

## Denise Tay (LKKAUTO)

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**From:** Denise Tay (LKKAUTO)  
**Sent:** Wednesday, 14 April 2021 8:11 AM  
**To:** claims@premiumauto.com.sg; Admin-D (LKKAUTO); Admin A; SUR; CS A Team  
**Subject:** RE: OD CLAIMS FOR VEH: SKT 9574 R

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SKT 9574 R (Excess \$800/-)**. **Repair limit at max \$17K 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.

**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,

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

**Sent:** Thursday, 8 April 2021 8:27 AM

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

**Subject:** RE: OD CLAIMS FOR VEH: SKT 9574 R

Hi,

Any updates?

max at \$15,000/- (subjected to insurance approval)

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

**Sent:** Wednesday, 7 April 2021 11:13 AM

**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg); 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)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** RE: OD CLAIMS FOR VEH: SKT 9574 R

Dear Eryx,

Refer to Tony and Rasul conversation.

Our surveyor has checked again and max at \$15,000/- (subjected to insurance approval)

Please check.

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

**Sent:** Wednesday, 7 April 2021 11:10 AM

**To:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>; 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)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** RE: OD CLAIMS FOR VEH: SKT 9574 R

Dear Denise

We would like counter propose S\$17,000 / Lump sum repair.

Thank you.

Best Regards,

**Eryx Tan**

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](http://www.audi.com.sg)

Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



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

**Sent:** Wednesday, 7 April 2021 10:08 AM

**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg); 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)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** RE: OD CLAIMS FOR VEH: SKT 9574 R

Hi,

Please note that limit repair at \$12,000/- (subjected to insurance approval).

please check if able to repair within limit

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

**Sent:** Wednesday, 7 April 2021 9:49 AM

**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)>; CS A  
Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** RE: OD CLAIMS FOR VEH: SKT 9574 R

Dear All

Kindly assist to expedite the approval on the above-mention vehicle. Owner needs the replacement vehicle urgently.

Your help is greatly appreciated.

Thank you.

Best Regards,  
**Eryx Tan**  
Claims Advisor

▪ **PREMIUM AUTOMOBILES**

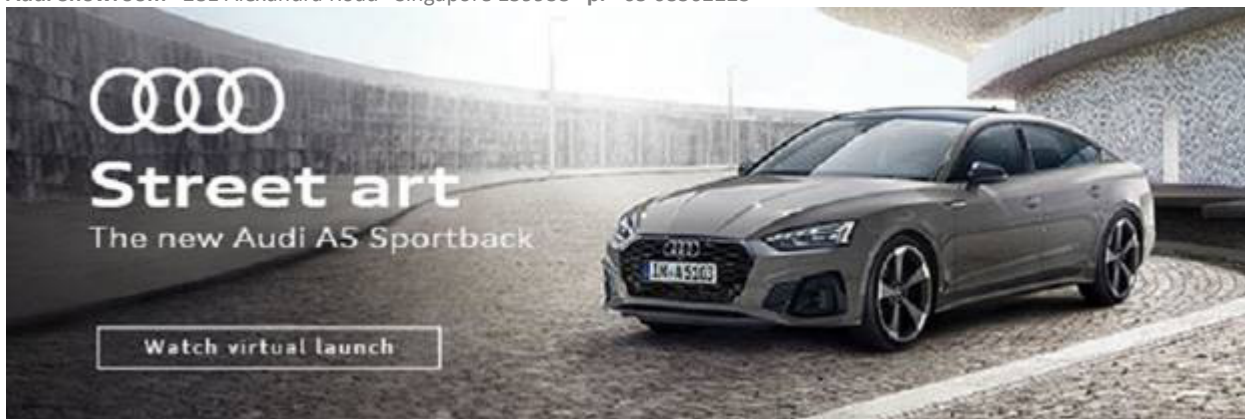
(Reg No 199902271W)

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

**Sent:** Tuesday, 6 April 2021 8:30 AM

**To:** 'Summer (LKK Auto)' <[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)>; 'CS A Team' <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** RE: OD CLAIMS FOR VEH: SKT 9574 R

Dear All

Kindly assist to expedite the approval on the above-mention vehicle. Owner needs the replacement vehicle urgently.

Your help is greatly appreciated.

Thank you.

Best Regards,  
**Eryx Tan**  
Claims Advisor

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

**Sent:** Thursday, 1 April 2021 3:30 PM

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

**Subject:** RE: OD CLAIMS FOR VEH: SKT 9574 R

Dear Haikal,

The timing cannot early abit and owner waiting?

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)

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

**Sent:** Thursday, 1 April, 2021 3:23 PM

**To:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Admin-D (LKKAuto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'CS A Team' <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

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

**Subject:** RE: OD CLAIMS FOR VEH: SKT 9574 R

Dear all,

**Kindly register OD claims for this vehicle; SKT 9574 R**

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

Please arrange survey on 5/4/2021 @ 3:00PM. Vehicle IN (UBI)

Thank you!

**Best Regards,  
Haikal Ruddin  
Claims Advisor**

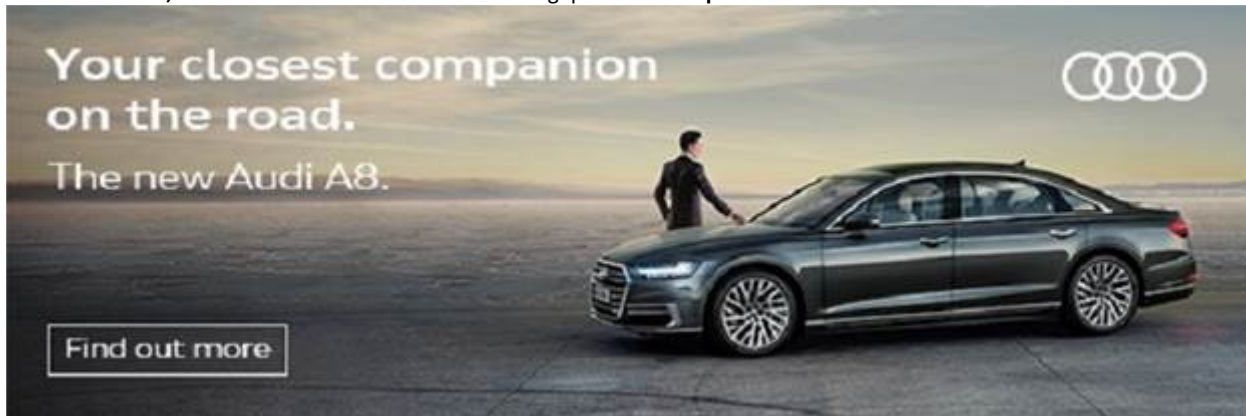
**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

**p.** +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

**e.** [claims@premiumauto.com.sg](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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