

## Shiau Chan (LKKAUTO)

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**From:** Shiau Chan (LKKAUTO)  
**Sent:** Tuesday, 15 February 2022 5:14 PM  
**To:** Claims Dept; SUR  
**Subject:** RE: EST - OWN DAMAGED CLAIM FOR VEHICLE SDQ 767 J DOA 5/2/22 - VEHICLE IN  
**Attachments:** SDQ767J SUPPLEMENTARY.pdf

Dear Tony,

Please proceed the supplementary as attached with our surveyor marking.

And arrange our surveyor to resurvey Mechatronic, LH Headlamp, Engine Under Cover.

*"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](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

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**From:** Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>

**Sent:** Friday, 11 February 2022 9:47 AM

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

**Subject:** RE: EST - OWN DAMAGED CLAIM FOR VEHICLE SDQ 767 J DOA 5/2/22 - VEHICLE IN

Dear Tony,

As instructed by our client, please proceed to repair the insured vehicle **SDQ 767J** (Excess \$600/-).

**Kindly arrange our surveyor to resurvey the A/C condenser during dismantle.**

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 and document into Merimen.**

*"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](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

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

**Sent:** Friday, 11 February 2022 9:20 AM

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

**Subject:** RE: EST - OWN DAMAGED CLAIM FOR VEHICLE SDQ 767 J DOA 5/2/22 - VEHICLE IN

Dear all,

The coverage has been confirmed yesterday.

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](http://www.audi.com.sg)

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



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

**Sent:** Thursday, 10 February 2022 10:29 AM

**To:** 'Claims Dept'; 'Summer (LKK Auto)'; 'Admin A'; 'assignments'; 'SUR'

**Subject:** RE: EST - OWN DAMAGED CLAIM FOR VEHICLE SDQ 767 J DOA 5/2/22 - VEHICLE IN

Dear all,

Attached amended GIA report for your kind reference.

Kindly assist following up repair approval.

Thank you.

Best Regards,  
Tony Foong  
Senior Claims Advisor

· **PREMIUM AUTOMOBILES**

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

**Sent:** Wednesday, 9 February 2022 9:04 AM

**To:** 'Claims'; 'Summer (LKK Auto)'; 'Admin A'; 'assignments'; 'SUR'

**Subject:** RE: EST - OWN DAMAGED CLAIM FOR VEHICLE SDQ 767 J DOA 5/2/22 - VEHICLE IN

Dear all.

The survey has been carried out by Adrian on yesterday.

Kindly assist following up approval.

Thank you.

Best Regards,  
Tony Foong  
Senior Claims Advisor

· **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

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

**Sent:** Tuesday, 8 February 2022 10:54 AM

**To:** 'Summer (LKK Auto)'; 'Admin A'; 'assignments'; 'SUR'

**Cc:** 'Claims'

**Subject:** EST - OWN DAMAGED CLAIM FOR VEHICLE SDQ 767 J DOA 5/2/22 - VEHICLE IN

Dear all,

Attached above is the estimate for your kind reference.

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](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:** Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Monday, 7 February, 2022 12:01 PM

**To:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'assignments'

<[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE SDQ 767 J DOA 5/2/22 - VEHICLE IN

Dear Jennis,

Noted with thanks.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto: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.

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

**Sent:** Monday, 7 February, 2022 11:47 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)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

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

**Subject:** OWN DAMAGED CLAIM FOR VEHICLE SDQ 767 J DOA 5/2/22 - VEHICLE IN

Dear all,

Kindly register OD claim 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 8/2/22 @ 2PM @ Benoi. Vehicle 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

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