

Veron Chen (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 2 December 2021 8:18 AM
To: Veron Chen (LKKAUTO); Admin-D (LKKAUTO); Admin A; SUR
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMW 820 A DOA 2/11/21
Attachments: SAftersales21120114540.pdf

Dear Veron,

The customer receives a letter from AIG asking to submit the police investigation result.

Attached police investigation result for your kind reference.

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, 10 November 2021 4:59 PM

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 SMW 820 A DOA 2/11/21

Dear Zoey,

As instructed by our client , please proceed to repair the **insured vehicle SMW 820A, (Excess \$0/-)**.

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.

Potential recovery - ensure repair process with photos is documented

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: Wednesday, 10 November 2021 8:00 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 SMW 820 A DOA 2/11/21

Dear Zoey ,

Pending approval from insurance.

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: Tuesday, 9 November 2021 6:55 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 SMW 820 A DOA 2/11/21

Dear all,

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: Monday, 8 November 2021 2:42 PM

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 SMW 820 A DOA 2/11/21

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

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

Sent: Wednesday, 3 November 2021 4:18 PM

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 SMW 820 A DOA 2/11/21

Dear all,

Attached estimate for your kind reference.

Thank you

Best Regards,

Zoey Kum

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

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From: Summer (LKK Auto) <admin-d@lkkauto.com>
Sent: Tuesday, 2 November 2021 4:40 PM
To: 'Premiumauto Claims' <claims@premiumauto.com.sg>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMW 820 A DOA 2/11/21

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: Premiumauto Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 2 November, 2021 4:32 PM
To: 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: OWN DAMAGED CLAIM FOR VEHICLE SMW 820 A DOA 2/11/21

Dear all,

Kindly register OD claims for this vehicle; SMW 820 A

Attached is the GIA report for your reference. We will forward you the estimate when it is ready.

Please arrange survey on 08/11/2021 @ 14:00hrs @ UBi. Owner waiting.

Thank you!

**Best Regards,
Jennis Tan
Claims Admin**

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