

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Monday, 6 September 2021 6:00 PM
To: 'claims@premiumauto.com.sg'
Cc: Shiao Chan (LKKAUTO); SUR
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

Dear Zoey,

As instructed by our client, please proceed to repair the **insured vehicle SNA 3118D, (Excess \$500/-)**.

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

Reassessment on driver's door + Front RH Fender damage with CLEARER Photos

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, 6 September 2021 1:27 PM
To: claims@premiumauto.com.sg; Syazairdina.Azlan@aig.com; 'Abu Kassim, Noor Mariesa' <NoorMariesa.AbuKassim@aig.com>; 'Hor, Yinrul' <Yinrul.Hor@aig.com>; 'Mithoosingh, Aashweenjeetkaur' <Aashweenjeetkaur.Mithoosingh@aig.com>

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

Subject: RE: OWN DAMAGED VLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

Dear Zoey,

We are still pending approval from insurance.

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: Monday, 6 September 2021 1:13 PM

To: claims@premiumauto.com.sg; Syazairdina.Azlan@aig.com; 'Abu Kassim, Noor Mariesa' <NoorMariesa.AbuKassim@aig.com>; 'Hor, Yinrul' <Yinrul.Hor@aig.com>; 'Mithoosingh, Aashweenjeetkaur' <Aashweenjeetkaur.Mithoosingh@aig.com>

Cc: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: OWN DAMAGED VLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

Dear all,

Any update on the repair approval?

Your **urgent attention** and fast respond is highly appreciated.

Thank you

Best Regards,

Zoey Kum

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 <claims@premiumauto.com.sg>

Sent: Monday, 6 September 2021 8:33 AM

To: claims@premiumauto.com.sg; Syazairdina.Azlan@aig.com; 'Abu Kassim, Noor Mariesa' <NoorMariesa.AbuKassim@aig.com>; 'Hor, Yinrul' <Yinrul.Hor@aig.com>; 'Mithoosingh, Aashweenjeetkaur' <Aashweenjeetkaur.Mithoosingh@aig.com>

Cc: 'Shiau Chan (LKKAuto)' <siewsc@lkkauto.com>; 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Subject: RE: OWN DAMAGED VLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

Dear all,

Any update on the repair approval?

Your fast respond is highly appreciated.

Thank you

Best Regards,

Zoey Kum

Claims Advisor

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: Friday, 3 September 2021 3:01 PM
To: Syazairdina.Azlan@aig.com; 'Abu Kassim, Noor Mariesa' <NoorMariesa.AbuKassim@aig.com>; 'Hor, Yinrul' <Yinrul.Hor@aig.com>; 'Mithoosingh, Aashweenjeetkaur' <Aashweenjeetkaur.Mithoosingh@aig.com>
Cc: 'Shiau Chan (LKKAUTO)' <siewsc@lkkauto.com>; 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; 'SUR' <sur@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: OWN DAMAGED VLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

Dear AIG,

Kindly advise OIC of this case and assist on repair approval.

Vehicle has been in our workshop since 26/8/2021 and survey is done on 30/8/2021 Monday.

Your fast respond is highly appreciated.

Thank you
Best Regards,
Zoey Kum
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: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Friday, 3 September 2021 11:26 AM
To: claims@premiumauto.com.sg; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OWN DAMAGED VLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

Dear Zoey,

Please be informed that we are still pending for insurance's approval. Once approve, we will send you an email.

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: Friday, 3 September 2021 9:14 am

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

Cc: claims@premiumauto.com.sg

Subject: RE: OWN DAMAGED VLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

Dear all,

Any update on repair approval ?

Thank you

Best Regards,

Zoey Kum

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: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Thursday, 2 September 2021 9:51 AM

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

Subject: RE: OWN DAMAGED VLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

Dear Zoey,

Please be informed that we are pending for insurance's approval. Once approve, we will send you an email.

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: Thursday, 2 September 2021 8:10 am

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

Cc: claims@premiumauto.com.sg

Subject: RE: OWN DAMAGED VLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

Dear Veron,

Anu update on repair approval?

Thank you

Best Regards,

Zoey Kum

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: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Sent: Wednesday, 1 September 2021 7:29 AM

To: 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 VLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

Dear Zoey,

Pending approval from AIG.

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: Tuesday, 31 August 2021 2:50 PM

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

Cc: claims@premiumauto.com.sg

Subject: RE: OWN DAMAGED VLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

Dear all,

Any update on repair approval?

Thank you

Best Regards,

Zoey Kum

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: Claims <claims@premiumauto.com.sg>

Sent: Monday, 30 August 2021 7:29 PM

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

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

Subject: RE: OWN DAMAGED VLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

Dear all,

Attached revise estimate for you kind reference.

Kindly assist on repair approval.

Thank you

Best Regards,

Zoey Kum

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: Claims <claims@premiumauto.com.sg>

Sent: Friday, 27 August 2021 9:46 AM

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

Cc: claims@premiumauto.com.sg

Subject: RE: OWN DAMAGED VLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

Dear all,

Please disregard pervious email.

