

Shiau Chan (LKKAUTO)

From: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>
Sent: Monday, 30 August 2021 5:40 pm
To: Claims
Cc: Hui Zhen (LKK Auto); SUR; AIG SGP, CCU Referral
Subject: aigencrypt RE: RE: OWN DAMAGED CLAIM FOR VEHICLE SMX 4671 G DOA 18/8/21

Dear Kee Siang,

Excess has been updated to \$0.

Thank you.

Thanks and regards,

Syaza Irdina Azlan
AIG

Express Claims Adjuster II, Singapore FNOL, Claims Operations – Auto
SG Claims Operations | AIG Asia Pacific Insurance Pte. Ltd.
[Tel:8001206556](tel:8001206556) | Ext:1012205

Syazairdina.Azlan@aig.com | www.aig.sg

From: Claims <claims@premiumauto.com.sg>
Sent: Monday, August 30, 2021 5:31 PM
To: 'Hui Zhen (LKK Auto)' <huizhen@lkkauto.com>; 'SUR' <sur@lkkauto.com>; Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; AIG SGP, CCU Referral <AIGSGPCCUReferral@aig.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: [EXTERNAL] RE: OWN DAMAGED CLAIM FOR VEHICLE SMX 4671 G DOA 18/8/21

Dear all,

Please confirm on the excess amount urgently. Our client is chasing us.

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: Wednesday, 25 August 2021 5:21 PM

To: 'Hui Zhen (LKK Auto)'; 'SUR'; 'Azlan, Syazairdina'

Cc: claims@premiumauto.com.sg

Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMX 4671 G DOA 18/8/21

Dear Syazairdina.,

Please assist to double on the excess amount, Our client has produce the video footage to show that the accident is not his fault.

Kindly let me know again.

Best Regards,
Kee Siang Lim
Claims Advisor

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From: Hui Zhen (LKK Auto) [<mailto:huizhen@lkkauto.com>]
Sent: Tuesday, 24 August 2021 1:56 PM
To: Claims; SUR
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMX 4671 G DOA 18/8/21

Dear Kee Siang,

As instructed by our client , please proceed to repair the **insured vehicle SMX 4671G, (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.

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 [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 24 August 2021 9:58 am
To: Hui Zhen (LKK Auto) <huizhen@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMX 4671 G DOA 18/8/21

Dear Hui Zhen,

Please assist to send chaser.

Best Regards,
Kee Siang Lim
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

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

Sent: Tuesday, 24 August 2021 9:57 AM

To: Claims; SUR

Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMX 4671 G DOA 18/8/21

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

Sent: Monday, 23 August 2021 9:28 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 SMX 4671 G 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)

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

Sent: Friday, 20 August 2021 1:22 PM

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

Cc: claims@premiumauto.com.sg

Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMX 4671 G 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

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From: Summer (LKK Auto) <admin-d@lkkauto.com>
Sent: Friday, 20 August 2021 8:32 AM
To: 'Claims' <claims@premiumauto.com.sg>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMX 4671 G 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 7:18 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 SMX 4671 G 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.

We will forward you the estimate once it is available.

Kindly arrange survey on 20/8/21 @ 11:15AM @ UBI. Owner waiting.

Thank you.

Best Regards,
Jennis Tan
Claims Administrator

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

Sent: Thursday, 19 August 2021 4:49 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 SMX 4671 G DOA 18/8/21

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 20/8/21 @ 11:15AM @ UBI. Onwer waiting.

Thank you.

Best Regards,
Jennis Tan
Claims Administrator

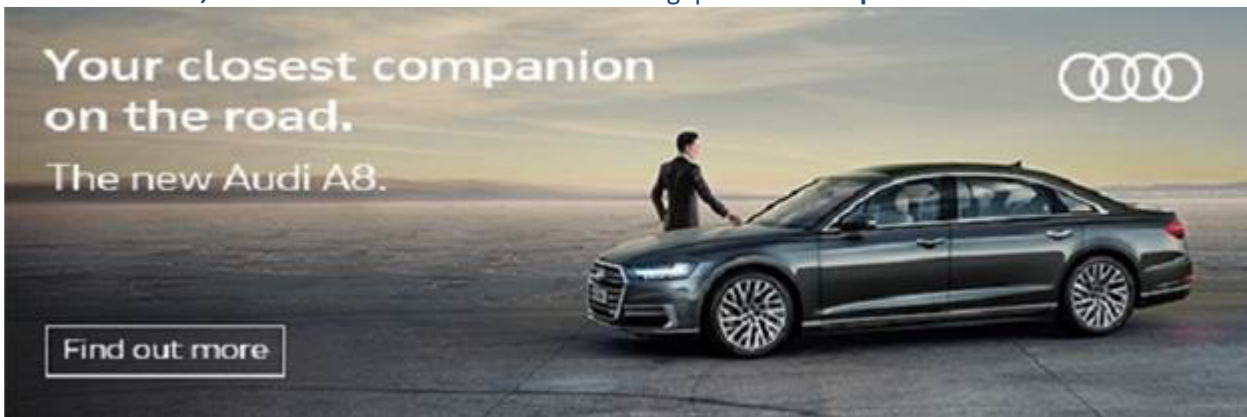
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