

Veron Chen (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 5 August 2021 6:50 PM
To: Veron Chen (LKKAUTO); Admin-D (LKKAUTO); SUR; CS A Team; Admin A
Cc: 'Claims'
Subject: LOD - OD CLAIM FOR SLA 479 E, DOA: 20/5/2021
Attachments: 479.pdf

Dear Veron,

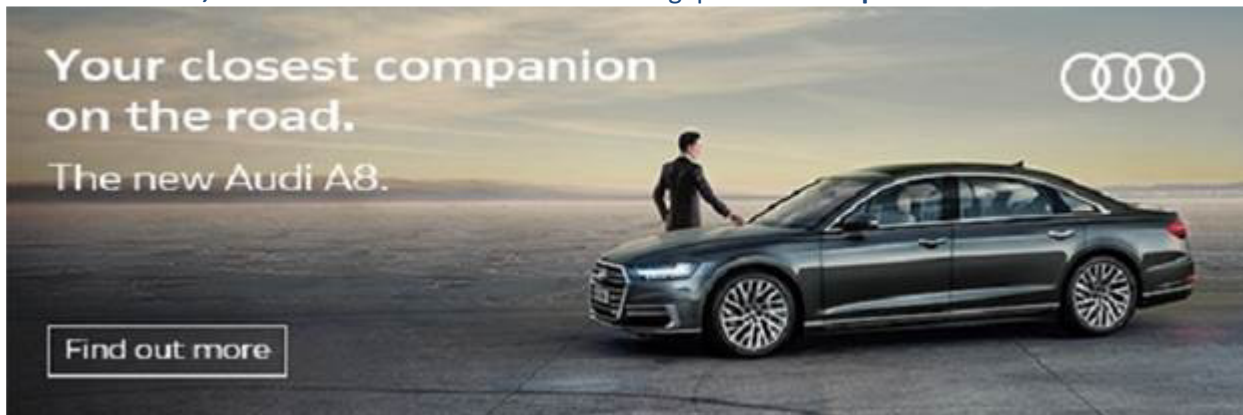
Attached LOD for your perusal. We will be mailing the original documents to your office shortly.

Please arrange for settlement upon receipt.

Thank you.

Best Regards,
Jennis Tan
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 **w.** www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Monday, 31 May 2021 7:42 PM
To: Claims Dept <claims@premiumauto.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: OD CLAIM FOR SLA 479 E, DOA: 20/5/2021

Dear Tony,

Supplementary approved.

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: Thursday, 27 May 2021 1:48 PM

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

Subject: RE: OD CLAIM FOR SLA 479 E, DOA: 20/5/2021

Dear Tony,

As instructed by our client , please proceed to repair the **insured vehicle SLA 479E, (Excess \$600/-)**.

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: Veron Chen (LKKAuto)

Sent: Thursday, 27 May 2021 1:14 PM

To: Claims Dept <claims@premiumauto.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR

<sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: OD CLAIM FOR SLA 479 E, DOA: 20/5/2021

Dear Tony,

Pending for approval.

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

Sent: Thursday, 27 May 2021 1:11 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: OD CLAIM FOR SLA 479 E, DOA: 20/5/2021

Dear Veron,

Any update of repair approval? Owner is chasing.

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

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From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]
Sent: Tuesday, 25 May 2021 3:25 PM
To: Claims Dept; Admin-D (LKKAuto); SUR; CS A Team; Admin A
Subject: RE: OD CLAIM FOR SLA 479 E, DOA: 20/5/2021

Dear Tony,

Not yet.

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 [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 25 May 2021 3:23 PM
To: 'Claims Dept' <claims@premiumauto.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: OD CLAIM FOR SLA 479 E, DOA: 20/5/2021

Dear all,

Any update?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 25 May 2021 8:20 AM
To: 'Summer (LKK Auto)'; 'SUR'; 'CS A Team'; 'Admin A'
Cc: 'Claims'
Subject: RE: OD CLAIM FOR SLA 479 E, DOA: 20/5/2021

Dear all,

Kindly assist follow up authorize repair for this vehicle.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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From: Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Friday, 21 May 2021 11:24 AM
To: 'Claims Dept'; 'SUR'; 'CS A Team'; 'Admin A'
Subject: RE: OD CLAIM FOR SLA 479 E, DOA: 20/5/2021

Dear Tony,

Noted with thanks.

Best Regards,
Summer Lee | Admin
LKK Auto Consultants Pte Ltd
Phone: 6741-8434 | email: 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.

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Friday, 21 May, 2021 11:07 AM
To: 'Summer (LKK Auto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'CS A Team' <cs-a@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>
Subject: RE: OD CLAIM FOR SLA 479 E, DOA: 20/5/2021

Dear Summer,

Change the survey location to Benoi. After 2 pm

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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

Sent: Friday, 21 May 2021 11:05 AM

To: 'Claims'; 'SUR'; 'CS A Team'; 'Admin A'

Subject: RE: OD CLAIM FOR SLA 479 E, DOA: 20/5/2021

Dear Nadia,

2p.m Adrian have appointment re-inspection.

Kindly change the timing in morning thanks.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: 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.

From: Claims <claims@premiumauto.com.sg>

Sent: Friday, 21 May, 2021 10:53 AM

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

Cc: 'Claims' <claims@premiumauto.com.sg>

Subject: OD CLAIM FOR SLA 479 E, DOA: 20/5/2021

Dear Claims Team,

Kindly register OD claim under AIG 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 24/5/2021 @ 2PM.

Location: 55 Ubi Road 1, Singapore 408699

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 **w.** www.audi.com.sg

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