

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Friday, 4 February 2022 9:34 PM
To: Claims Dept; Admin-D (LKKAUTO); CS A Team; Admin A; SUR
Subject: RE: OD CLAIM FOR SMT 440 D DOA: 21/01/2022 - TOW IN
Attachments: SMT 440 supp.pdf

Dear Tony,

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: Thursday, 27 January 2022 7:39 AM
To: Claims Dept <claims@premiumauto.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SMT 440 D DOA: 21/01/2022 - TOW IN

Dear Tony,

As instructed by our client , please proceed to repair the **insured vehicle SMT 440D, (Excess \$300/-).**

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, 26 January 2022 1:31 PM

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

Subject: RE: OD CLAIM FOR SMT 440 D DOA: 21/01/2022 - TOW IN

Dear Tony,

Pending for approval.

Will send you email once 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: Claims Dept <claims@premiumauto.com.sg>

Sent: Wednesday, 26 January 2022 11:45 AM

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

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

Subject: RE: OD CLAIM FOR SMT 440 D DOA: 21/01/2022 - TOW IN

Dear all,

Kindly assist following up repair approval.

Thank you.

Best Regards,

Tony Foong

Senior 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

Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



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From: Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Monday, 24 January 2022 9:53 AM
To: 'Claims'; 'CS A Team'; 'Admin A'; 'SUR'
Subject: RE: OD CLAIM FOR SMT 440 D DOA: 21/01/2022 - TOW IN

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: Claims <claims@premiumauto.com.sg>
Sent: Monday, 24 January, 2022 9:43 AM
To: 'Summer (LKK Auto)' <admin-d@lkkauto.com>; 'CS A Team' <cs-a@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: OD CLAIM FOR SMT 440 D DOA: 21/01/2022 - TOW IN

Dear Summer,

Tow in. Vehicle on ground.

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

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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From: Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Monday, 24 January, 2022 8:48 AM
To: 'Claims' <claims@premiumauto.com.sg>; 'CS A Team' <cs-a@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SMT 440 D, DOA: 21/01/2022

Dear Nadia,

Owner waiting?

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: Saturday, 22 January, 2022 10:23 AM
To: 'CS A Team' <cs-a@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: OD CLAIM FOR SMT 440 D, DOA: 21/01/2022

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 at BENOI (24 Benoi Sector) on 25/1/2022 @ 11am.

Thank you.

**Best Regards,
Nadia Hani
Claims Administrator**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9911 **m.** +65 8826 8736

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

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