

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Thursday, 14 October 2021 9:49 AM
To: claims@premiumauto.com.sg; Admin-D (LKKAuto); Admin A; SUR
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SLF 6888 S DOA 04/10/21

Dear Zoey,

As instructed by our client , please proceed to repair the **insured vehicle SLF 6888S, (Excess \$1000/-)**.

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

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: Thursday, 14 October 2021 8:37 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 CLAIM FOR VEHICLE SLF 6888 S DOA 04/10/21

Dear Zoey,

Pending Mandate Request					
Claim Type	Branch	Claimant	Adjuster	Manager	File Ref. #
OD	HQ	*SLF6888S [CHEW SIN WAN (ZHOU XINHUAN)]	ADRIAN LING	VERON CHEN	CC3/AIG2101044

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: Thursday, 14 October 2021 8:29 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 CLAIM FOR VEHICLE SLF 6888 S DOA 04/10/21

Dear Veron,

Please see attach. This was send yesterday.

Hi Veron/Zoey,

Noted on below with thanks.

Be informed that coverage has been confirmed.

Final excess at \$1000.

Claim adjudicated based on current material facts, we reserve our rights to handle the case if deemed appropriate as and when new material facts arise or there is any incoming third party claim against insured's policy.

Thanks & Regards,

Hor Yin Rul (Viviane)

AIG

FNOL Adjuster I

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

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

Sent: Thursday, 14 October 2021 8:18 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 CLAIM FOR VEHICLE SLF 6888 S DOA 04/10/21

Dear Zoey,

Not yet.

Once approved will send you email.

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: Thursday, 14 October 2021 8:16 AM

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

a@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SLF 6888 S DOA 04/10/21

Dear Veron,

Understand from AIG coverage has been confirmed.

Any update on repair approval?

Thank you

Best Regards,

Zoey Kum

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

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

Sent: Wednesday, 13 October 2021 4:46 PM

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 CLAIM FOR VEHICLE SLF 6888 S DOA 04/10/21

Dear Veron,

I have check with the customer he said he was tied up with work and overlook. He came to us on 7/10/2021 at 5 pm to do an accident report and he did not have his CI.

Therefore, we are only able to retrieve the CI the following day and submit GIA on 8/10/2021.

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

Sent: Wednesday, 13 October 2021 8:30 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 CLAIM FOR VEHICLE SLF 6888 S DOA 04/10/21

Dear Zoey,

Refer attach email 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, 12 October 2021 6:29 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 CLAIM FOR VEHICLE SLF 6888 S DOA 04/10/21

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, 11 October 2021 11:23 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 CLAIM FOR VEHICLE SLF 6888 S DOA 04/10/21

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

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From: Summer (LKK Auto) <admin-d@lkkauto.com>
Sent: Friday, 8 October 2021 10:17 AM
To: 'Claims' <claims@premiumauto.com.sg>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SLF 6888 S DOA 04/10/21

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: Friday, 8 October, 2021 10:07 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 SLF 6888 S DOA 04/10/21

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 11/10/21 @ 10AM @ UBI. Owner waiting

We're claiming against AIG

Thank you.

**Best Regards,
Jennis Tan
Claims Administrator**

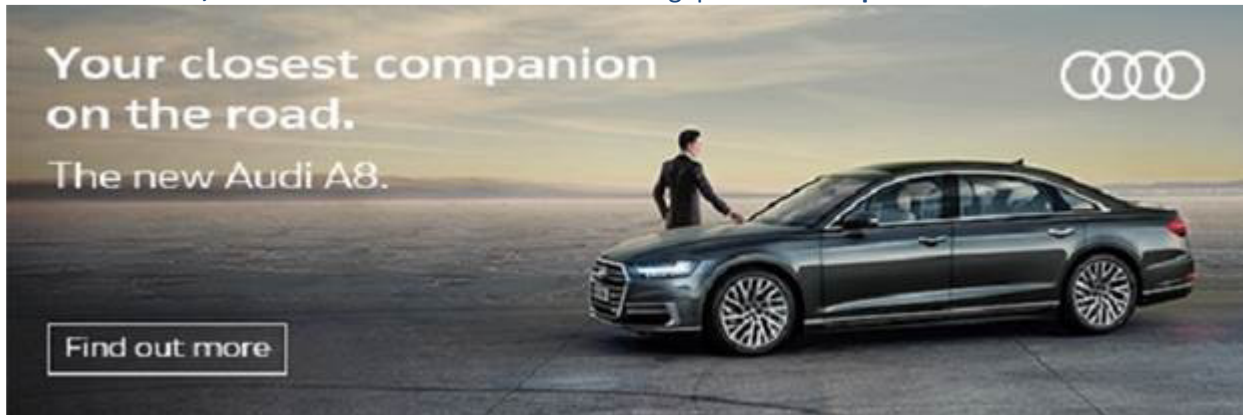
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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