

## Shiau Chan (LKKAUTO)

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**From:** Shiau Chan (LKKAUTO)  
**Sent:** Friday, 4 June 2021 12:20 pm  
**To:** Claims; SUR  
**Subject:** RE: OD CLAIMS FOR SMP 5675 G

Dear George,

As instructed by our client, please proceed to repair the insured vehicle **SMP 5675G (Excess \$1,600/-)**.

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.

**Note: Kindly arrange our surveyor to conduct resurvey of before paint for all panels and parts.**

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@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>  
**Sent:** Thursday, 27 May 2021 4:19 pm  
**To:** Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Cc:** 'Claims' <claims@premiumauto.com.sg>  
**Subject:** OD CLAIMS FOR SMP 5675 G

Dear Shiau Chan,

Please assist on resubmission of OD claims for above mentioned vehicle.

According to AIG, car survey will be required as per usual process.

Attached is the GIA addendum and will send you repair estimate once is available.

Kindly arrange for car survey on next Tuesday , 1<sup>st</sup> of June @ 2pm, owner waiting.

Address : 55 Ubi Road 1 S408699

Thank you.

**Best regards,**  
**George Wong**  
**Claims advisor**

· **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

281 Alexandra Road Singapore 159938

p. +65 6366 2323 d. 66900293

e. [Claims@premiumauto.com.sg](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:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Sent:** Wednesday, 12 May 2021 3:27 pm

**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@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)>

**Subject:** RE: OD CLAIMS FOR SMP 5675 G

Dear George,

You may check the below matter with AIG directly.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@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, 12 May 2021 3:20 PM

**To:** SUR <[sur@lkkauto.com](mailto:sur@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)>

**Cc:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: OD CLAIMS FOR SMP 5675 G

Dear Shiau Chan,

I have received a call from the owner of SMP 5675 G, he would like to know if he still allow to proceed the claim of own damage which occurred 21 of September 2020.

Please let us know if it is possible, so we can advise to our customer accordingly.

Thank you.

Best regards,  
George Wong  
Claims advisor

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

**Sent:** Thursday, 25 February 2021 5:25 pm

**To:** [sur@lkkauto.com](mailto:sur@lkkauto.com); 'Summer Lee (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; 'Shiau Chan (LKKAuto)' <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Subject:** RE: OD CLAIMS FOR SMP 5675 G

Dear Shiau Chan and all,

Please be informed that there is no repairs carried out for this case.

Kindly close the case on your end.

Best Regards,  
Kee Siang Lim  
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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**From:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Monday, 7 December 2020 5:20 PM  
**To:** [sur@lkkauto.com](mailto:sur@lkkauto.com); 'Summer Lee (LKK Auto)'; 'Admin A'  
**Cc:** 'Claims'  
**Subject:** OD CLAIMS FOR SMP 5675 G

Dear All,

Kindly register OD claim 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 10/12/2020, 10AM , Owner waiting.

Address : 55 Ubi Road 1 , S408699

Thank You.

**Best Regards,  
Raymond Ting**

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
281 Alexandra Road Singapore 159938  
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**e.** [Claims@premiumauto.com.sg](mailto:Claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)  
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