

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

Ana Maria Velarde ALANO <Ana.Alano@hla.com.sg>

Fri 3/6/2022 9:35 AM

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

Dear Denise,

Thank you for your email.

The towing fee is payable.

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@hla.com.sg | www.hla.com.sg

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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: Denise Tay (LKKAuto) [mailto:denisetay@lkkauto.com]

Sent: Monday, 30 May 2022 10:58 am

To: Ana Maria Velarde ALANO <Ana.Alano@hla.com.sg>

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

Dear Ms Alano,

We would like to check if the towing fee is payable.

As premium Audi centre was not a reporting centre for HL Assurance, the vehicle was tow out to the next nearest reporting centre. 2(trips).

documents attached as above.

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

Sent: Friday, 27 May 2022 11:18 am

To: 'Ana Maria Velarde ALANO' <Ana.Alano@hla.com.sg>

Cc: SUR <sur@lkkauto.com>; 'HLAS Claims' <claims@hla.com.sg>

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

Dear Ms. Alano,

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



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From: Ana Maria Velarde ALANO [<mailto:Ana.Alano@hlas.com.sg>]

Sent: Friday, 27 May 2022 11:17 AM

To: Claims Dept

Cc: sur@lkkauto.com; 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



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

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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

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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

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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

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55 Ubi Road 1 Singapore 408699

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From: Ana Maria Velarde ALANO [<mailto:Ana.Alano@hla.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@hla.com.sg | www.hla.com.sg

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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@hla.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**

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55 Ubi Road 1 Singapore 408699

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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

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(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

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From: Ana Maria Velarde ALANO [<mailto:Ana.Alano@hla.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



11 Keppel Road #11-01, ABI Plaza, Singapore 089057
T +65 6922 6003 | F +65 6221 3782
ana.alano@hla.com.sg | www.hla.com.sg
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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 20 May 2022 9:42 am
To: claims@premiumauto.com.sg; HLAS Claims <claims@hla.com.sg>
Cc: Ana Maria Velarde ALANO <Ana.Alano@hla.com.sg>
Subject: RE: EST - OWN DAMAGED 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



(Reg No 199902271W)
55 Ubi Road 1 Singapore 408699
p. +65 6366 2323, d. +65 67689828
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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

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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

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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

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6/3/22, 9:44 AM

Mail - Denise Tay (LKKAuto) - Outlook

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