

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Monday, 13 September 2021 11:31 AM
To: Claims; SUR
Subject: RE: OWN DAMAGED CLAIM FOR SLT 8328 E DOA 7/8/21 - VEHICLE IN WORKSHOP
Attachments: SLT 8328E SUPPLEMENTARY 2 .pdf

Dear Kee Siang,

Above has been approved.

Repair limit Not Exceeding \$43,000/- or whichever lower.

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: Monday, 23 August 2021 8:29 AM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: OWN DAMAGED CLAIM FOR SLT 8328 E DOA 7/8/21 - VEHICLE IN WORKSHOP

Dear Kee Siang,

As instructed by our client , please proceed to repair the **insured vehicle SLT 8328E, (Excess \$600/-).**

Repair limit Not Exceeding \$43,000/- or whichever lower.

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 under-carriage parts required after repair

Arrange for more clear damaged photos for gearbox assy.

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: Friday, 20 August 2021 3:44 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: RE: OWN DAMAGED CLAIM FOR SLT 8328 E DOA 7/8/21 - VEHICLE IN WORKSHOP

Dear Veron,

We refer to your email below,

Please beinformed that we will repair the vehicle within the permissible limit S\$43,000 before excess and GST.

Kindly let us have you repair approval.

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 **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) [<mailto:veronchen@lkkauto.com>]

Sent: Thursday, 19 August 2021 11:33 AM

To: claims@premiumauto.com.sg; SUR

Subject: FW: OWN DAMAGED CLAIM FOR SLT 8328 E DOA 7/8/21 - VEHICLE IN WORKSHOP

Dear Kee Siang,

Kindly updates as per AIG request.

Please check vehicle able to repair at Not Exceeding \$43,000 ,subject to insurance 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: Veron Chen (LKKAuto)

Sent: Tuesday, 17 August 2021 8:03 AM

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

Subject: FW: OWN DAMAGED CLAIM FOR SLT 8328 E DOA 7/8/21 - VEHICLE IN WORKSHOP

Dear Kee Siang,

Any updates?

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: Friday, 13 August 2021 12:33 PM

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

Subject: RE: OWN DAMAGED CLAIM FOR SLT 8328 E DOA 7/8/21 - VEHICLE IN WORKSHOP

Dear Kee Siang,

Kindly assist on attach email.

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: Friday, 13 August 2021 9:02 AM

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

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

Subject: RE: OWN DAMAGED CLAIM FOR SLT 8328 E DOA 7/8/21 - VEHICLE IN WORKSHOP

Dear all,

Kindly advice on OD approval urgently, our client is demanding his replacement vehicle to be activated soonest possible.

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 w. www.audi.com.sg

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

Sent: Tuesday, 10 August 2021 3:16 PM

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

Subject: RE: OWN DAMAGED CLAIM FOR SLT 8328 E DOA 7/8/21 - VEHICLE IN WORKSHOP

Dear Jennis,

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: Tuesday, 10 August, 2021 3:14 PM

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

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

Subject: OWN DAMAGED CLAIM FOR SLT 8328 E DOA 7/8/21 - VEHICLE IN WORKSHOP

Dear Summer,

VEHICLE IN WORKSHOP

Thank you.

**Best Regards,
Jennis Tan
Claims Administrator**

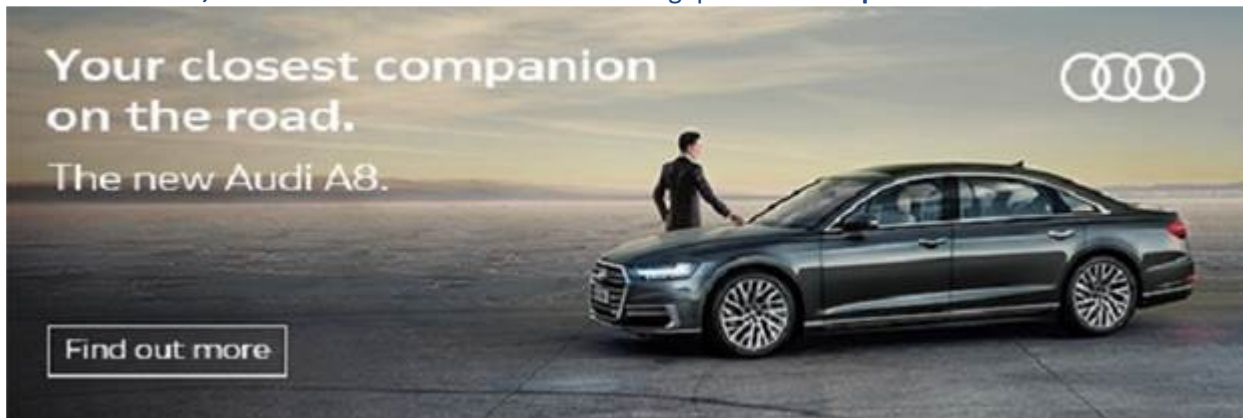
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Tuesday, 10 August 2021 3:07 PM

To: 'Claims' <claims@premiumauto.com.sg>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Subject: RE: OWN DAMAGED CLAIM FOR SLT 8328 E DOA 7/8/21 - VEHICLE IN WORKSHOP

Dear Jennis,

Owner waiting?

