

## Veron Chen (LKKAUTO)

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**From:** WONG JOSEPHINE <josephinewong@uoi.com.sg>  
**Sent:** Tuesday, 15 June 2021 10:59 AM  
**To:** Veron Chen (LKKAUTO)  
**Cc:** SUR; Denise Tay (LKKAUTO); assignments; Admin-D (LKKAUTO)  
**Subject:** RE: OD CLAIM FOR SLR 7811 T, DOA: 08/02/2021

M11D12032102

Due to the COVID-19 situation, most of our staff are working from home.  
While we remain committed to serving you, there may be delay in our customer services.  
We thank you for your kind understanding under such challenging circumstances.

### Josephine Wong

Executive  
Claims



United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909  
Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • josephinewong@uoi.com.sg

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**From:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Tuesday, June 15, 2021 8:31 AM  
**To:** LEE KATIE <katielee@uoi.com.sg>; LEE KATIE <katielee@uoi.com.sg>  
**Cc:** WONG JOSEPHINE <josephinewong@uoi.com.sg>; SUR <sur@lkkauto.com>; Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>  
**Subject:** RE: OD CLAIM FOR SLR 7811 T, DOA: 08/02/2021

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Dear Katie,

Please provides claim number.

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:** LEE KATIE [mailto:katielee@uoi.com.sg]

**Sent:** Tuesday, 16 March 2021 3:27 PM

**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>

**Cc:** WONG JOSEPHINE <josephinewong@uoi.com.sg>; SUR <sur@lkkauto.com>; Denise Tay (LKKAuto) <denisetay@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

**Subject:** RE: OD CLAIM FOR SLR 7811 T, DOA: 08/02/2021

Dear Veron,

Please proceed to authorize repair up to S\$2,101.

Due to the COVID-19 situation, most of our staff are working from home. While we remain committed to serving you, there may be delay in our customer services. We thank you for your kind understanding under such challenging circumstances.

Regards,

**Katie Lee**

Manager  
Claims

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909

Main • (65) 6222 7733 | DID • (65) 6490 9318 | Fax • (65) 6327 3869 | Email • [katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)

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**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** Tuesday, 16 March 2021 8:40 AM

**To:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** WONG JOSEPHINE <[josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: OD CLAIM FOR SLR 7811 T, DOA: 08/02/2021

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Dear Katie,

Enclosed preliminary revised (incl. supplementary) of vehicle SLR 7811T

Kindly approved on the supplementary.

Please provides claim number.

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:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>

**Sent:** Thursday, 11 February 2021 11:50 AM

**To:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** WONG JOSEPHINE <[josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: OD CLAIM FOR SLR 7811 T, DOA: 08/02/2021

Dear Denise,

Please proceed to authorize repair up to S\$1,904. There is no policy excess.

Due to the COVID-19 situation, most of our staff are working from home. While we remain committed to serving you, there may be delay in our customer services. We thank you for your kind understanding under such challenging circumstances.

Regards,

**Katie Lee**

Manager  
Claims

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909

Main • (65) 6222 7733 | DID • (65) 6490 9318 | Fax • (65) 6327 3869 | Email • [katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)

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**From:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**Sent:** Thursday, 11 February 2021 11:01 AM  
**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** WONG JOSEPHINE <[josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OD CLAIM FOR SLR 7811 T, DOA: 08/02/2021

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir/Madam,

Enclosed preliminary revised of vehicle SLR 7811T  
Date of survey: 10/02/2021  
Number of days (estimated) : 2 days

We did not authorise repair

Please let us have your authorization.

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [denisetay@lkkauto.com](mailto:denisetay@lkkauto.com) | fax: 6256-4315

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

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Wednesday, 10 February 2021 9:29 AM  
**To:** 'LEE KATIE' <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** 'WONG JOSEPHINE' <[josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OD CLAIM FOR SLR 7811 T, DOA: 08/02/2021

Dear Sir/Mdm,

Thank you for the assignment.

**BEST REGARDS**

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto: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*

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**From:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>  
**Sent:** Wednesday, 10 February 2021 8:53 AM  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Cc:** WONG JOSEPHINE <[josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)>; Nivitha (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OD CLAIM FOR SLR 7811 T, DOA: 08/02/2021  
**Importance:** High

Dear Nadia,

We will appoint surveyor from LKK Auto Consultants to contact you.

Aside to LKK, please assist to inform your surveyor to contact the workshop this morning and acknowledge of this new assignment.

Due to the COVID-19 situation, most of our staff are working from home. While we remain committed to serving you, there may be delay in our customer services. We thank you for your kind understanding under such challenging circumstances.

