

Re: OWN DAMAGED CLAIM FOR VEHICLE SMG 5845 E DOA 10/8/21 - VEHICLE IN WORKSHOP

Hui Zhen (LKK Auto) <huizhen@lkkauto.com>

Mon 8/16/2021 4:33 PM

To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>

Dear Kee Siang,

As instructed by our client , please proceed to repair the **insured vehicle SMG 5845E, (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.

Checked and Supplementary items to resurvey with CLEAR photos for damage and consistency.

Before paint photos for all NEW Panels and Parts required after repair.

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 <claims@premiumauto.com.sg>**Sent:** Monday, August 16, 2021 3:10 PM**To:** 'Claims' <claims@premiumauto.com.sg>; Hui Zhen (LKK Auto) <huizhen@lkkauto.com>; 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 VEHICLE SMG 5845 E DOA 10/8/21 - VEHICLE IN WORKSHOP

Dear Hui Zhen,

Any update on approval? Please assist to chase AIG.

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: Claims [mailto:claims@premiumauto.com.sg]

Sent: Friday, 13 August 2021 12:39 PM

To: 'Hui Zhen (LKK Auto)'; 'Admin-D (LKKAuto)'; 'Admin A'; 'SUR'

Cc: 'Claims'

Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMG 5845 E DOA 10/8/21 - VEHICLE IN WORKSHOP

Dear Hui Zhen,

Attached undertaking letter and interview form signed by our client. Please assist to submit to AIG

Best Regards,
Kee Siang Lim
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Hui Zhen (LKK Auto) [mailto:huizhen@lkkauto.com]

Sent: Friday, 13 August 2021 11:40 AM

To: Claims; Admin-D (LKKAuto); Admin A; SUR

Subject: Re: OWN DAMAGED CLAIM FOR VEHICLE SMG 5845 E DOA 10/8/21 - VEHICLE IN WORKSHOP

Dear Kee Siang,

We are pending for 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 <claims@premiumauto.com.sg>

Sent: Friday, August 13, 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 VEHICLE SMG 5845 E DOA 10/8/21 - VEHICLE IN WORKSHOP

Dear all,

Kindly advice OD approval urgently, Please send AIG chaser.

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

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

Sent: Wednesday, 11 August 2021 8:27 AM

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

Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMG 5845 E DOA 10/8/21 - 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 6:41 PM

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

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

Subject: OWN DAMAGED CLAIM FOR VEHICLE SMG 5845 E DOA 10/8/21 - VEHICLE IN WORKSHOP

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 11/8/21 @ 2:30PM @ BENOI.

ADDRESS : 24 SECTOR BENOI. S629857

Thank you.

**Best Regards,
Jennis Tan
Claims Administrator**

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