

## Shiau Chan (LKKAUTO)

---

**From:** Shiau Chan (LKKAUTO)  
**Sent:** Thursday, 14 October 2021 2:59 pm  
**To:** claims@premiumauto.com.sg; SUR  
**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SJV 6766 A DOA 10/10/21 - TOW IN

Dear Zoey,

As instructed by our client, please proceed to repair the insured vehicle **SJV 6766A (Excess \$1,600/-)**.

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.

**ALL Checked and Supplementary items to resurvey with CLEAR photos for damage and consistency. Before paint photos for New panel and parts required and document**

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)

---

**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Thursday, 14 October 2021 8:21 am  
**To:** Shiau Chan (LKKAUTO) <siewsc@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 SJV 6766 A DOA 10/10/21 - TOW 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

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



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.  
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.  
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

---

**From:** Shiau Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Sent:** Wednesday, 13 October 2021 3:46 PM

**To:** Claims Dept <[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)>

**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SJV 6766 A DOA 10/10/21 - TOW IN

Dear Tony,

Not yet. Once insurance 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](mailto:sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

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

**Sent:** Wednesday, 13 October 2021 3:20 pm

**To:** 'Claims Dept' <[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)>

**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SJV 6766 A DOA 10/10/21 - TOW IN

Dear all,

Any update on repair approval?

Thank you.

Best Regards,

Tony Foong  
Claims Advisor

• **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

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

Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



**Email Disclaimer**

This email, including any attachments, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other people. Thank you

---

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

**Sent:** Tuesday, 12 October 2021 2:58 PM

**To:** 'Summer (LKK Auto)'; 'Admin A'; 'SUR'

**Cc:** 'Claims Dept'

**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SJV 6766 A DOA 10/10/21 - TOW IN

Dear Sur,

Kindly assist in following up on repair approval.

Adrian has surveyed this vehicle this Morning.

Thank you.

Best Regards,

Tony Foong

Claims Advisor

· **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689828

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

Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



**Email Disclaimer**

This email, including any attachments, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

---

**From:** Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Monday, 11 October 2021 4:40 PM  
**To:** 'Claims'; 'Admin A'; 'SUR'  
**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SJV 6766 A DOA 10/10/21 - TOW IN

Dear Jennis,

Noted with thanks.

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

---

**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Monday, 11 October, 2021 4:35 PM  
**To:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'Summer (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** OWN DAMAGED CLAIM FOR VEHICLE SJV 6766 A DOA 10/10/21 - TOW IN

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 12/10/21 @ 11AM @ UBI. Tow in

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](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



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you