

Shiau Chan (LKKAUTO)

From: Ana Maria Velarde ALANO <Ana.Alano@hlas.com.sg>
Sent: Friday, 27 May 2022 11:17 AM
To: Claims Dept
Cc: SUR; HLAS Claims
Subject: RE: HLA Motor Claim : SLJ2244E (OD) : HLA # MP320159MPC03411/ANA

Dear Tony,

Excess is \$600.00

Best Regards,

(Ms) Alano, Ana Maria Velarde
Claims Manager



11 Keppel Road #11-01, ABI Plaza, Singapore 089057
T +65 6922 6003 | F +65 6221 3782
ana.alano@hlas.com.sg | www.hlas.com.sg
Reaching out to you at [Facebook](#) | [Twitter](#) | [Linkedin](#) |

Important: Please note that acceptance and clearing of our settlement cheque/GIRO/PayNow payment constitutes your acceptance of payment which will be in full and final settlement and discharge of all claims that you may have against HL Assurance Pte. Ltd. and/or our insured whichever is applicable in respect of the above subject matter.

From: Claims Dept [mailto:claims@premiumauto.com.sg]
Sent: Friday, 27 May 2022 11:14 am
To: 'Claims Dept' <claims@premiumauto.com.sg>; Ana Maria Velarde ALANO <Ana.Alano@hlas.com.sg>
Cc: sur@lkkauto.com; HLAS Claims <claims@hlas.com.sg>
Subject: RE: HLA Motor Claim : SLJ2244E (OD) : HLA # MP320159MPC03411/ANA

Dear Ms. Alano,

Any update on the excess amount?

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
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, 26 May 2022 2:26 PM
To: 'Claims Dept'; 'Ana Maria Velarde ALANO'
Cc: sur@lkkauto.com
Subject: RE: HLA Motor Claim : SLJ2244E (OD) : HLA # MP320159MPC03411/ANA

Dear Ms Alano,

Kindly assist check the excess amount of this case.

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
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: Tuesday, 24 May 2022 3:03 PM
To: 'Ana Maria Velarde ALANO'
Cc: sur@lkkauto.com; claims@premiumauto.com.sg
Subject: RE: HLA Motor Claim : SLJ2244E (OD) : HLA # MP320159MPC03411/ANA

Dear Ms. Alano,

Noted with thanks.

The excess amount is?

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
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: Ana Maria Velarde ALANO [<mailto:Ana.Alano@hlas.com.sg>]
Sent: Tuesday, 24 May 2022 1:53 PM
To: Claims Dept
Cc: sur@lkkauto.com
Subject: RE: HLA Motor Claim : SLJ2244E (OD) : HLA # MP320159MPC03411/ANA

Dear Tony,

Thank you for your email.

Repair had been approved.

Best Regards,

(Ms) Alano, Ana Maria Velarde
Claims Manager



11 Keppel Road #11-01, ABI Plaza, Singapore 089057

T +65 6922 6003 | F +65 6221 3782

ana.alano@hlas.com.sg | www.hlas.com.sg

Reaching out to you at [Facebook](#) | [Twitter](#) | [Linkedin](#) |

Important: Please note that acceptance and clearing of our settlement cheque/GIRO/PayNow payment constitutes your acceptance of payment which will be in full and final settlement and discharge of all claims that you may have against HL Assurance Pte. Ltd. and/or our insured whichever is applicable in respect of the above subject matter.

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

Sent: Monday, 23 May 2022 5:42 pm

To: 'Claims Dept' <claims@premiumauto.com.sg>; Ana Maria Velarde ALANO <Ana.Alano@hlas.com.sg>

Cc: sur@lkkauto.com

Subject: RE: HLA Motor Claim : SLJ2244E (OD) : HLA # MP320159MPC03411/ANA

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

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: Friday, 20 May 2022 10:40 AM
To: 'Ana Maria Velarde ALANO'
Cc: claims@premiumauto.com.sg
Subject: RE: HLA Motor Claim : SLJ2244E (OD) : HLA # MP320159MPC03411/ANA

Dear Ana,

Noted and we will follow up with them.

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
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: Ana Maria Velarde ALANO [<mailto:Ana.Alano@hlas.com.sg>]
Sent: Friday, 20 May 2022 10:18 AM
To: Claims Dept
Subject: HLA Motor Claim : SLJ2244E (OD) : HLA # MP320159MPC03411/ANA

Dear Tony,

Thank you for your email.

Case had been assigned to LKK consultants who will get in touch with you shortly.

Best Regards,

(Ms) Alano, Ana Maria Velarde
Claims Manager

Important: Please note that acceptance and clearing of our settlement cheque/GIRO/PayNow payment constitutes your acceptance of payment which will be in full and final settlement and discharge of all claims that you may have against HL Assurance Pte. Ltd. and/or our insured whichever is applicable in respect of the above subject matter.

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

Sent: Friday, 20 May 2022 9:42 am

To: claims@premiumauto.com.sg; HLAS Claims <claims@hlas.com.sg>

Cc: Ana Maria Velarde ALANO <Ana.Alano@hlas.com.sg>

Subject: RE: EST - OWN DAMGED CLAIM FOR VEHICLE SLJ 2244 E DOA 14/5/22 - HLAS's REF: MPC03411/ANA

Dear Ana,

Kindly let us know who should we arrange the survey with ?

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

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: Thursday, 19 May 2022 6:50 PM

To: 'HLAS Claims'

Cc: claims@premiumauto.com.sg; 'Ana Maria Velarde ALANO'

Subject: EST - OWN DAMGED CLAIM FOR VEHICLE SLJ 2244 E DOA 14/5/22 - HLAS's REF: MPC03411/ANA

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 w. 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: HLAS Claims <claims@hlas.com.sg>

Sent: Thursday, 19 May 2022 5:13 PM

To: claims@premiumauto.com.sg; Ana Maria Velarde ALANO <Ana.Alano@hlas.com.sg>

Subject: RE: OWN DAMGED CLAIM FOR VEHICLE SLJ 2244 E DOA 14/5/22 - HLAS's REF: MPC03411/ANA

Dear Jennis,

We acknowledge receipt of your OD claim which will be forwarded to the claim handler accordingly.

For future subsequent emails, please direct to our claim officer in charge **Ms Ana** who is copied in this email.

Aside to Ana - FYNA.

Regards,

Claims Department



11 Keppel Road #11-01, ABI Plaza, Singapore 089057

T +65 6922 6030 / F +65 6224 1923

claims@hlas.com.sg | www.hlas.com.sg

Important: Please note that acceptance and clearing of our settlement cheque/GIRO/PayNow payment constitutes your acceptance of payment which will be in full and final settlement and discharge of all claims that you may have against HL Assurance Pte. Ltd. and/or our insured whichever is applicable in respect of the above subject matter.

From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 19 May 2022 4:42 pm
To: HLAS Claims <claims@hlas.com.sg>
Cc: claims@premiumauto.com.sg
Subject: OWN DAMGED CLAIM FOR VEHICLE SLJ 2244 E DOA 14/5/22

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 20/5/22 @ 3:00 pm @ Ubi. 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

e. claims@premiumauto.com.sg w. 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