

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Thursday, 24 December 2020 9:19 AM
To: Claims Dept; Shiau Chan (LKKAuto); SUR
Subject: RE: OD CLAIM FOR SMU 6923 H ON 7/12/2020

Dear Tony,

Excess revise to \$400

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 Dept <claims@premiumauto.com.sg>
Sent: Wednesday, 23 December 2020 9:06 AM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SMU 6923 H ON 7/12/2020

Dear Denise,

Noted on repair approval. Have you forward the video footage to OIC?

The excess should be \$400?

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



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

Sent: Wednesday, 23 December 2020 8:05 AM

To: Claims Dept; Shiao Chan (LKKAUTO); SUR

Subject: RE: OD CLAIM FOR SMU 6923 H ON 7/12/2020

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SMU6923H (Excess \$800/-)**. **Before paint photos for all NEW Panels and Parts required after repair. Repair Limit \$86,000/- whichever lower.**

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,

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 Dept <claims@premiumauto.com.sg>

Sent: Wednesday, 23 December 2020 7:54 AM

To: 'Claims Dept' <claims@premiumauto.com.sg>; Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; Shiao Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: OD CLAIM FOR SMU 6923 H ON 7/12/2020

Dear Denise,

Any update on repair approval?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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

Sent: Monday, 21 December 2020 5:45 PM

To: 'Denise Tay (LKKAUTO)'; 'Shiau Chan (LKKAUTO)'; 'SUR'

Cc: 'Claims Dept'

Subject: RE: OD CLAIM FOR SMU 6923 H ON 7/12/2020

Dear Denise,

We confirm that we can repair this car within \$86k (bef GST)

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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

Sent: Monday, 21 December 2020 11:58 AM

To: Claims Dept; Shiau Chan (LKKAUTO); SUR

Subject: RE: OD CLAIM FOR SMU 6923 H ON 7/12/2020

Hi Tony,

How is the update

So long already

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: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>

Sent: Wednesday, 16 December 2020 11:25 AM

To: Claims Dept <claims@premiumauto.com.sg>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: OD CLAIM FOR SMU 6923 H ON 7/12/2020

Hi Tony,

How is the update

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 Dept <claims@premiumauto.com.sg>

Sent: Monday, 14 December 2020 10:10 AM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: RE: OD CLAIM FOR SMU 6923 H ON 7/12/2020

Dear Denise,

We check and update you again.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

▪ **PREMIUM AUTOMOBILES**

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

Sent: Monday, 14 December 2020 8:58 AM

To: Claims; Shiau Chan (LKKAuto); SUR

Subject: RE: OD CLAIM FOR SMU 6923 H ON 7/12/2020

Dear All,

Please keep us update on the repair cost within \$86,000.00. (subject approval by insurance)

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: Friday, 11 December 2020 6:10 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: RE: OD CLAIM FOR SMU 6923 H ON 7/12/2020

Dear Shiau Chan,

Thank you for your email.

Aside to Tony,

FYNA.

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: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Friday, 11 December 2020 5:46 PM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SMU 6923 H ON 7/12/2020

Dear Syafiq,

Kindly advise whether your workshop able to repair the vehicle SMU 6923H within \$86,000.00. (subject approval by insurance)

"Best Wishes for Merry Christmas & Happy New Year 2021"

Best Regards,

Shiao 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 <claims@premiumauto.com.sg>
Sent: Tuesday, 8 December 2020 4:59 PM
To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SMU 6923 H ON 7/12/2020

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 w. www.audi.com.sg
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From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 8 December 2020 10:40 AM
To: 'Admin A' <admin-a@lkkauto.com>; 'Summer Lee (LKK Auto)' <admin-d@lkkauto.com>; sur@lkkauto.com
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: OD CLAIM FOR SMU 6923 H ON 7/12/2020

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 9/12/2020, 10AM at 24 Benoi Sector.

Vehicle is in our compound.

Best Regards,
Syafiq
Claims Admin Assistant

Premium Automobiles Pte Ltd (Reg No 199902271W)
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