

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Tuesday, 16 August 2022 2:34 PM
To: Claims; SUR; Admin-D (LKKAUTO); CS A Team
Subject: RE: OD CLAIM FOR SMW 4249 Z, DOA: 31/07/2022

Dear Kee Siang,

As instructed by our client , please proceed to repair the **insured vehicle SMW 4249Z , (Excess \$1600/-)**.

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

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: Veron Chen (LKKAUTO)
Sent: Monday, 15 August 2022 10:25 AM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: OD CLAIM FOR SMW 4249 Z, DOA: 31/07/2022

Dear Kee Siang,

Still pending approval from AIG.

Once approved will send you email.

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: Monday, 15 August 2022 10:17 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 SMW 4249 Z, DOA: 31/07/2022

Dear Veron,

Any update on claim approval for above mention vehicle ?

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

Sent: Monday, 8 August 2022 11:08 AM

To: 'Veron Chen (LKKAuto)'; 'SUR'; 'Admin-D (LKKAuto)'; 'CS A Team'

Cc: claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SMW 4249 Z, DOA: 31/07/2022

Dear Veron,

As attached.

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
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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Monday, 8 August 2022 10:37 AM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: OD CLAIM FOR SMW 4249 Z, DOA: 31/07/2022

Dear Nadia,

Kindly provides interview form and undertaking letter.

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: Saturday, 6 August 2022 11:35 AM
To: claims@premiumauto.com.sg; SUR <sur@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SMW 4249 Z, DOA: 31/07/2022

Dear All,

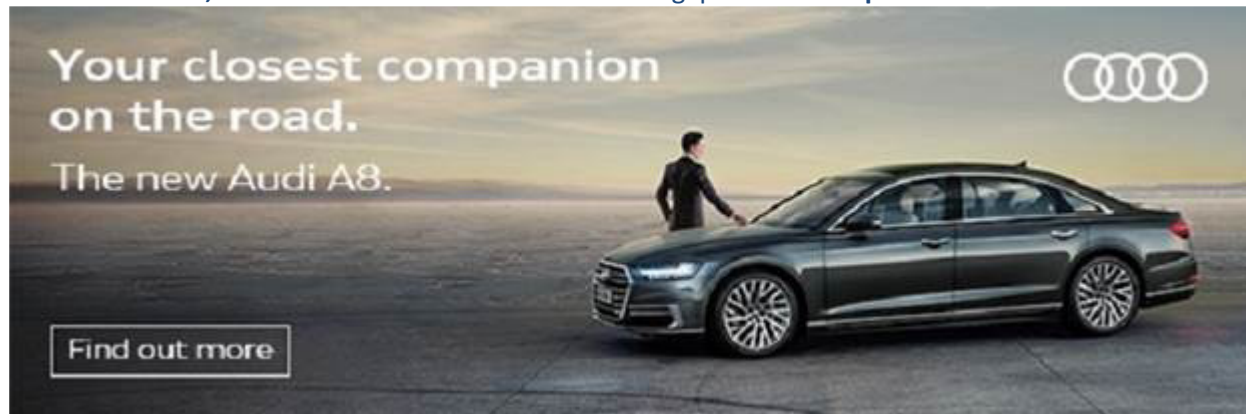
On behalf of Service Advisor: Kee Siang

Kindly advise on OIC & repair approval.

Thank you.

**Best Regards,
Nadia Hani
Claims Administrator**

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From: Claims <claims@premiumauto.com.sg>
Sent: Monday, 1 August 2022 6:22 PM
To: '- OD CLAIM' <sur@lkkauto.com>; '- Survey' <admin-d@lkkauto.com>; 'CS A Team' <cs-a@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: OD CLAIM FOR SMW 4249 Z, DOA: 31/07/2022

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 05/08/2022 @10am. Owner waiting.

Thank you.

**Best Regards,
En Qi Lim
Claims Administrator**

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