

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Sunday, 18 July 2021 10:14 AM
To: claims@premiumauto.com.sg; Hui Zhen (LKK Auto); SUR
Subject: RE: OD CLAIM FOR SNA 2069 T, DOA: 17/06/2021
Attachments: SNA 2069T SUPPLEMENTARY.pdf

Dear Zoey,

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: Wednesday, 30 June 2021 10:14 AM
To: claims@premiumauto.com.sg; Hui Zhen (LKK Auto) <huizhen@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SNA 2069 T, DOA: 17/06/2021

Dear Zoey,

As instructed by our client , please proceed to repair the **insured vehicle SNA 2069T, (Excess \$800/-)**.

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 for all NEW Panels and Parts required after repair

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: Wednesday, 30 June 2021 8:13 AM

To: claims@premiumauto.com.sg; Hui Zhen (LKK Auto) <huizhen@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: OD CLAIM FOR SNA 2069 T, DOA: 17/06/2021

Dear Zoey,

Already gave them a chaser.

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

Sent: Wednesday, 30 June 2021 8:07 AM

To: Hui Zhen (LKK Auto) <huizhen@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: OD CLAIM FOR SNA 2069 T, DOA: 17/06/2021

Dear all,

Any update on this case?

Thank you

Best Regards,

Zoey Kum

Claims

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

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 29 June 2021 8:36 AM
To: 'Hui Zhen (LKK Auto)' <huizhen@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: 'claims@premiumauto.com.sg' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SNA 2069 T, DOA: 17/06/2021

Dear all,

Any update on this case?

Thank you
Best Regards
Zoey Kum

From: Claims <claims@premiumauto.com.sg>
Sent: Monday, 28 June 2021 12:59 PM
To: 'Hui Zhen (LKK Auto)' <huizhen@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: 'claims@premiumauto.com.sg' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SNA 2069 T, DOA: 17/06/2021

Dear all,

Any update on this case?

Thank you
Best Regards
Zoey Kum

From: Hui Zhen (LKK Auto) <huizhen@lkkauto.com>
Sent: Friday, 25 June 2021 2:20 PM
To: claims@premiumauto.com.sg; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SNA 2069 T, DOA: 17/06/2021

Dear Zoey,

We are still pending insurance approval.

Best Regards,

Hui Zhen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: huizhen@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Friday, 25 June 2021 2:10 pm

To: 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 SNA 2069 T, DOA: 17/06/2021

Dear all,

Any update on this case?

Thank you

Best Regards

Zoey Kum

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

Sent: Thursday, 24 June 2021 9:06 AM

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

Cc: claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SNA 2069 T, DOA: 17/06/2021

Dear all,

Any update on this case?

Thank you

Best Regards

Zoey Kum

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

Sent: Wednesday, 23 June 2021 2:57 PM

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

Cc: claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SNA 2069 T, DOA: 17/06/2021

Dear all,

Adrian has surveyed this vehicle this afternoon.

Kindly assist with 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

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From: Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Saturday, 19 June 2021 8:37 PM
To: 'Claims'; 'CS A Team'; 'SUR'; 'Admin A'
Subject: RE: OD CLAIM FOR SNA 2069 T, DOA: 17/06/2021

Dear Nadia,

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 <claims@premiumauto.com.sg>
Sent: Friday, 18 June, 2021 7:06 PM
To: 'CS A Team' <cs-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Summer (LKK

Auto)' <admin-d@lkkauto.com>

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

Subject: OD CLAIM FOR SNA 2069 T, DOA: 17/06/2021

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 23/06/2021 @ 2:15PM. Owner waiting.

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

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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