

Re: OWN DAMANGED CLAIM FOR VEHICLE SKH 2634 K DOA 14/9/21

Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Tue 28/9/2021 1:31 PM

To: claims@premiumauto.com.sg <claims@premiumauto.com.sg>

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

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SKH 2634 K (Excess \$1000/-). Repair limit set at \$4,700 ALL IN**

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

All Checked and Supplementary items to resurvey with CLEAR photos for damage and consistency.
Before paint photos and parts required

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Tuesday, 28 September 2021 9:04 am

To: claims@premiumauto.com.sg <claims@premiumauto.com.sg>

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

Subject: Re: OWN DAMANGED CLAIM FOR VEHICLE SKH 2634 K DOA 14/9/21

Dear Zoey,

Waiting for AIG. Already rely on the message to them.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@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, 28 September 2021 8:57 am

To: claims@premiumauto.com.sg <claims@premiumauto.com.sg>; Denise Tay (LKKAuto) <denisetay@lkkauto.com>

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

Subject: RE: OWN DAMANGED CLAIM FOR VEHICLE SKH 2634 K DOA 14/9/21

Dear Denise,

Any update ?

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, 27 September 2021 9:30 AM

To: claims@premiumauto.com.sg; 'Denise Tay (LKKAuto)' <denisetay@lkkauto.com>

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

Subject: RE: OWN DAMANGED CLAIM FOR VEHICLE SKH 2634 K DOA 14/9/21

Dear Denise,

Any update ?

Thank you
Best Regards,
Zoey Kum
Claims Advisor

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

Sent: Friday, 24 September 2021 4:02 PM

To: 'Denise Tay (LKKAuto)' <denisetay@lkkauto.com>

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

Subject: RE: OWN DAMANGED CLAIM FOR VEHICLE SKH 2634 K DOA 14/9/21

Dear Denise ,

Our client wants to have his vehicle repair with us. He is willing to consider partial contribution to get his vehicle repaired with us.

He is asking is AIG willing to increase the offer higher for this long time loyal customer. As such he will consider all is future vehicle to be insured with AIG.

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: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Friday, 24 September 2021 3:55 PM

To: claims@premiumauto.com.sg

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

Subject: Re: OWN DAMANGED CLAIM FOR VEHICLE SKH 2634 K DOA 14/9/21

Dear Zoey,

We have seek AIG maintain all in \$3700 max within the nett value.

Please confirm again.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@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, 24 September 2021 11:52 am

To: claims@premiumauto.com.sg <claims@premiumauto.com.sg>; Denise Tay (LKKAuto) <denisetay@lkkauto.com>

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

Subject: RE: OWN DAMANGED CLAIM FOR VEHICLE SKH 2634 K DOA 14/9/21

Dear Denise,

Any update ?

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: Thursday, 23 September 2021 1:27 PM

To: 'Denise Tay (LKKAuto)' <denisetay@lkkauto.com>

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

Subject: RE: OWN DAMANGED CLAIM FOR VEHICLE SKH 2634 K DOA 14/9/21

Dear Denise,

We regret to inform that we are unable to undertake the repair at S\$3,700.00 as per your offer.

We counter propose repair cost at @ S\$8,000.00 before GST and excess.

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: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Tuesday, 21 September 2021 6:25 PM

To: claims@premiumauto.com.sg

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

Subject: Re: OWN DAMANGED CLAIM FOR VEHICLE SKH 2634 K DOA 14/9/21

Hi,

Repair limit 3700(all in)

Please check if can repair within.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

On 20 Sep 2021, at 1:44 PM, Claims <claims@premiumauto.com.sg> wrote:

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: Claims <claims@premiumauto.com.sg>**Sent:** Thursday, 16 September 2021 5:22 PM**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 DAMANGED CLAIM FOR VEHICLE SKH 2634 K DOA 14/9/21

Dear all,

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

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From: Summer (LKK Auto) <admin-d@lkkauto.com>**Sent:** Wednesday, 15 September 2021 1:20 PM**To:** 'Claims' <claims@premiumauto.com.sg>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>**Subject:** RE: OWN DAMANGED CLAIM FOR VEHICLE SKH 2634 K DOA 14/9/21

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:** Wednesday, 15 September, 2021 1:15 PM**To:** 'Admin A' <admin-a@lkkauto.com>; 'Summer (LKK Auto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: OWN DAMANGED CLAIM FOR VEHICLE SKH 2634 K DOA 14/9/21

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 20/9/21 @ 11AM @ UBI. Owner waiting.

We're claiming against AIG

Thank you.

**Best Regards,
Jennis tan
Claims Administrator**

Premium Automobiles Pte Ltd (Reg No 199902271W)

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p. +65 6388 2323 **d.** +65 6768 9911 **m.** +65 8826 8736

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