

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Tuesday, 4 January 2022 5:04 PM
To: claims@premiumauto.com.sg; CS A Team; SUR; Admin A; Admin-D (LKKAuto)
Subject: RE: OD CLAIM FOR SKQ 8249 C, DOA 26/12/2021

Dear Zoey,

As instructed by our client , please proceed to repair the **insured vehicle SKQ 8249C**, **Repair limit at \$19,000/- or whichever lower**, (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.

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: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 4 January 2022 2:53 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SKQ 8249 C, DOA 26/12/2021

Dear Veron,

We are able to repair the car.

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

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: Tuesday, 4 January 2022 8:43 AM

To: 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>; 'CS A Team' <cs-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SKQ 8249 C, DOA 26/12/2021

Dear Veron ,

We on reviewing on the repair cost and revert back to you this evening .

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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Email Disclaimer

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Tuesday, 4 January 2022 8:23 AM
To: claims@premiumauto.com.sg; CS A Team <cs-a@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: RE: OD CLAIM FOR SKQ 8249 C, DOA 26/12/2021

Dear Zoey,

Any updates?

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: Monday, 3 January 2022 8:29 AM
To: claims@premiumauto.com.sg; CS A Team <cs-a@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: RE: OD CLAIM FOR SKQ 8249 C, DOA 26/12/2021

Dear Zoey

Any updates?

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 <claims@premiumauto.com.sg>
Sent: Friday, 31 December 2021 11:14 AM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SKQ 8249 C, DOA 26/12/2021

Dear Veron ,

We are reviewing the repair cost and revert back to you as soonest.

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: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Sent: Friday, 31 December 2021 10:28 AM

To: Claims <claims@premiumauto.com.sg>; CS A Team <cs-a@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: OD CLAIM FOR SKQ 8249 C, DOA 26/12/2021

Dear Nadia,

Kindly check vehicle able to repair Not exceeding \$19,000/- or whichever lower (subject to insurance approval)

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: Monday, 27 December 2021 5:02 PM

To: CS A Team <cs-a@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: OD CLAIM FOR SKQ 8249 C, DOA 26/12/2021

Dear Claims Team,

Kindly register OD claim under AIG for this vehicle. Attached is the GIA report for your reference.

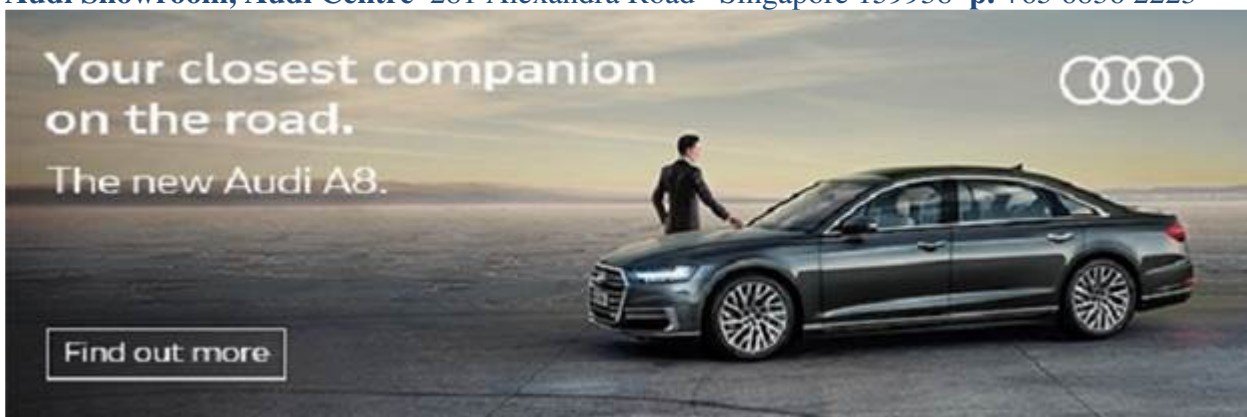
We will forward you the estimate once it is available.

Kindly arrange survey on 29/12/2021 @ 2PM.

Thank you.

Best Regards,
Nadia Hani
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
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