

## Shiau Chan (LKKAUTO)

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**From:** Shiau Chan (LKKAUTO)  
**Sent:** Friday, 25 June 2021 11:50 AM  
**To:** Claims Dept; SUR  
**Subject:** RE: OD CLAIM FOR SLV 4898 S

Dear Tony,

Please be informed that the excess of SLV 4898S is \$1100 instead of \$550.

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:** Shiau Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Friday, 25 June 2021 11:40 AM  
**To:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OD CLAIM FOR SLV 4898 S

Dear Tony,

We have checked with AIG, the excess should be \$550 instead of \$1100.

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 Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Friday, 25 June 2021 10:13 AM  
**To:** Shiau Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OD CLAIM FOR SLV 4898 S

Dear Shiau Chan,

Noted on approval. Our client have video footage, excess should be waive off 50%?

Kindly assist check with AIG.

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

**Sent:** Friday, 25 June 2021 9:55 AM

**To:** Claims Dept; SUR

**Subject:** RE: OD CLAIM FOR SLV 4898 S

Dear Tony,

As instructed by our client, please proceed to repair the insured vehicle **SLV 4898S** (Excess \$1,100/-).

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.**

Best Regards,

**Shiau Chan (Ms)** | Case Handler on behalf of Veron

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

**Sent:** Wednesday, 23 June 2021 1:39 PM

**To:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin-B <[admin-b@lkkauto.com](mailto:admin-b@lkkauto.com)>

**Subject:** RE: OD CLAIM FOR SLV 4898 S

Dear all,

Adrian has surveyed this vehicle this morning.

Kindly assist with follow-up repair approval.

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

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

**Sent:** Tuesday, 22 June 2021 2:24 PM

**To:** 'SUR'; 'Admin-B'

**Cc:** 'Claims'

**Subject:** OD CLAIM FOR SLV 4898 S

Dear all,

Kindly assist register OD claim above mention case.

Attached GIA report and document for your kind reference.

Aside to survey team,

Please arrange survey on [23/6/2021@2.30pm](#) at Ubi, owner waiting

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

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