

**Veron Chen (LKKAUTO)**

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**From:** Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>  
**Sent:** Tuesday, 16 November 2021 1:28 PM  
**To:** claims@premiumauto.com.sg  
**Cc:** Veron Chen (LKKAUTO); SUR  
**Subject:** aigencrypt RE: OWN DAMAGED CLAIM FOR VEHICLE SFV 2818 H DOA 5/11/21

Hi Tony,

Kindly be informed we have reviewed the case again. However, we maintain both parties to be liable. As per video, Insured can be seen wanting to change lane but then filtered left to avoid the road work, which made Insured move from stationary position. Therefore as insured filtered to the left and third party changed lane liability is 50/50.

Insured can proceed with uninsured loss claim, and once claim is fully recovered, please provide the documents for our further review of liability.

Thank you,

Best regards,

**Mariesa Abu Kassim (Mariesa)**

**AIG**

Claims Adjuster II  
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel: 8001206556 | Ext: 1012202  
[NoorMariesa.AbuKassim@aig.com](mailto:NoorMariesa.AbuKassim@aig.com) | [www.aig.com](http://www.aig.com)

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**From:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Monday, November 15, 2021 2:14 PM  
**To:** Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>; SUR <sur@lkkauto.com>; claims@premiumauto.com.sg  
**Subject:** [EXTERNAL] FW: OWN DAMAGED CLAIM FOR VEHICLE SFV 2818 H DOA 5/11/21

**This message is from an external sender; be cautious with links and attachments.**

Dear Mariesa,

Kindly assist below email from repairer.

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 Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Monday, 15 November 2021 2:10 PM  
**To:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@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 SFV 2818 H DOA 5/11/21

Dear Veron,

Our client requested that the excess to be waived off as the third party is cutting in our client lane.

Kindly assist to inform OIC to review this case.

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:** Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Monday, 15 November 2021 9:12 AM  
**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg); Admin A; Admin-D (LKKAUTO); SUR  
**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SFV 2818 H DOA 5/11/21

Dear Zoey,

As instructed by our client , please proceed to repair the **insured vehicle SFV 2818H, (Excess \$550/-)**.

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, 12 November 2021 11:29 AM

**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SFV 2818 H DOA 5/11/21

Dear Zoey,

Pending for approval.

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:** Friday, 12 November 2021 9:12 AM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAUTO) <[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:** RE: OWN DAMAGED CLAIM FOR VEHICLE SFV 2818 H DOA 5/11/21

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

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

**Sent:** Thursday, 11 November 2021 8:25 AM

**To:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Admin-D (LKKAUTO)' <[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:** RE: OWN DAMAGED CLAIM FOR VEHICLE SFV 2818 H DOA 5/11/21

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

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

**Sent:** Wednesday, 10 November 2021 10:46 AM

**To:** 'Premiumauto Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Admin-D (LKKAuto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SFV 2818 H DOA 5/11/21

Dear all,

The survey has carried out by Adrian on this morning.

Kindly assist follow up repair approval.

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

· **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

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

**Sent:** Friday, 5 November 2021 5:40 PM

**To:** 'Admin A'; 'Admin-D (LKKAUTO)'; 'SUR'

**Cc:** 'Claims'

**Subject:** OWN DAMAGED CLAIM FOR VEHICLE SFV 2818 H DOA 5/11/21

Dear all,

Kindly register OD claim for this vehicle. Attached is the GIA report and video footage for your reference.

We will forward you the estimate once it is available.

Kindly arrange survey on 10/11/21 @ 10am @ Ubi. Owner waiting

Thank you.

**Best Regards,**

**Jennis Tan**

**Claims Administrator**

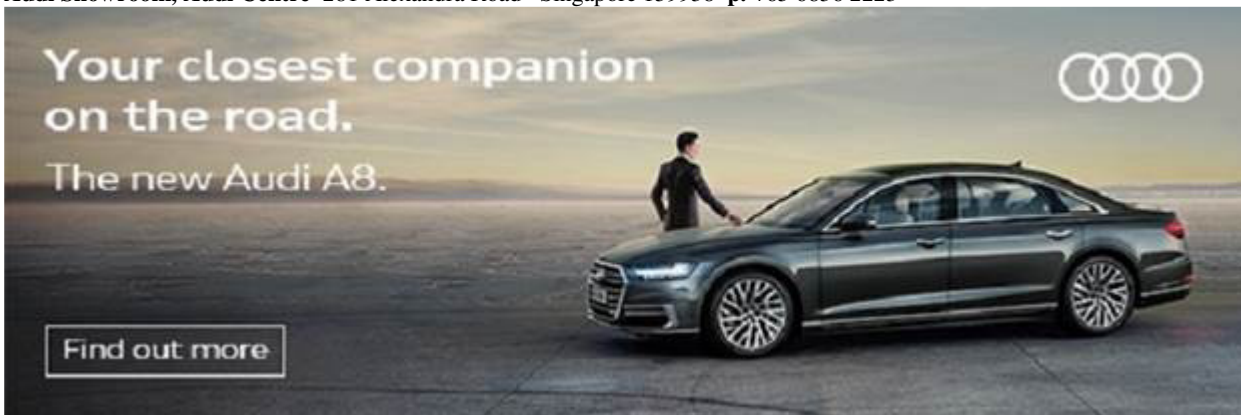
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**e.** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

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