

## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Wednesday, 16 February 2022 11:13 AM  
**To:** Claims Dept; Admin-D (LKKAUTO); Admin A; assignments; SUR  
**Subject:** RE: EST - OWN DAMAGED CLAIM FOR VEHICLE SMQ 8218 T DOA 4/2/2022

Dear Tony,

As instructed by our client , please proceed to repair the **insured vehicle SMQ 8218T, (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)

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**From:** Claims Dept <claims@premiumauto.com.sg>  
**Sent:** Wednesday, 16 February 2022 11:08 AM  
**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** 'Claims' <claims@premiumauto.com.sg>  
**Subject:** RE: EST - OWN DAMAGED CLAIM FOR VEHICLE SMQ 8218 T DOA 4/2/2022

Dear Veron,

Any update?

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:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

**Sent:** Tuesday, 15 February 2022 7:14 AM

**To:** Claims Dept; Admin-D (LKKAuto); Admin A; assignments; SUR

**Subject:** RE: EST - OWN DAMAGED CLAIM FOR VEHICLE SMQ 8218 T DOA 4/2/2022

Dear Tony,

Not Yet

Once approved will send you email

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@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:** Monday, 14 February 2022 5:25 PM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 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)>

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

**Subject:** RE: EST - OWN DAMAGED CLAIM FOR VEHICLE SMQ 8218 T DOA 4/2/2022

Dear Veron,

Gt update on 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

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**From:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

**Sent:** Friday, 11 February 2022 9:26 AM

**To:** Claims Dept; Admin-D (LKKAuto); Admin A; assignments; SUR

**Subject:** RE: EST - OWN DAMAGED CLAIM FOR VEHICLE SMQ 8218 T DOA 4/2/2022

Dear Tony,

Not Yet

Once approved will send you email

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@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 9:21 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 SMQ 8218 T DOA 4/2/2022

Dear all,

Any update on 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

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

**Sent:** Thursday, 10 February 2022 10:34 AM

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

**Subject:** RE: EST - OWN DAMAGED CLAIM FOR VEHICLE SMQ 8218 T DOA 4/2/2022

Dear all,

Any update on 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

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

**Sent:** Wednesday, 9 February 2022 9:51 AM

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

**Subject:** RE: EST - OWN DAMAGED CLAIM FOR VEHICLE SMQ 8218 T DOA 4/2/2022

Dear all.

The survey has been carried out 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

p. +65 6366 2323, d. +65 67689828

e. <mailto:claims@premiumauto.com.sg> w. [www.audi.com.sg](http://www.audi.com.sg)

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**From:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Tuesday, 8 February 2022 11:46 AM  
**To:** 'Summer (LKK Auto)'; 'Admin A'; 'assignments'; 'SUR'  
**Cc:** 'Claims'  
**Subject:** EST - OWN DAMAGED CLAIM FOR VEHICLE SMQ 8218 T DOA 4/2/2022

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 9:52 AM  
**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 SMQ 8218 T DOA 4/2/2022

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 9:49 AM  
**To:** 'Summer (LKK Auto)' <[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)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** OWN DAMAGED CLAIM FOR VEHICLE SMQ 8218 T DOA 4/2/2022

Dear Summer,

Survey at Ubi

**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)  
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**From:** Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Monday, 7 February, 2022 8:55 AM  
**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 SMQ 8218 T DOA 4/2/2022

Dear Jennis,

Survey at where?

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)

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---

**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Saturday, 5 February, 2022 12:01 PM  
**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 SMQ 8218 T DOA 4/2/2022

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 08/02/22 @ 4PM. Owner waiting

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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