

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Tuesday, 21 December 2021 5:49 PM
To: 'claims@premiumauto.com.sg'; Celine Fong (LKKAUTO); Admin-D (LKKAUTO); Admin A; SUR
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMV 4438 A DOA 7/12/21 - TOW IN
Attachments: SMV 4438A SUPPLEMENTARY.pdf; SMV 4438A RES MARKING.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)

From: Veron Chen (LKKAUTO)
Sent: Wednesday, 15 December 2021 6:15 PM
To: claims@premiumauto.com.sg; Celine Fong (LKKAUTO) <celinefong@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMV 4438 A DOA 7/12/21 - TOW IN

Dear Zoey,

As instructed by our client , please proceed to repair the **insured vehicle SMV 4438A , (Excess \$1200-)**.

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: Wednesday, 15 December 2021 1:32 PM

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

Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMV 4438 A DOA 7/12/21 - TOW 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)

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

Sent: Wednesday, 15 December 2021 1:21 PM

To: Celine Fong (LKKAuto) <celinefong@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 SMV 4438 A DOA 7/12/21 - TOW IN

Dear Celine,

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: Claims <claims@premiumauto.com.sg>

Sent: Monday, 13 December 2021 3:48 PM

To: 'Celine Fong (LKKAUTO)' <celinefong@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 SMV 4438 A DOA 7/12/21 - TOW IN

Dear Celine,

Attached Certificate of Insurance of above vehicle.

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: Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Sent: Monday, 13 December 2021 2:39 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 SMV 4438 A DOA 7/12/21 - TOW IN

Dear Zoey,

Please provide us the Certificate of Insurance of above vehicle.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@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: Monday, 13 December 2021 11:00 AM

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 SMV 4438 A DOA 7/12/21 - TOW IN

Dear all,

Any update on repair approval ?

Thank you

Best Regards,

Zoey Kum

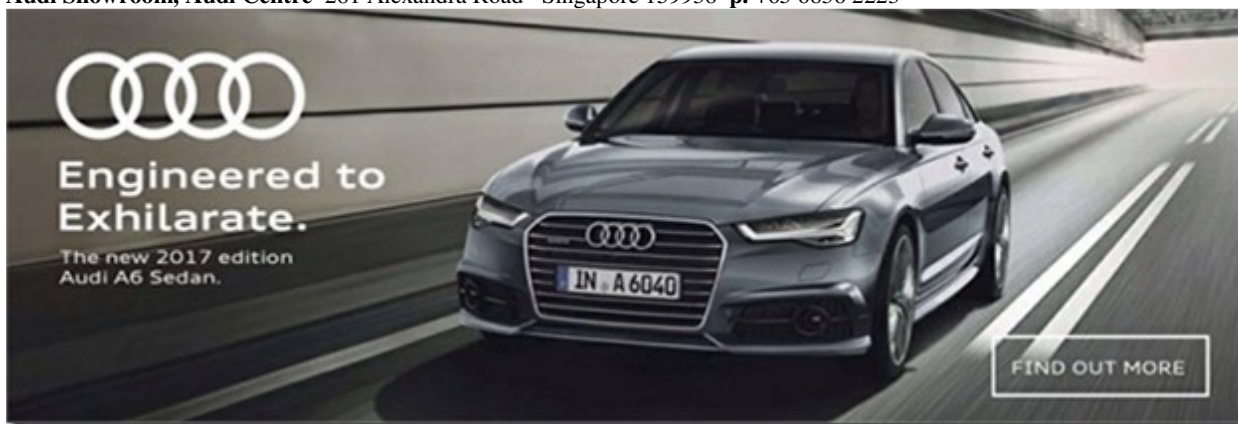
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

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

Sent: Saturday, 11 December 2021 8:16 AM

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 SMV 4438 A DOA 7/12/21 - TOW IN

Dear all,

Attached estimate 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

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

Sent: Thursday, 9 December 2021 8:21 AM

To: claims@premiumauto.com.sg; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMV 4438 A DOA 7/12/21 - TOW IN

Dear Zoey,

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: Wednesday, 8 December, 2021 6:33 PM

To: 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>

Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMV 4438 A DOA 7/12/21 - TOW IN

Dear all,

Kindly arrange survey on 10/12/21 @ 10:30AM @ Benoi. Tow in.

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

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

Sent: Wednesday, 8 December 2021 6:28 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 SMV 4438 A DOA 7/12/21 - TOW IN

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 17/10/21 @ 10:30AM @ Benoi. Tow in.

Address : 24 Benoi Sector.S629857

Thank you.

Best Regards,
Jennis Tan
Claims Administrator

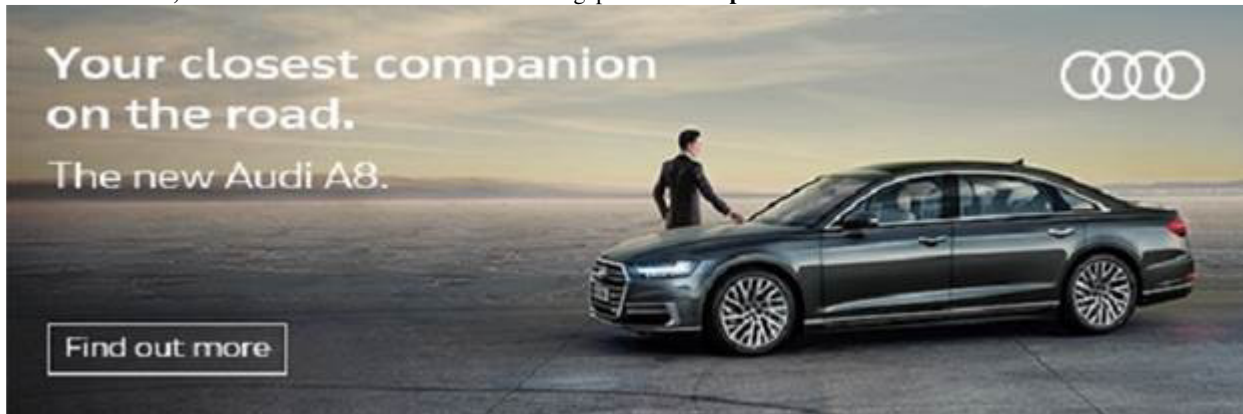
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183

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

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