

**Re: OD CLAIM FOR SLL 2512 X, DOA: 12/05/2021**

Denise Tay (LKKAuto) &lt;denisetay@lkkauto.com&gt;

Tue 18/5/2021 11:00 AM

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

Dear Tony,

ask spoken limit repair at \$89K

*Thanks and regards,**Denise**Case handler**LKK Auto Consultants Pte Ltd**Tel: ☎ 62563561 Fax: 📠 6256 4315**Email: ✉ [sur@lkkauto.com](mailto:sur@lkkauto.com)*

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**From:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>**Sent:** Tuesday, 18 May 2021 10:17 AM**To:** Claims Dept <claims@premiumauto.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>**Subject:** Re: OD CLAIM FOR SLL 2512 X, DOA: 12/05/2021

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SLL 2512 X (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***Thanks and regards,**Denise**Case handler**LKK Auto Consultants Pte Ltd**Tel: ☎ 62563561 Fax: 📠 6256 4315**Email: ✉ [sur@lkkauto.com](mailto:sur@lkkauto.com)*

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**From:** Claims Dept <claims@premiumauto.com.sg>**Sent:** Monday, 17 May 2021 2:13 PM**To:** Admin-D (LKKAuto) <admin-d@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>**Cc:** 'Claims Dept' <claims@premiumauto.com.sg>**Subject:** RE: OD CLAIM FOR SLL 2512 X, DOA: 12/05/2021

Dear all,

Kindly advice OIC of this case and follow up repair approval.

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

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



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**From:** Summer (LKK Auto) [mailto:admin-d@lkkauto.com]  
**Sent:** Wednesday, 12 May 2021 5:11 PM  
**To:** 'Claims Dept'; 'CS A Team'; 'SUR'; 'Admin A'  
**Subject:** RE: OD CLAIM FOR SLL 2512 X, DOA: 12/05/2021

Dear Nadia,

Noted with thanks.

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:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Wednesday, 12 May, 2021 4:53 PM  
**To:** 'Summer (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'CS A Team' <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** 'Claims Dept' <claims@premiumauto.com.sg>  
**Subject:** RE: OD CLAIM FOR SLL 2512 X, DOA: 12/05/2021

Dear Summer,

Car is in.

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

## PREMIUM AUTOMOBILES

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**From:** Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Wednesday, 12 May 2021 4:22 PM  
**To:** 'Claims'; 'CS A Team'; 'SUR'; 'Admin A'  
**Subject:** RE: OD CLAIM FOR SLL 2512 X, DOA: 12/05/2021

Dear Nadia,

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:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Wednesday, 12 May, 2021 4:01 PM

**To:** 'CS A Team' <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Admin-D (LKKAuto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** OD CLAIM FOR SLL 2512 X, DOA: 12/05/2021

Dear Claims Team,

Kindly register OD claim under AIG for this vehicle. Attached is the GIA report and video footage for your reference.

We will forward you the estimate once it is available.

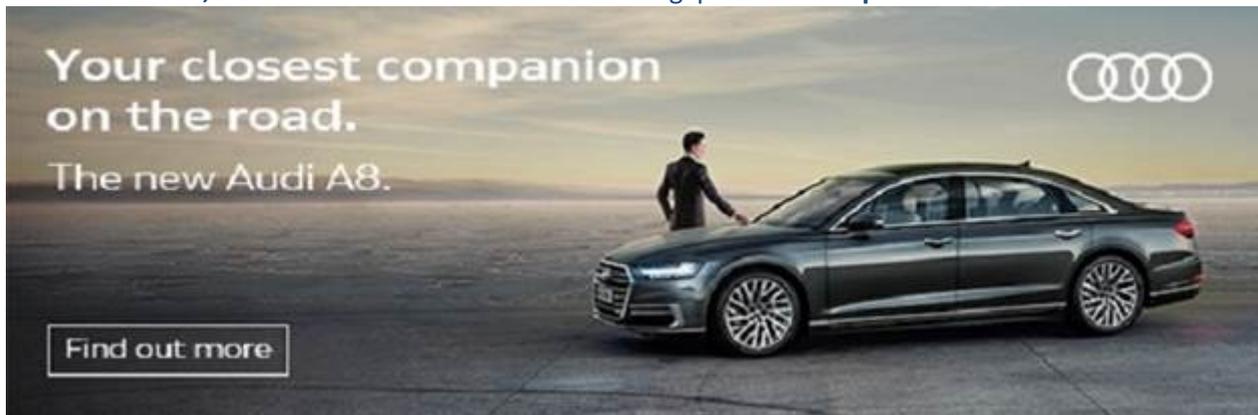
Kindly arrange survey on 14/5/21 @ 3pm.

Location: 24 Benoi Sector S629857

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 **m.** +65 8826 8736  
**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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