

Re: RE: OD SMQ5633Y DOA 17/4/2022

Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Fri 22/4/2022 1:40 PM

To: Claims <claims@premiumauto.com.sg>

Cc: SUR <sur@lkkauto.com>

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SMQ5633Y** (Excess \$0/-).

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.

commence 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

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: [6256-3561](tel:6256-3561) | email: denisetay@lkkauto.com | fax: [6256-4315](tel:6256-4315)

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

From: Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>**Sent:** Friday, 22 April 2022 11:41 am**To:** Claims <claims@premiumauto.com.sg>**Cc:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>**Subject:** RE: RE: OD SMQ5633Y DOA 17/4/2022

Hi Kee Siang,

My apologies, I was referring to another vehicle. Please disregard the replacement vehicle e-mail.

Thanks

Mariesa

From: Claims <claims@premiumauto.com.sg>**Sent:** Friday, April 22, 2022 11:39 AM**To:** Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>**Cc:** 'Denise Tay (LKKAuto)' <denisetay@lkkauto.com>; claims@premiumauto.com.sg**Subject:** [EXTERNAL] RE: OD SMQ5633Y DOA 17/4/2022

This message is from an external sender; be cautious with links and attachments.

Dear Mariesa,

Please be informed that the vehicle SMQ 5633 Y is still with owner. His claim is not approved yet.

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: Abu Kassim, Noor Mariesa [<mailto:NoorMariesa.AbuKassim@aig.com>]

Sent: Friday, 22 April 2022 10:50 AM

To: Claims

Cc: Denise Tay (LKKAUTO)

Subject: RE: OD SMQ5633Y DOA 17/4/2022

Dear Sir/Madam,

We have received a call from insured regarding replacement vehicle. Kindly assist to activate LOU as soon as possible.

Thank you,

Best regards,

Mariesa Abu Kassim (Mariesa)

AIG

Claims Adjuster II

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #10-16 Singapore 079120

Tel +65 6830 7871

NoorMariesa.AbuKassim@aig.com | www.aig.sg

From: Abu Kassim, Noor Mariesa

Sent: Friday, April 22, 2022 10:00 AM

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

Cc: 'Denise Tay (LKKAUTO)' <denisetay@lkkauto.com>

Subject: RE: OD SMQ5633Y DOA 17/4/2022

Dear Sir/Madam,

Please provide rear video if available.

Kindly be informed we have also amended the excess to S\$0.

Thank you,

Best regards,

Mariesa Abu Kassim (Mariesa)

AIG

Claims Adjuster II

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #10-16 Singapore 079120

Tel +65 6830 7871

NoorMariesa.AbuKassim@aig.com | www.aig.sg

From: Abu Kassim, Noor Mariesa

Sent: Thursday, April 21, 2022 3:16 PM

To: Claims <claims@premiumauto.com.sg>

Subject: OD SMQ5633Y DOA 17/4/2022

Dear Sir/Madam,

Please provide rear video of accident.

Thank you,

Best regards,

Mariesa Abu Kassim (Mariesa)

AIG

Claims Adjuster II

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #10-16 Singapore 079120

Tel +65 6830 7871

NoorMariesa.AbuKassim@aig.com | www.aig.sg

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