

## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Thursday, 26 November 2020 11:06 AM  
**To:** claims@premiumauto.com.sg; Admin-D (LKKAUTO); Admin A; SUR  
**Subject:** RE: OD CLAIM FOR SML 3588 J ON 17/11/2020  
**Attachments:** MARK EST.pdf (AMEND).pdf

Dear Sharifah,

As instructed by our client , please proceed to repair the **insured vehicle SML 3588J, (Excess \$1400/-)**.

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,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Wednesday, 25 November 2020 4:12 PM  
**To:** 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 SML 3588 J ON 17/11/2020

Dear Sharifah,

Pending approval from AIG.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :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@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Wednesday, 25 November 2020 4:03 PM  
**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OD CLAIM FOR SML 3588 J ON 17/11/2020

Hi LKK

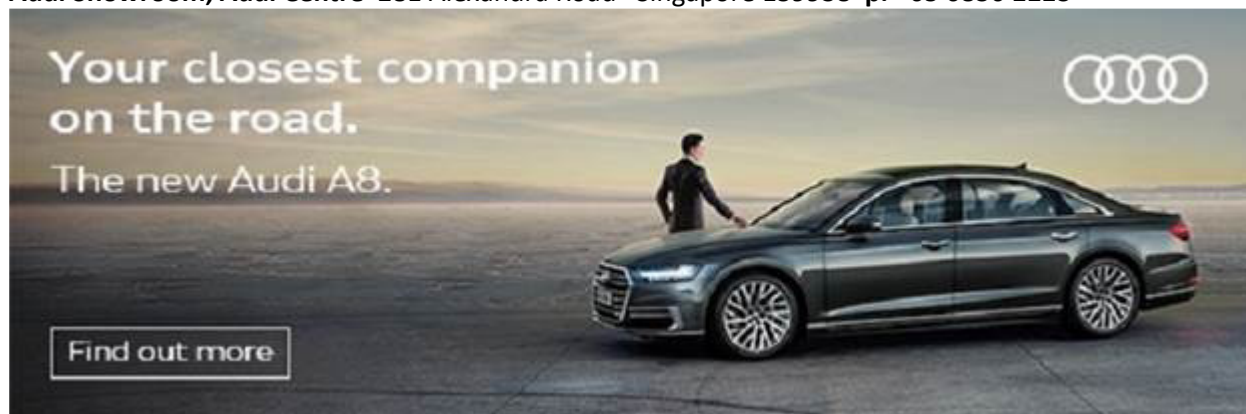
We refer to the survey conducted on 23/11/2020 by Adrian.

Please advise on OD authorisation soonest.

Thank you.

**Best Regards**  
**Sharifah**  
**Claims Advisor**

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699  
**D.** +65 6768 9911 **P.** +65 9871 9902  
**e.** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)  
**Audi Showroom, Audi Centre** 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Thursday, 19 November 2020 4:51 PM  
**To:** 'Summer Lee (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OD CLAIM FOR SML 3588 J ON 17/11/2020

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

e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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**From:** Summer Lee (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Thursday, 19 November 2020 9:40 AM

**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg); 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com)

**Subject:** RE: OD CLAIM FOR SML 3588 J ON 17/11/2020

Dear Sharifah,

Noted with thanks.

Best Regards,

**Summer Lee** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto: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@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Sent:** Thursday, 19 November, 2020 9:37 AM

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

**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: OD CLAIM FOR SML 3588 J ON 17/11/2020

Hi LKK

Please reschedule the survey to Monday, 23/11/2020 at 1.30pm (owner waiting).

Thank you.

Best Regards,

Sharifah

Claims Advisor

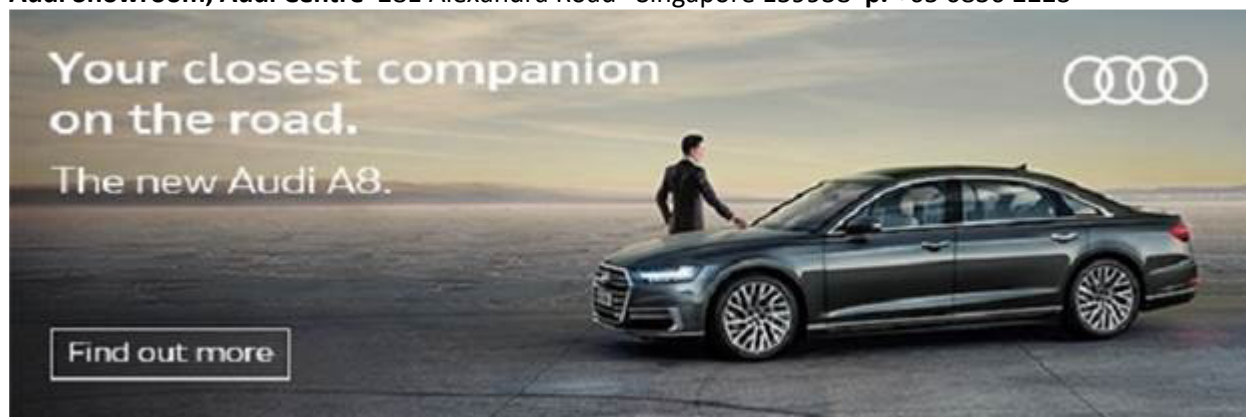
**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

**D.** +65 6768 9911 **P.** +65 9871 9902

**e.** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

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

**Sent:** Wednesday, 18 November 2020 6:33 PM

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

**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: OD CLAIM FOR SML 3588 J ON 17/11/2020

Dear all,

Kindly arrange survey on 20/11/2020 at 1:30pm.

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

**e.** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

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

**Sent:** Wednesday, 18 November 2020 6:00 PM

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

**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** OD CLAIM FOR SML 3588 J ON 17/11/2020

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.

**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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