

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Wednesday, 17 March 2021 4:05 PM
To: Claims Dept; Admin A; Admin-D (LKKAUTO); SUR; CS A Team
Subject: RE: OD CLAIM FOR SMD 9481 K, DOA: 11/2/2021

Dear Tony,

Instruction from AIG, to proceed replace of front bumper.

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: Veron Chen (LKKAUTO)
Sent: Monday, 22 February 2021 4:40 PM
To: 'Claims Dept' <claims@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: OD CLAIM FOR SMD 9481 K, DOA: 11/2/2021

Dear Tony,

As instructed by our client , please proceed to repair the insured vehicle **SMD 9481K, (Excess \$800/-)**.

Front Bumper to repair instead of Renew

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.

Before paint photos showing all parts replaced are required.

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 Dept <claims@premiumauto.com.sg>

Sent: Friday, 19 February 2021 2:07 PM

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

Subject: RE: OD CLAIM FOR SMD 9481 K, DOA: 11/2/2021

Dear Sur,

The survey has carried out by Adrian this morning.

Kindly assist in follow up on repair approval.

Thank you.

Best Regards,

Tony Foong

Claims Advisor

▪ **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

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e.<mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

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

Sent: Wednesday, 17 February 2021 9:13 AM

To: 'Claims'; 'Admin A'; 'Summer Lee (LKK Auto)'; sur@lkkauto.com; 'CS A Team'

Cc: 'Claims'

Subject: RE: OD CLAIM FOR SMD 9481 K, DOA: 11/2/2021

Dear all,

Attached estimate for your kind reference.

Aside to Summer,

Kindly arrange survey on 19/2/2021@1030am

Thank you.

Best Regards,
Tony Foong
Claims Advisor

· **PREMIUM AUTOMOBILES**

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

Sent: Tuesday, 16 February 2021 9:40 AM

To: 'Admin A'; 'Summer Lee (LKK Auto)'; sur@lkkauto.com; 'CS A Team'

Cc: 'Claims'

Subject: OD CLAIM FOR SMD 9481 K, DOA: 11/2/2021

Dear all,

Kindly register OD claims for this vehicle.

Attached is GIA report for your reference. We will forward you the estimate when it is ready.

Please arrange survey on 19/2/2021 @ 10:30AM.

Thank you.

Best Regards,
Nadia Hani
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

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