

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Monday, 30 August 2021 3:54 pm
To: Claims; SUR
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMA 4427 S DOA 18/8/21
Attachments: SMA4427S SUPPLEMENTARY.pdf

Dear Kee Siang,

Please proceed the supplementary as attached with our surveyor marking.

Kindly arrange our surveyor to resurvey for support panel.

Thank you.

Best Regards,

Shiau Chan (Ms) | 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: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Tuesday, 24 August 2021 4:15 pm
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMA 4427 S DOA 18/8/21

Dear Kee Siang,

The limit is not more than \$70,000.00 or whichever lower.

Thank you.

Best Regards,

Shiau Chan (Ms) | 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 <claims@premiumauto.com.sg>
Sent: Tuesday, 24 August 2021 4:05 pm
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMA 4427 S DOA 18/8/21

Dear Shiau Chan,

May I know how much is the permissible limit?

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

Sent: Tuesday, 24 August 2021 3:01 PM

To: Claims; SUR

Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMA 4427 S DOA 18/8/21

Dear Kee Siang,

As instructed by our client, please proceed to repair the insured vehicle **SMA 4427S (Excess \$0/-)**.

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 | fax: 6256-4315

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

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

Sent: Tuesday, 24 August 2021 2:54 pm

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

a@lkkauto.com>; SUR <sur@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: claims@premiumauto.com.sg; 'Mithoosingh, Aashweenjeetkaur' <Aashweenjeetkaur.Mithoosingh@aig.com>; 'Nadaraja, Deeban' <Deeban.Nadaraja@aig.com>; 'Lim, Sheng Yang' <ShengYang.Lim@aig.com>; 'AIG SGP, CCU Referral' <AIGSGPCCUReferral@aig.com>; 'Azlan, Syazairdina' <Syazairdina.Azlan@aig.com>

Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMA 4427 S DOA 18/8/21

Dear all,

Our client has called up to AIG and understand his claim is approved.

Please kindly let us have the repair approval so that we can activate the replacement vehicle and start the repairs.

**Best Regards,
Kee Siang Lim
Claims Advisor**

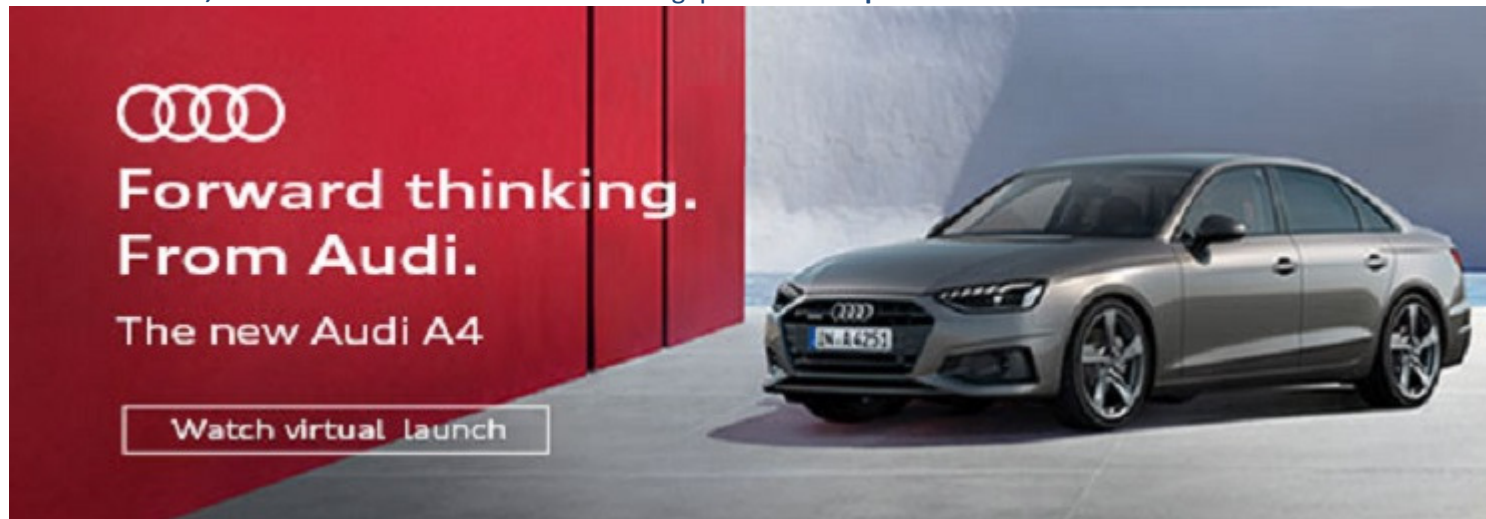
Premium Automobiles Pte Ltd (Reg No 199902271W)

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

Sent: Monday, 23 August 2021 9:27 AM

To: 'Summer (LKK Auto)'; 'Admin A'; 'SUR'

Cc: 'Claims'

Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMA 4427 S DOA 18/8/21

Dear all,

Please advice on OD claim approval for above mention case.

