

Veron Chen (LKKAUTO)

From: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>
Sent: Thursday, 21 July 2022 11:29 AM
To: claims@premiumauto.com.sg
Cc: Veron Chen (LKKAUTO); SUR; Nadaraja, Deeban; Mohd Rizal, Nur Mariah Huibrechts; Chan, Yoke Shi
Subject: RE: OD CLAIM FOR SMM 0828 G, DOA 10/07/2022

Dear Kee Siang,

According to the policy the excess can only be waived up to \$1k. Therefore, insured need to pay the remaining \$1,100 of excess.

However, insured may submit an Uninsured Losses claim against TP insurer to claim for the excess paid.

EXCESS	
Section 1	
Fire - \$0	Own Damage - \$2100 Theft - \$0 Flood Cover - \$2100

216. In-car Camera Excess Waiver

If You have installed an in-car camera in Your Vehicle, the Excess applicable to Part B Section 1 of this Policy will be waived not at fault for the accident and the accident is covered under this Policy.

If you are at fault for the accident and the accident is covered under this Policy, the Excess applicable to Part B Section 1 of will be reduced by 50%.

The following conditions apply to both a full and partial waiver of the Excess as set out above:-

- Your Vehicle is involved in the accident with another vehicle
- You must provide the relevant video footage of the accident that You are involved in to us within 3 working days from the accident;
- The repair of the Vehicle is carried out by one of our approved workshops;

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POLICY TERMS AND CONDIT

- The assessment of liability has been finalised by Us by the time You collect Your Vehicle post repair; and
- The waiver shall only apply up to a maximum amount of \$1,000.00 above which, You will be responsible for the Excess

This waiver is not applicable for the "Young and/or Inexperienced Driver Excess" ("YIDR").

The apportionment of Your fault in an accident is solely based on Our assessment. We will consider You not to be at fault for an accident if the apportionment of Your fault in an accident is 20% or less.

Thanks and regards,

Syaza Irdina Azlan
AIG

Express Claims Adjuster II, Singapore FNOL, Claims Operations – Auto
SG Claims Operations | AIG Asia Pacific Insurance Pte. Ltd.
78 Shenton Way #10-16 Singapore

[Tel:65-68307871](tel:65-68307871)

Syazairdina.Azlan@aig.com | www.aig.sg

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>

Sent: Thursday, July 21, 2022 10:05 AM

To: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; SUR <sur@lkkauto.com>; claims@premiumauto.com.sg

Subject: [EXTERNAL] FW: OD CLAIM FOR SMM 0828 G, DOA 10/07/2022

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

Dear Kee Siang,

Thank you for the email.

Dear Azlan,

Kindly assist below email from repairer.

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: Thursday, 21 July 2022 9:58 AM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

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

Subject: RE: OD CLAIM FOR SMM 0828 G, DOA 10/07/2022

Dear Veron,

Please assist to check with AIG, Owner is asking can the excess amount waive in full as his car was hit n run ?

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: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]

Sent: Tuesday, 19 July 2022 8:16 AM

To: claims@premiumauto.com.sg; SUR; Admin-D (LKKAUTO); CS A Team

Subject: RE: OD CLAIM FOR SMM 0828 G, DOA 10/07/2022

Dear En Qi,

As instructed by our client , please proceed to repair the **insured vehicle SMM 828G, (Excess \$1100/-)**.

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.

RH Headlamp damaged photos not CLEAR

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.

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: Tuesday, 12 July 2022 7:52 PM

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

Cc: claims@premiumauto.com.sg

Subject: OD CLAIM FOR SMM 0828 G, DOA 10/07/2022

Dear all,

Kindly register OD claim for this vehicle. Attached is the GIA report and video footage for your reference.

We will forward you the estimate once it is available.

Kindly arrange survey on 15/07/2022 @2:30 pm.

Thank you.

Best Regards,

En Qi Lim

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



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