

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Wednesday, 15 February 2023 5:42 PM
To: claims@premiumauto.com.sg; 'Carrine Leong'; SUR; Finalization
Cc: jiayee.yap@premiumauto.com.sg; (boojohnny@gmail.com); claims@premiumauto.com.sg
Subject: FW: FINAL REVISION - SLL1780U - TP ECICS - SURVEYED 04 MAY 2022 - RE-SURVEYED 30 MAY 2022
Attachments: [Untitled].pdf

Dear Kee Siang,

“Without Prejudice”

We will be advising our Principal a cost of repair of \$18,205.20- with 14 days of repair, subject to their approval.

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 <claims@premiumauto.com.sg>
Sent: Wednesday, 15 February 2023 5:35 PM
To: >
Cc: jiayee.yap@premiumauto.com.sg; 'Boo seng yak' <boojohnny@gmail.com>; 'Claims' <claims@premiumauto.com.sg>
Subject: RE: FINAL REVISION - SLL1780U - TP ECICS - SURVEYED 04 MAY 2022 - RE-SURVEYED 30 MAY 2022

Dear Veron,

Please see above attached re-survey marking by Steve on the added days.

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: Carrine Leong [<mailto:carrine.leong@premiumauto.com.sg>]
Sent: Wednesday, 15 February 2023 5:13 PM
To: claims@premiumauto.com.sg
Cc: jiayee.yap@premiumauto.com.sg; 'Boo seng yak'
Subject: FW: FINAL REVISION - SLL1780U - TP ECICS - SURVEYED 04 MAY 2022 - RE-SURVEYED 30 MAY 2022

Hi,

For the days of repair is 14 days, add on jobs on rear end panel was given +4 days when re-survey, please check.

Thanks & Best Regard
Carrine Leong
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 **d.** +65 6768 9925 **f.** +65 6841 1183
e. carrine.leong@premiumauto.com.sg **w.** www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



From: Finalization [<mailto:finalization@lkkauto.com>]
Sent: Wednesday, 15 February 2023 12:30 pm
To: Carrine Leong <carrine.leong@premiumauto.com.sg>
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Celine

Fong (LKKAUTO) <celinefong@lkkauto.com>

Subject: FINAL REVISION - SLL1780U - TP ECICS - SURVEYED 04 MAY 2022 - RE-SURVEYED 30 MAY 2022

Hi Carrine,

Noted. The repair days 10 days only.

Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 fax: 6256-4315

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

From: Carrine Leong <carrine.leong@premiumauto.com.sg>

Sent: Wednesday, February 15, 2023 11:28 AM

To: Finalization <finalization@lkkauto.com>

Cc: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>; Celine Fong (LKKAUTO) <celinefong@lkkauto.com>

Subject: RE: FINAL REVISION - SLL1780U - TP ECICS - SURVEYED 04 MAY 2022 - RE-SURVEYED 30 MAY 2022

Hi Sir/Madam,

For the windscreen \$875.00 we never claim.

Please confirm repair cost of \$18,205.20 @ 14 days exclude 2 Sunday.

Thanks & Best Regard

Carrine Leong

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

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e. carrine.leong@premiumauto.com.sg **w.** www.audi.com.sg

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From: Finalization [<mailto:finalization@lkkauto.com>]

Sent: Monday, 13 February 2023 6:45 pm

To: Carrine Leong <carrine.leong@premiumauto.com.sg>

Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Subject: FINAL REVISION - SLL1780U - TP ECICS - SURVEYED 04 MAY 2022 - RE-SURVEYED 30 MAY 2022

Hi Carrine,

Just a background related to the case below, Mr. Chang has asked Steve to check if windscreen can be claimed as it was broken during the repair time it was removed for fixing to other new tailgate.

As what we have learned, Steve (our previous surveyor) has discussed with the insurance claim handler however it was rejected by the insurance as per their comment, the damaged is due to the negligence of workshop and not thru accident. Also, Steve had a discussion with Adrian in connection to this case and Adrian has agreed that it is not claimable.

Thus, kindly inform that the item 31 Rear Windscreen \$875.00 is cannot be paid and need to be removed.

Thanks and Regards,

Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 fax: 6256-4315

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

From: Carrine Leong <carrine.leong@premiumauto.com.sg>
Sent: Monday, February 13, 2023 5:15 PM
To: Finalization <finalization@lkkauto.com>
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Subject: RE: FINAL REVISION - SLL1780U - TP ECICS - SURVEYED 04 MAY 2022 - RE-SURVEYED 30 MAY 2022

Hi,

Please find attachment re-survey document as per your request for your attention.

Thanks & Best Regard
Carrine Leong
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
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e. carrine.leong@premiumauto.com.sg **w.** www.audi.com.sg
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From: Finalization [<mailto:finalization@lkkauto.com>]
Sent: Saturday, 11 February 2023 11:00 am
To: Carrine Leong <carrine.leong@premiumauto.com.sg>
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Subject: FINAL REVISION - SLL1780U - TP ECICS - SURVEYED 04 MAY 2022 - RE-SURVEYED 30 MAY 2022

Hi Carrine,

Kindly request resurvey marking list.

Best Regards,
Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 fax: 6256-4315

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

From: Carrine Leong <carrine.leong@premiumauto.com.sg>

Sent: Friday, 10 February 2023 5:08 PM

To: Finalization <finalization@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>; 'Boo seng yak' <boojohnny@gmail.com>; jiayee.yap@premiumauto.com.sg

Subject: FINAL REVISION - SLL1780U - TP ECICS - SURVEYED 04 MAY 2022 - RE-SURVEYED 30 MAY 2022

Hi Steve and all,

Revised estimate is attached.

Please confirm repair cost of \$18,205.20 @ 14 days exclude 2 Sunday.

Your early closure is appreciated.

Thanks & Best Regard
Carrine Leong
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

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