

Veron Chen (LKKAUTO)

From: Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>
Sent: Thursday, 21 January 2021 10:12 AM
To: Veron Chen (LKKAUTO); Claims; Admin A; Admin-D (LKKAUTO); SUR
Subject: aigencrypt RE: OD CLAIM FOR SMV 2418 X ON 15/1/2021

Dear all,

Kindly be informed that the excess has been reviewed and amended to \$0.

Best regards,

Mariesa Abu Kassim (Mariesa)

AIG

FNOL Adjuster I
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel: 8001206556 | Ext: 1012202

NoorMariesa.AbuKassim@aig.com | www.aig.com

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Thursday, January 21, 2021 7:45 AM
To: Claims <claims@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>
Subject: [EXTERNAL] RE: OD CLAIM FOR SMV 2418 X ON 15/1/2021

This message is from an external sender; be cautious with links and attachments.

Dear Noor Mariesa,

Please refer below email from repairer.

Kindly re-confirmed vehicle excess.

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)

From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 20 January 2021 7:48 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; 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 SMV 2418 X ON 15/1/2021

Dear Veron,

Kindly advice is excess S\$400 confirmed, the video footage show that our client is not at fault. She is moving straight in her own lane.

**Best Regards,
Kee Siang Lim
Claims Advisor**

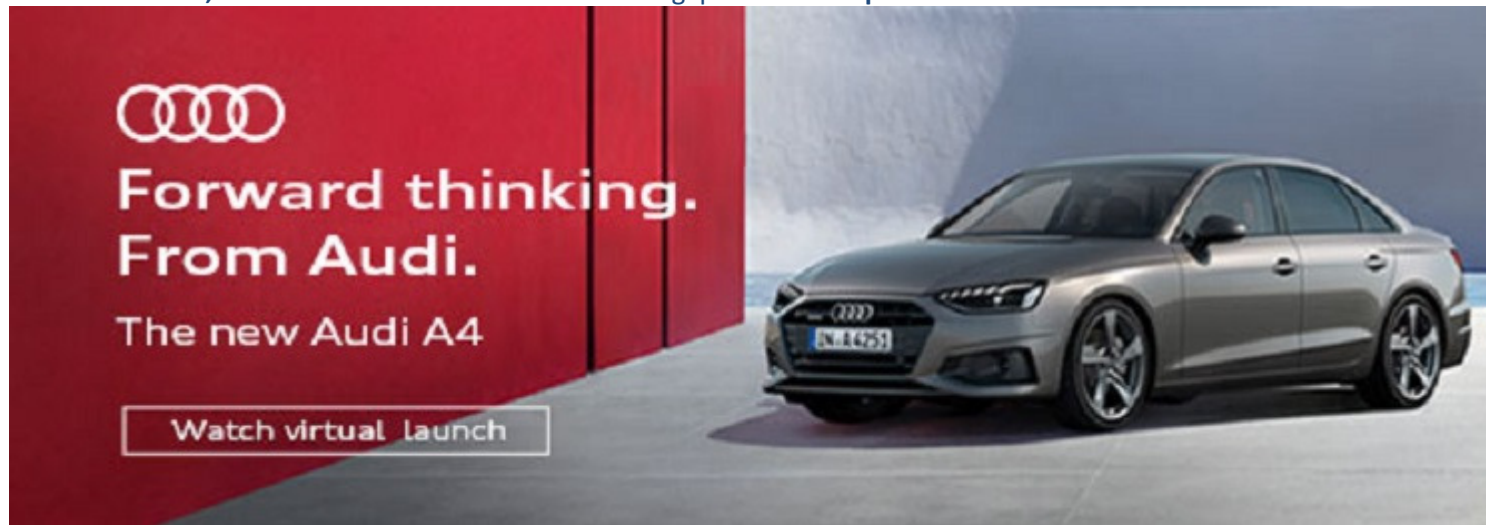
Premium Automobiles Pte Ltd (Reg No 199902271W)

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

Sent: Wednesday, 20 January 2021 6:00 PM

To: 'Veron Chen (LKKAUTO)'; 'Admin A'; 'Admin-D (LKKAUTO)'; 'SUR'

Cc: 'Claims'

Subject: RE: OD CLAIM FOR SMV 2418 X ON 15/1/2021

Dear Veron,

Thank you for your email.

Aside to Kee Siang,

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: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Wednesday, 20 January 2021 5:26 PM
To: Claims <claims@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SMV 2418 X ON 15/1/2021

Dear Syafiq,

As instructed by our client , please proceed to repair the **insured vehicle SMV 2418X, (Excess \$400/-).**

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.

Checked and Supplementary items to resurvey with CLEAR photos for damage and consistency.

Before paint photos for all NEW Panels and Parts required after 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)

From: Claims <claims@premiumauto.com.sg>
Sent: Saturday, 16 January 2021 12:19 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: OD CLAIM FOR SMV 2418 X ON 15/1/2021

Dear All,

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

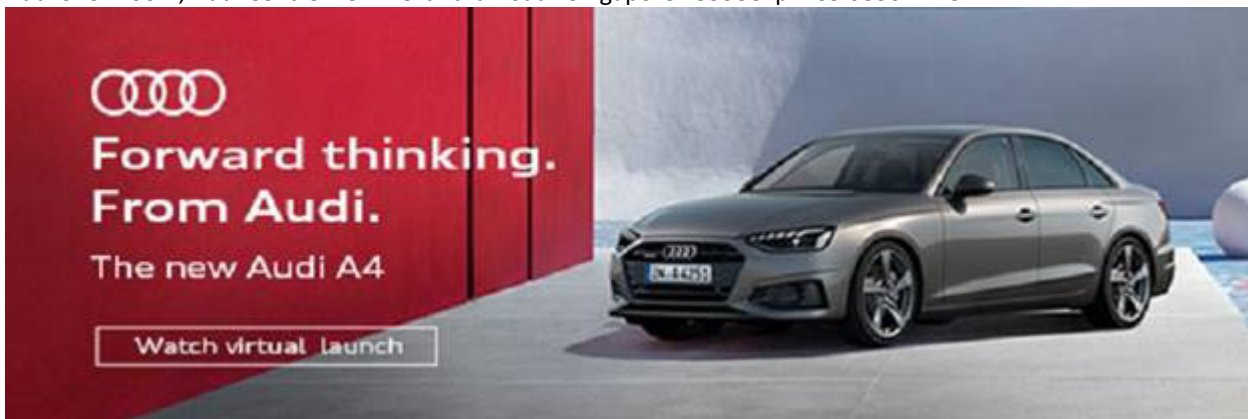
We will forward you the estimate once it is available.

Kindly arrange survey on 19/1/2021 at 24 Benoi Sector.

Vehicle is in our compound.

**Best Regards,
Syafiq
Claims Admin Assistant**

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