

Hui Zhen (LKK Auto)

From: Hui Zhen (LKK Auto)
Sent: Tuesday, 28 September 2021 5:00 PM
To: claims@premiumauto.com.sg
Cc: SUR
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SGN 1691 S DOA 20/9/21 - TOW IN

Dear Zoey,

As instructed by our client , please proceed to repair the **insured vehicle SGN 1691S at repair limit \$132,000, (Excess \$300/-).**

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.

Please ensure all awarded parts and labour are justified with clear photographs.

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, 28 September 2021 11:25 AM
To: Denise Tay (LKKAuto)
Cc: Admin-D (LKKAuto); Admin A; SUR
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SGN 1691 S DOA 20/9/21 - TOW IN

Dear Denise,

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

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

Sent: Monday, 27 September 2021 4:34 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 DAMAGED CLAIM FOR VEHICLE SGN 1691 S DOA 20/9/21 - TOW IN

Dear Zoey,

We are awaiting for AIG, will update you on new repair limit amount

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 27 Sep 2021, at 4:32 PM, Claims <claims@premiumauto.com.sg> wrote:

Dear Denise,

In the meantime kindly advise on the new repair limit that we counter proposal so that we can do the calculation on our side.

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: Monday, 27 September 2021 4:06 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 DAMAGED CLAIM FOR VEHICLE SGN 1691 S DOA 20/9/21 - TOW IN

Dear Zoey.

Thank you for the documents.

Have inform the AIGofficer on the mandate approval, they are in the midst of reviewing the case, will update you once approval given.

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: Monday, 27 September 2021 2:12 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 <claims@premiumauto.com.sg>
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SGN 1691 S DOA 20/9/21 - TOW IN

Dear Denise,

Attached new car price document.

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, 27 September 2021 8:46 AM

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>

Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SGN 1691 S DOA 20/9/21 - TOW IN

Dear Denise,

Attached new car price document.

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: Saturday, 25 September 2021 4:53 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 DAMAGED CLAIM FOR VEHICLE SGN 1691 S DOA 20/9/21 - TOW IN

Hi,

Please provide the new car price document

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 24 Sep 2021, at 7:24 PM, Claims <claims@premiumauto.com.sg> wrote:

Dear Denise ,

Regret to inform that we are unable to accept your offer at \$120,000 base on the new car prices and the paper value the repair limit should be @ S\$148,000

Kindly review again.

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: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Friday, 24 September 2021 11:59 AM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>;
SUR <sur@lkkauto.com>; claims@premiumauto.com.sg
Subject: Re: OWN DAMAGED CLAIM FOR VEHICLE SGN 1691 S DOA 20/9/21 - TOW IN

Hi,

Please check limit repair 120,000(all-in) (subjected to insurance approval)

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 11:15 am
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Admin-D (LKKAuto) <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 CLAIM FOR VEHICLE SGN 1691 S DOA 20/9/21 - TOW IN

Dear Denise,

Understand that this case authorization is on hold.

In the meantime kindly advise on repair limit so that we can do the calculation on our side.

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 5:26 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 DAMAGED CLAIM FOR VEHICLE SGN 1691 S DOA 20/9/21 - TOW IN

Dear all,

Please advise repair limit for this vehicle.

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
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From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 22 September 2021 5:01 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 DAMAGED CLAIM FOR VEHICLE SGN 1691 S DOA 20/9/21 - TOW IN

Dear all,

Attached revise estimate for your 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

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

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

Sent: Tuesday, 21 September 2021 2:43 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 DAMAGED CLAIM FOR VEHICLE SGN 1691 S DOA 20/9/21 - TOW IN

Dear all,

Please find above attached addendum GIA report for you 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

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

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From: Summer (LKK Auto) <admin-d@lkkauto.com>
Sent: Tuesday, 21 September 2021 10:42 AM
To: 'Claims' <claims@premiumauto.com.sg>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SGN 1691 S DOA 20/9/21 - TOW 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: Tuesday, 21 September, 2021 10:39 AM
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 DAMAGED CLAIM FOR VEHICLE SGN 1691 S DOA 20/9/21 - TOW 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 22/9/21 @ 3PM @ Benoi. Tow in

Address : 24 Benoi Sector . S629857

We're claiming against AIG

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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