

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Tuesday, 15 February 2022 12:22 PM
To: SUR; claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SMV 9866 P
Attachments: SMV9866P SUPPLEMENTARY.pdf

Dear Zoey,

Please proceed the supplementary as attached with our surveyor marking.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>
Sent: Monday, 27 December 2021 1:58 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>; claims@premiumauto.com.sg
Subject: Re: OD CLAIM FOR SMV 9866 P

Dear Zoey,

As instructed by our client , please proceed to repair the **insured vehicle** SMV 9866 P, **(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.

Headlamp not consistent to the impact.

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 and document

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: [6256-3561](tel:6256-3561) | email: denisetay@lkkauto.com | fax: [6256-4315](tel:6256-4315)

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Claims <claims@premiumauto.com.sg>
Sent: Monday, 27 December 2021 8:19 am
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SMV 9866 P

Dear Shiau Chan,

Any update on repair approval and headlight replacement ?

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: Thursday, 23 December 2021 3:00 PM
To: 'Shiau Chan (LKKAuto)' <siewsc@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SMV 9866 P

Dear Shiau Chan,

Yes, inform him but surveyor said is not consistent and insured strongly disagree to his view.

He mention that the headlight is 100% related to the accident.

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: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Thursday, 23 December 2021 2:54 PM

To: claims@premiumauto.com.sg; SUR <sur@lkkauto.com>

Subject: RE: OD CLAIM FOR SMV 9866 P

Dear Zoey,

Did your alert our surveyor about the headlight is related with accident?

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@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: Thursday, 23 December 2021 2:31 PM

To: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SMV 9866 P

Dear All,

Any update on repair approval and the headlight?

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, 22 December 2021 3:48 PM

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

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

Subject: RE: OD CLAIM FOR SMV 9866 P

Dear all,

Attached revise estimate for your kind reference.

However the customer does not agree on the survey he mention that the headlight is 100% related to the accident.

Kindly review.

Best Regards,

Zoey Kum

Claims Advsiior

Premium Automobiles Pte Ltd (Reg No 199902271W)

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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 17 December, 2021 6:11 PM
To: 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: OD CLAIM FOR SMV 9866 P

Dear all,

Please register own policy claim for the above mentioned vehicle.

Attached is the GIA report and CI for your reference.

Kindly arrange for survey on next Wednesday, 22 of Dec 21 @ 130pm at 55 Ubi road1 , owner waiting.

Thank you.

Best regards,
George Wong
Claims advisor

· **PREMIUM AUTOMOBILES**
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