

## Shiau Chan (LKKAUTO)

---

**From:** Shiau Chan (LKKAUTO)  
**Sent:** Tuesday, 14 June 2022 10:01 AM  
**To:** Claims Dept; SUR  
**Subject:** RE: EST - OD CLAIM FOR SMU 751 B, DOA: 13/5/2022  
**Attachments:** SMU751B RESURVEY.pdf

Dear Tony,

Please proceed the supplementary 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](mailto: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](mailto:siewsc@lkkauto.com)>  
**Sent:** Tuesday, 24 May 2022 9:33 AM  
**To:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: EST - OD CLAIM FOR SMU 751 B, DOA: 13/5/2022

Dear Tony,

As instructed by our client, please proceed to repair the insured vehicle **SMU 751B (Excess \$400/-)**.

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

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

---

**From:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Monday, 23 May 2022 5:59 PM  
**To:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: EST - OD CLAIM FOR SMU 751 B, DOA: 13/5/2022

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

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



Email Disclaimer

This email, including any attachments, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other people. Thank you

---

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

**Sent:** Thursday, 19 May 2022 5:03 PM

**To:** 'Yan (LKK Auto)'; 'SUR'; 'assignments'

**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: EST - OD CLAIM FOR SMU 751 B, DOA: 13/5/2022

Dear all,

Kindly assist following up the 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



**Email Disclaimer**

This email, including any attachments, is confidential and may also be privileged.  
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.  
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other people. Thank you

---

**From:** Yan (LKK Auto) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Wednesday, 18 May 2022 3:22 PM  
**To:** 'Claims Dept'; 'SUR'; 'assignments'  
**Subject:** RE: EST - OD CLAIM FOR SMU 751 B, DOA: 13/5/2022

Dear Tony,

Noted with thanks.

**Note: With immediate effect 04/03/2022 Summer Lee(assignment Team) will no longer be in our company.  
Please contact the undersign for survey arrangement.**

Best Regards,

**Yan** | 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)

---

**From:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Wednesday, 18 May 2022 3:19 PM  
**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg); Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>;  
assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: EST - OD CLAIM FOR SMU 751 B, DOA: 13/5/2022

Dear Yan,

Please reschedule the survey to tomorrow 2pm at Ubi

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



**Email Disclaimer**

This email, including any attachments, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other people. Thank you

---

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

**Sent:** Tuesday, 17 May 2022 3:22 PM

**To:** 'Yan (LKK Auto)'; 'SUR'; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); 'Admin A'

**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** EST - OD CLAIM FOR SMU 751 B, DOA: 13/5/2022

Dear Yan,

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



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you



---

**From:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Tuesday, 17 May 2022 10:51 AM  
**To:** 'Yan (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** RE: OD CLAIM FOR SMU 751 B, DOA: 13/5/2022

Dear Yan,

At Ubi

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



**Email Disclaimer**

This email, including any attachments, is confidential and may also be privileged.  
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.  
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other people. Thank you

---

**From:** Yan (LKK Auto) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Tuesday, 17 May 2022 10:23 AM  
**To:** 'Claims'; 'SUR'; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Subject:** RE: OD CLAIM FOR SMU 751 B, DOA: 13/5/2022

Dear Nadia,

May I know this is at Ubi Branch or Benoi? Is the owner waiting?  
Please be informed that there is another owner waiting for another vehicle @ Ubi branch at the same time.

**Note: With immediate effect 04/03/2022 Summer Lee(assignment Team) will no longer be in our company.  
Please contact the undersign for survey arrangement.**

Best Regards,

**Yan** | 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)

---

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

**Sent:** Saturday, 14 May 2022 10:38 AM

**To:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'CS A Team' <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Admin-D (LKKAuto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** OD CLAIM FOR SMU 751 B, DOA: 13/5/2022

Dear All,

Kindly register OD claim under AIG 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 18/5/2022 @ 2:45PM.

We're claiming against

Thank you.

**Best Regards,**

**Nadia Hani**

**Claims Administrator**

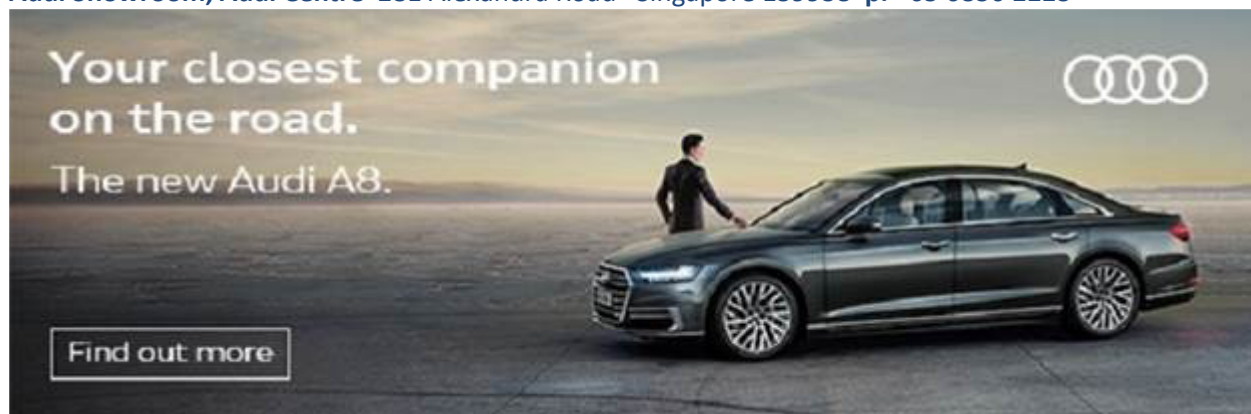
**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

**p.** +65 6388 2323 **d.** +65 6768 9911 **m.** +65 8826 8736

**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



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you