Regards,

**Katie Lee**

Manager  
Claims

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909

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**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Tuesday, 9 February 2021 9:30 AM  
**To:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OD CLAIM FOR SLR 7811 T, DOA: 08/02/2021

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Dear all,

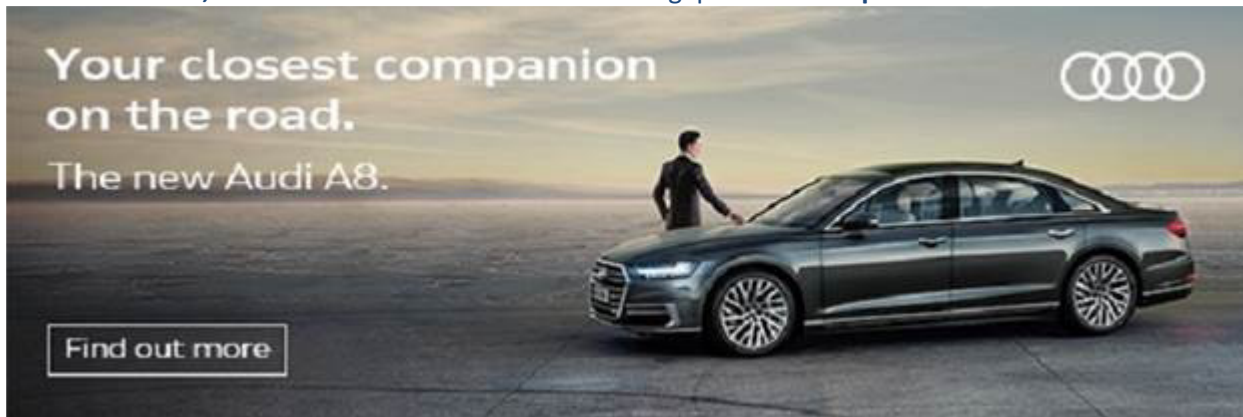
My apologies.

Survey on 10/2 @ 11am. Owner waiting.

Thank you.

**Best Regards,  
Nadia Hani  
Claims Administrator**

**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:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Tuesday, 9 February 2021 9:29 AM  
**To:** 'claim@uoi.com.sg' <[claim@uoi.com.sg](mailto:claim@uoi.com.sg)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OD CLAIM FOR SLR 7811 T, DOA: 08/02/2021

Dear Claims Team,

As per previous email, kindly arrange survey today 9/2/21 @ 11am. Owner waiting.

Thank you.

**Best Regards,  
Nadia Hani  
Claims Administrator**

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

**Sent:** Tuesday, 9 February 2021 9:26 AM

**To:** 'claim@uoi.com.sg' <[claim@uoi.com.sg](mailto:claim@uoi.com.sg)>

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

**Subject:** OD CLAIM FOR SLR 7811 T, DOA: 08/02/2021

Dear All,

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

We will send you the estimate once it is ready.

Thank you.

**Best Regards,  
Nadia Hani  
Claims Administrator**

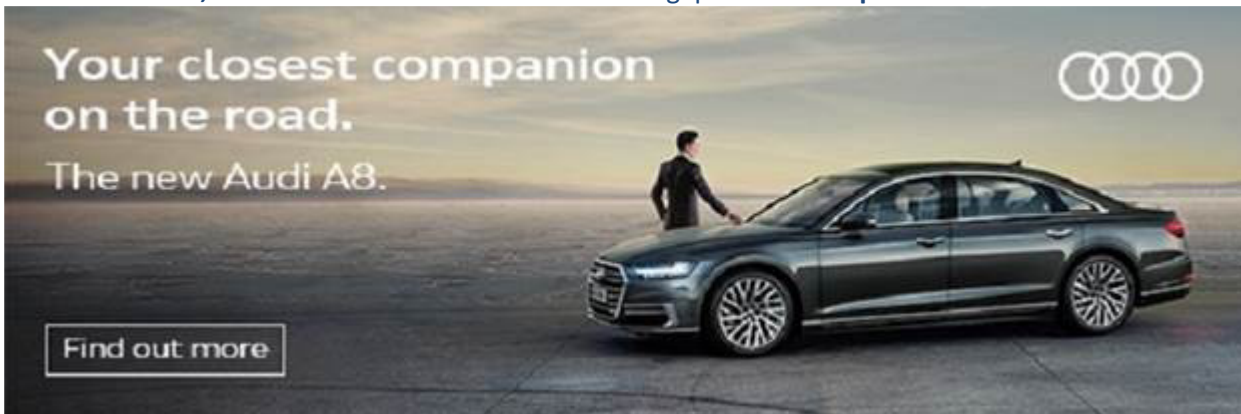
**Premium Automobiles Pte Ltd** (Reg No 199902271W)

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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