

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Monday, 14 March 2022 3:27 PM
To: Claims; SUR
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMX 8267 P DOA 24/2/22 - VEHICLE IN

Dear Kee Siang,

We have checked with AIG, the excess is \$800.00 instead of \$3,800.00.

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: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Monday, 14 March 2022 12:44 PM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMX 8267 P DOA 24/2/22 - VEHICLE IN

Dear Kee Siang,

As spoken with you.

We still pending for insurance's reply.

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: Monday, 14 March 2022 12:35 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMX 8267 P DOA 24/2/22 - VEHICLE IN

Hi Shiau Chan,

Any update on the revised excess ?

Best Regards,
Kee Siang Lim
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: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Thursday, 10 March 2022 10:08 AM

To: 'Shiau Chan (LKKAUTO)'; 'SUR'

Cc: 'Claims'

Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMX 8267 P DOA 24/2/22 - VEHICLE IN

Dear Shiau Chan,

Attached above is our client foreign driving licence, please assist to send to AIG to revised the excess amount.

Best Regards,
Kee Siang Lim
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: Shiau Chan (LKKAuto) [<mailto:siewsc@lkkauto.com>]
Sent: Wednesday, 9 March 2022 10:25 AM
To: Claims; SUR
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMX 8267 P DOA 24/2/22 - VEHICLE IN

Dear Jennis,

Please proceed as attached with our surveyor marking.

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: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Wednesday, 2 March 2022 4:47 PM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: OWN DAMAGED CLAIM FOR VEHICLE SMX 8267 P DOA 24/2/22 - VEHICLE IN

Dear Jennis,

As instructed by our client, please proceed to repair the insured vehicle **SMX 8267P** (Excess \$3,800/-).

Please take note that the front rim not consistent, need remove and arrange our surveyor to resurvey front RH tyre.

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.

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: Friday, 25 February 2022 3:48 PM
To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: OWN DAMAGED CLAIM FOR VEHICLE SMX 8267 P DOA 24/2/22 - VEHICLE IN

Dear all,

Kindly register OD claim for this vehicle. Attached is the GIA report and video footage for your reference.

We will forward you the estimate once it is available.

Kindly arrange survey on 28/2/22 @ 10AM @ Benoi. Vehicle in

Address : 24 Benoi Sector. S629857

Thank you.

**Best Regards,
Jennis Tan
Claims Administrator**

Premium Automobiles Pte Ltd (Reg No 199902271W)

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