

## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Monday, 25 October 2021 2:40 PM  
**To:** claims@premiumauto.com.sg; Admin-D (LKKAUTO); Admin A; SUR  
**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SNB 6228 U DOA 8/10/21 - VEHICLE IN  
**Attachments:** SNB6228U SUPPLEMENTARY.pdf

Dear Zoey,

Supplementary approved.

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)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Friday, 15 October 2021 9:37 AM  
**To:** 'claims@premiumauto.com.sg' <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 SNB 6228 U DOA 8/10/21 - VEHICLE IN

Dear Zoey,

As instructed by our client , please proceed to repair the **insured vehicle SNB 6228U , (Excess \$800/-)**.

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)

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**From:** Veron Chen (LKKAuto)

**Sent:** Friday, 15 October 2021 9:11 AM

**To:** [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 SNB 6228 U DOA 8/10/21 - VEHICLE IN

Dear Zoey,

Pending approval from AIG.

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)

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

**Sent:** Friday, 15 October 2021 9:09 AM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 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)>

**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SNB 6228 U DOA 8/10/21 - VEHICLE IN

Dear Veron,

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



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**From:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** Thursday, 14 October 2021 4:43 PM

**To:** [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 SNB 6228 U DOA 8/10/21 - VEHICLE IN

Dear Zoey,

Pending approval from AIG.

Once approved will send you email.

Best Regards,

**Veron Chen** | 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:** Claims [<mailto:claims@premiumauto.com.sg>]

**Sent:** Thursday, 14 October 2021 8:25 AM

**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)>

Cc: [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SNB 6228 U DOA 8/10/21 - VEHICLE 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

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

**Sent:** Wednesday, 13 October 2021 3:06 PM

**To:** 'Summer (LKK Auto)' <[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)>

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

**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SNB 6228 U DOA 8/10/21 - VEHICLE IN

Dear Sur,

Kindly assist in following up repair approval.

Adrian has carried out the survey this afternoon.

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> **w.** [www.audi.com.sg](http://www.audi.com.sg)

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



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**From:** Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Wednesday, 13 October 2021 8:31 AM

**To:** 'Claims Dept'; 'Admin A'; 'SUR'

**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SNB 6228 U DOA 8/10/21 - VEHICLE IN

Dear Tony,

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

**Sent:** Tuesday, 12 October, 2021 6:42 PM

**To:** 'Summer (LKK Auto)' <[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)>

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

**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SNB 6228 U DOA 8/10/21 - VEHICLE IN

Dear Summer,

This vehicle will arrange survey on tomorrow 2pm at Ubi

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> w. [www.audi.com.sg](http://www.audi.com.sg)

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**From:** Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Tuesday, 12 October 2021 11:20 AM

**To:** 'Claims'; 'Admin A'; 'SUR'

**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SNB 6228 U DOA 8/10/21 - VEHICLE 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.

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

**Sent:** Tuesday, 12 October, 2021 11:18 AM

**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 SNB 6228 U DOA 8/10/21 - VEHICLE 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 13/10/21 @ 2-3PM @ Benoi. Vehicle in.

Address : 24 Benoi Sector. S629857

We're claiming against AIG

Thank you.

**Best Regards,  
Jennis Tan  
Claims Administrator**

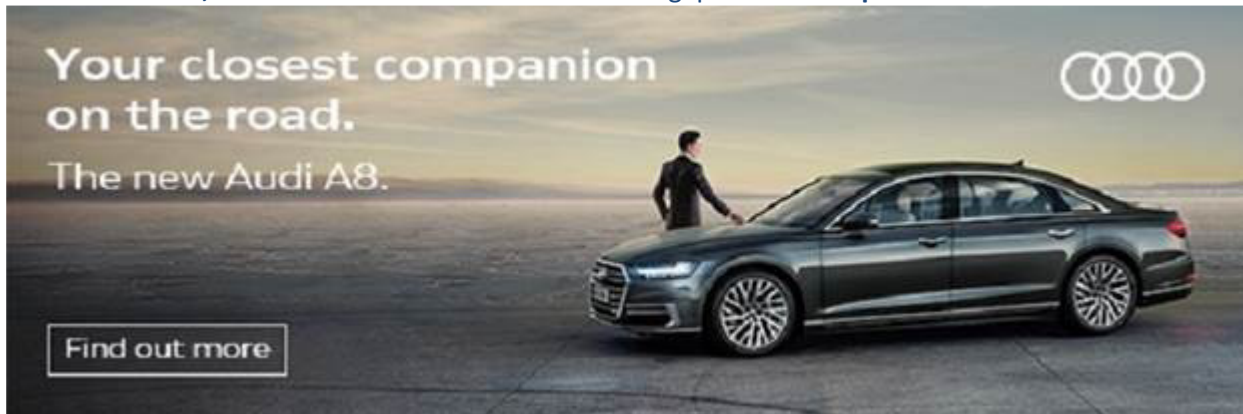
**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

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

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