

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Thursday, 21 October 2021 12:09 PM
To: claims@premiumauto.com.sg; Admin-D (LKKAUTO); SUR
Cc: assignments
Subject: RE: OD CLAIM FOR SMT 9488 H -DOA: 11/10/21

Dear Zoey,

As instructed by our client , please proceed to repair the **insured vehicle SMT 9488H , (Excess \$1100/-)**.

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, 21 October 2021 9:02 AM
To: claims@premiumauto.com.sg; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>
Subject: RE: OD CLAIM FOR SMT 9488 H -DOA: 11/10/21

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)

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

Sent: Thursday, 21 October 2021 8:31 AM

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

Cc: assignments <assignments@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SMT 9488 H -DOA: 11/10/21

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 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: Wednesday, 20 October 2021 10:12 AM

To: claims@premiumauto.com.sg; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: assignments <assignments@lkkauto.com>
Subject: RE: OD CLAIM FOR SMT 9488 H -DOA: 11/10/21

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

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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 20 October 2021 9:31 AM
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Cc: assignments <assignments@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SMT 9488 H

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: Tuesday, 19 October 2021 11:07 AM
To: 'Summer (LKK Auto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: assignments@lkkauto.com; claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SMT 9488 H

Dear all,

Attached revise estimated 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: Monday, 18 October 2021 1:43 PM
To: 'Claims' <claims@premiumauto.com.sg>; 'SUR' <sur@lkkauto.com>
Cc: assignments@lkkauto.com
Subject: RE: OD CLAIM FOR SMT 9488 H

Dear George,

Appointment confirm on 19-10-21 10.330a.m owner waiting.

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: Monday, 18 October, 2021 1:37 PM
To: 'Summer (LKK Auto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: assignments@lkkauto.com; 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SMT 9488 H

Dear Summer,

I have just received a call from the customer that she not able to come by 2 pm today for the car survey.

Please assist to reschedule the appointment from today, 18 of Oct @2pm to 19 of Oct @1030am at Ubi, owner waiting.

Thank you

Best regards,
George Wong
Claims advisor

· **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

281 Alexandra Road Singapore 159938

p. +65 6366 2323 d. 66900293

e. Claims@premiumauto.com.sg w. www.audi.com.sg

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From: Summer (LKK Auto) <admin-d@lkkauto.com>
Sent: Tuesday, 12 October 2021 8:23 am
To: 'Claims' <claims@premiumauto.com.sg>; 'SUR' <sur@lkkauto.com>

Cc: assignments@lkkauto.com

Subject: RE: OD CLAIM FOR SMT 9488 H

Dear George,

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: Monday, 11 October, 2021 6:38 PM

To: 'SUR' <sur@lkkauto.com>

Cc: assignments@lkkauto.com; 'Claims' <claims@premiumauto.com.sg>

Subject: OD CLAIM FOR SMT 9488 H

Dear all,

Please register own policy claim for the above mentioned vehicle.

Attached is the GIA report for your reference

We will send you the repair estimate and certificate insurance once is available.

Aside to summer,

Kindly arrange for survey on next Monday, 18 of Oct @2pm at Ubi , owner waiting

Thank you.

Best regards,

George Wong

Claims advisor

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