bumper repair.

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Thursday, 5 November 2020 11:53 AM

To: 'Claims' <claims@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: OD CLAIM FOR SLR 5653 X ON 27/10/2020

Dear Sir/Mdm,

Noted with thanks.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@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*

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

Sent: Thursday, 5 November 2020 11:44 AM

To: 'Nivitha (LKK Auto)' <admin-d@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'CS A Team' <cs-a@lkkauto.com>

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

Subject: RE: OD CLAIM FOR SLR 5653 X ON 27/10/2020

Dear Nivitha,

Attached above for your kind action.

Best Regards,

Kee Siang Lim

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

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From: Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Wednesday, 4 November 2020 11:14 AM
To: 'Claims'; 'Admin A'; 'SUR'; 'CS A Team'
Subject: RE: OD CLAIM FOR SLR 5653 X ON 27/10/2020

Dear Sir/Mdm,

Kindly assist to provide us the Certificate of Insurance for SLR 5653X.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 4 November 2020 11:01 AM
To: 'Nivitha (LKK Auto)' <admin-d@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'CS A Team' <cs-a@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SLR 5653 X ON 27/10/2020

Dear Sur,

Vehicle had been survey by Adrian just now, Please assist on OD approval.

Best Regards,
Kee Siang Lim
Claims Advisor

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 30 October 2020 4:54 PM
To: 'Nivitha (LKK Auto)'; 'Admin A'; 'SUR'; 'CS A Team'
Cc: 'Claims Dept'
Subject: RE: OD CLAIM FOR SLR 5653 X ON 27/10/2020

Dear all,

Attached is the estimate for your reference.

Best Regards,
Syafiq
Claims Admin Assistant

▪ **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



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From: Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Wednesday, 28 October 2020 4:11 PM
To: 'Claims'; 'Admin A'; 'SUR'; 'CS A Team'
Subject: RE: OD CLAIM FOR SLR 5653 X ON 27/10/2020

Dear Nadia,

Noted with thanks.

BEST REGARDS
G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 28 October 2020 4:02 PM
To: 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'CS A Team' <cs-a@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: OD CLAIM FOR SLR 5653 X ON 27/10/2020

Dear All,

Kindly register OD claim for this vehicle. Attached is the GIA report for your reference.

Kindly arrange survey on 4/11/2020 @ 10 AM. Owner waiting.

Thank you.

Best Regards,
Nadia
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
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