**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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

Sent: Friday, 20 August 2021 1:21 PM

To: 'Summer (LKK Auto)'; 'Admin A'; 'SUR'

Cc: claims@premiumauto.com.sg

Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMA 4427 S DOA 18/8/21

Dear all ,

Attached revise estimate for your kind reference.

Kindly assist on repair approval.

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

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

Sent: Thursday, 19 August 2021 7:16 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 VEHICLE SMA 4427 S DOA 18/8/21

Dear all,

Please ignore previous email.

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

Kindly take note that our client will be claiming medical bill .

We will forward you the estimate once it is available.

Kindly arrange survey on 19/8/21 @ 2:30PM @ UBI. Owner waiting.

Thank you.

Best Regards,
Jennis Tan
Claims Administrator

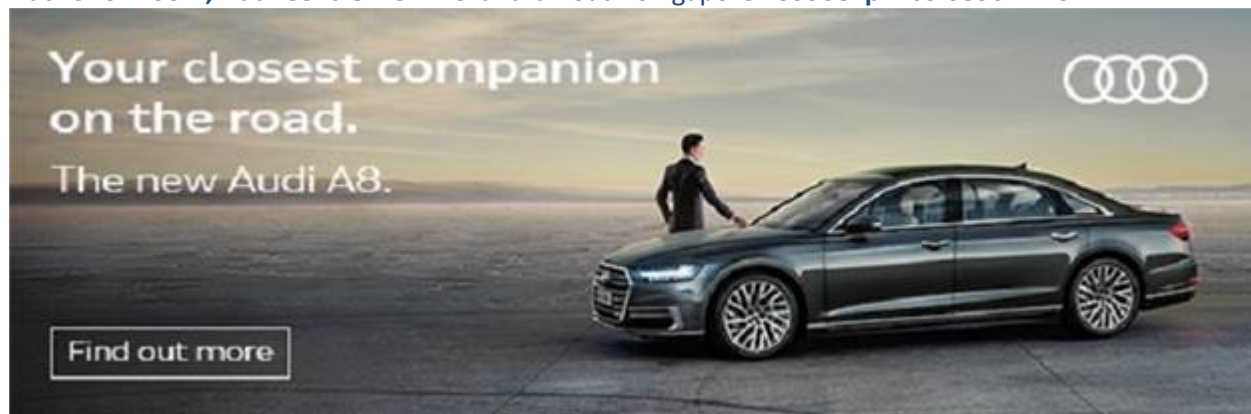
Premium Automobiles Pte Ltd (Reg No 199902271W)

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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

Sent: Thursday, 19 August 2021 10:57 AM

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

Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMA 4427 S DOA 18/8/21

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: Thursday, 19 August, 2021 10:53 AM
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 SMA 4427 S DOA 18/8/21

Dear all,

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

Kindly take note that our client will be claiming medical bill .

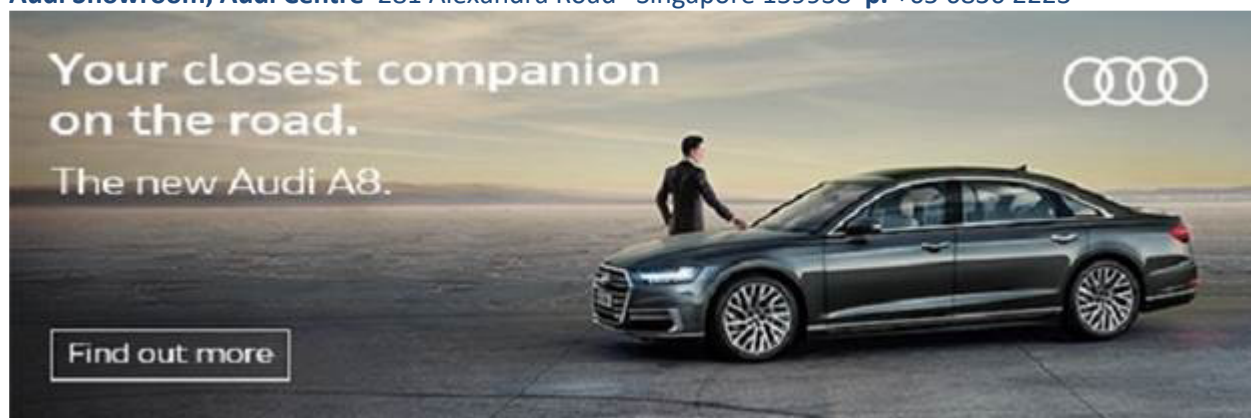
We will forward you the estimate once it is available.

Kindly arrange survey on 19/8/21 @ 2:30PM @ UBI. Owner waiting.

Thank you.

Best Regards,
Jennis Tan
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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you