

## **Shiau Chan (LKKAUTO)**

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**From:** Shiau Chan (LKKAUTO)  
**Sent:** Friday, 12 November 2021 3:46 pm  
**To:** Claims; SUR  
**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SMC 5466 L-DOA: 18/9/21  
**Attachments:** SMC5466L RESURVEY.pdf

Dear Kee Siang,

Please proceed as attached with our surveyor marking.

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Friday, 24 September 2021 10:27 am  
**To:** Claims <claims@premiumauto.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SMC 5466 L-DOA: 18/9/21

Dear Kee Siang,

As instructed by our client , please proceed to repair the **insured vehicle SMC 5466L ,(Excess \$400/-)**.

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,

**Veron Chen** | Case Handler **ON BEHALF OF SHIAU CHAN**

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Veron Chen (LKKAUTO)

**Sent:** Friday, 24 September 2021 8:15 AM

**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SMC 5466 L-DOA: 18/9/21

Dear Kee Siang,

Pending approval from AIG, once approved will send you email.

Best Regards,

**Veron Chen** | Case Handler **ON BEHALF OF SHIAU CHAN**

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

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

**Sent:** Thursday, 23 September 2021 12:58 PM

**To:** Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SMC 5466 L

Dear all,

Any update on claim approval ?

**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](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

**Audi Showroom, Audi Centre** 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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**From:** Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Monday, 20 September 2021 1:06 PM  
**To:** 'Claims'; 'Admin A'; 'SUR'; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SMC 5466 L

Dear Jennis,

Noted with thanks.

Best Regards,  
Summer Lee | Admin  
LKK Auto Consultants Pte Ltd  
Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto: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.

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**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Monday, 20 September, 2021 1:03 PM  
**To:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Summer (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** OWN DAMAGED CLAIM FOR VEHICLE SMC 5466 L

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 @ 10AM @ 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](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

**Audi Showroom, Audi Centre** 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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