Attached estimate for your kind reference.

Thank you

Best Regards,

Zoey Kum

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: Claims <claims@premiumauto.com.sg>
Sent: Friday, 27 August 2021 9:45 AM
To: 'Summer (LKK Auto)' <admin-d@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OWN DAMAGED VLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

Dear all,

Attached revise estimate for your kind reference.

Thank you
Best Regards,
Zoey Kum
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) <admin-d@lkkauto.com>
Sent: Thursday, 26 August 2021 3:34 PM

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

Subject: RE: OWN DAMAGED VLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

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, 26 August, 2021 3:31 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 VLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

Dear Summer,

Yes.

Thank you.

Best Regards,

Jennis Tan

Claims Administrator

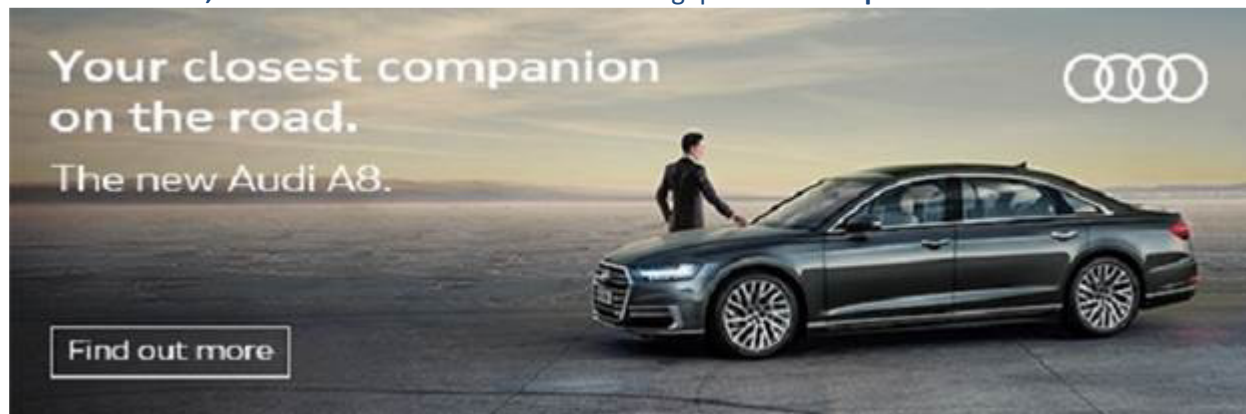
Premium Automobiles Pte Ltd (Reg No 199902271W)

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

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From: Summer (LKK Auto) <admin-d@lkkauto.com>
Sent: Thursday, 26 August 2021 3:26 PM
To: 'Claims' <claims@premiumauto.com.sg>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Subject: RE: OWN DAMAGED VLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

Dear Jennis,

Survey at benoi right?

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)

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From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 26 August, 2021 3:24 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 VLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

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 30/8/21 @ 2:30PM @ BENOI. Vehicle in

Address: 24 Benoi Sector. 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: Thursday, 26 August 2021 3:16 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 VLAIM FOR VEHICLE SNA 3118 D DOA 25/8/21 - VEHICLE IN

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 30/8/21 @ 2:30PM @ UBI. Owner waiting.

Thank you.

Best Regards,

Jennis Tan

Claims Administrator

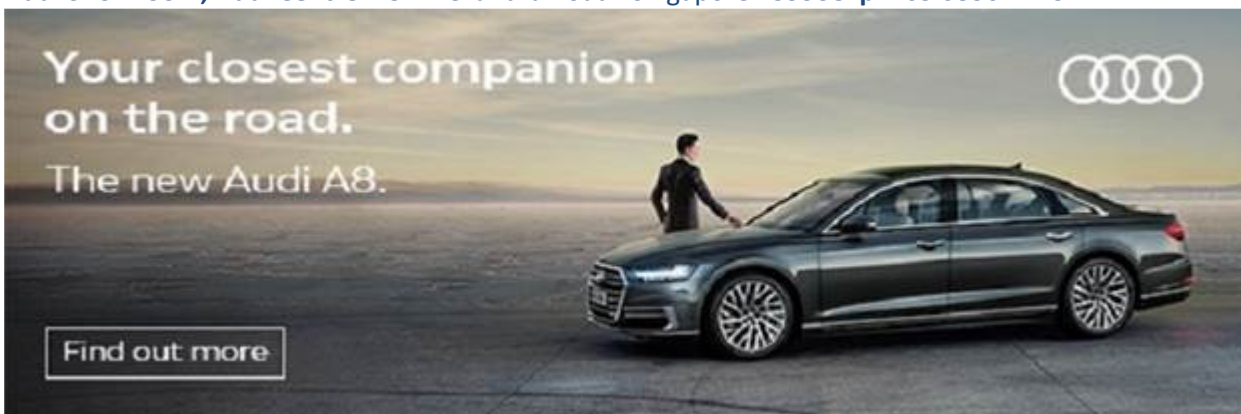
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