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: Tuesday, 10 August, 2021 3:00 PM
To: 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: OWN DAMAGED CLAIM FOR SLT 8328 E DOA 7/8/21 - VEHICLE IN WORKSHOP

Dear all,

Please ignore previous message.

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

We will forward you the estimate once it is available.

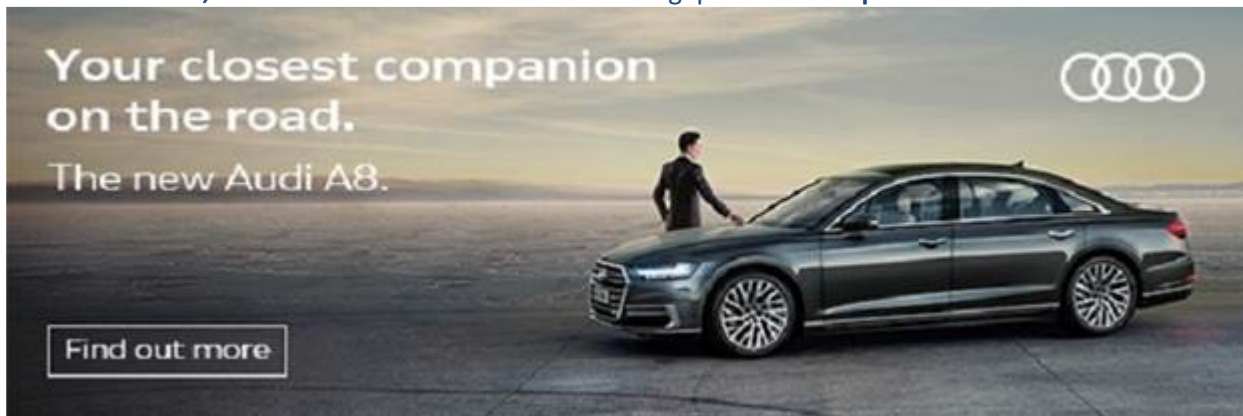
Kindly arrange survey on 11/8/21 @ 2pm @ Benoi

Address : 24 Sector Benoi. S629857

Thank you.

Best Regards,
Jennis Tan
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
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From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 10 August 2021 2:53 PM
To: 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: OWN DAMAGED CLAIM FOR SLT 8328 E DOA 7/8/21 - VEHICLE IN WORKSHOP

Dear all,

Kindly register OD claim 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 11/8/21 @ 2pm @ Benoi

Address : 24 Sector Benoi. S629857

Thank you.

**Best Regards,
Jennis Tan
Claims Administrator**

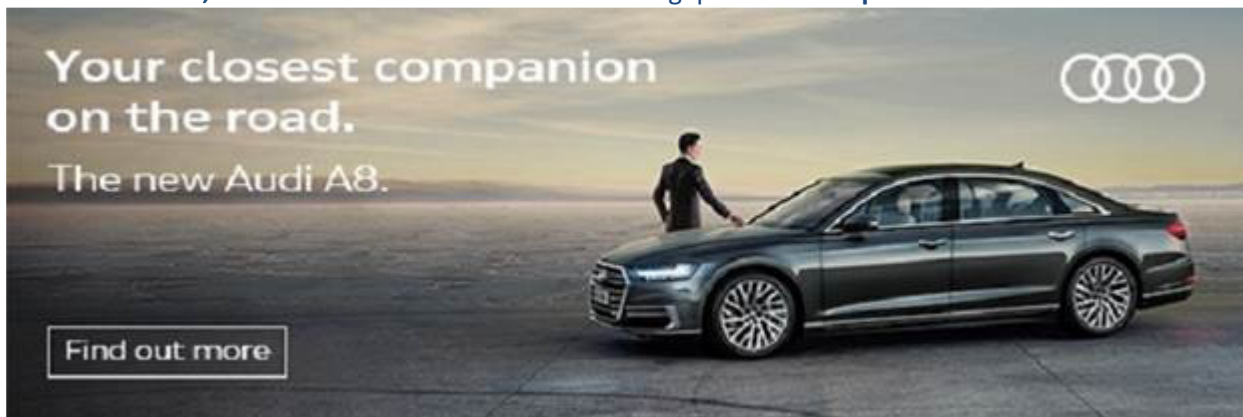
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