

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Friday, 2 September 2022 3:42 PM
To: Claims Dept; Admin-D (LKKAUTO); SUR; assignments
Subject: RE: OD CLAIM FOR SMP 5338 E, DOA: 23/8/2022
Attachments: aigencrypt RE: RE: OD / 1057233109SG / SMP5338E - Final Excess Revised

Dear Tony,

Excess amount revised to \$100

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 Dept <claims@premiumauto.com.sg>
Sent: Friday, 2 September 2022 3:38 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SMP 5338 E, DOA: 23/8/2022

Dear Veron,

The excess amount revised to \$100. Kindly confirm

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: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Friday, 2 September 2022 7:35 AM
To: Claims; Admin-D (LKKAUTO); SUR; assignments
Subject: RE: OD CLAIM FOR SMP 5338 E, DOA: 23/8/2022

Dear Nadia/ Tony,

As instructed by our client , please proceed to repair the **insured vehicle SMP 5338E, (Excess \$1,100/-).**

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) <veronchen@lkkauto.com>
Sent: Thursday, 1 September 2022 8:59 AM
To: Claims <claims@premiumauto.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: OD CLAIM FOR SMP 5338 E, DOA: 23/8/2022

Dear Nadia,

Not yet.

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: Thursday, 1 September 2022 8:57 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SMP 5338 E, DOA: 23/8/2022

Dear Veron,

On behalf of Service Advisor: Tony Foong

Kindly advise on repair approval.

Thank you.

Best Regards,

Nadia Hani

Claims Administrator

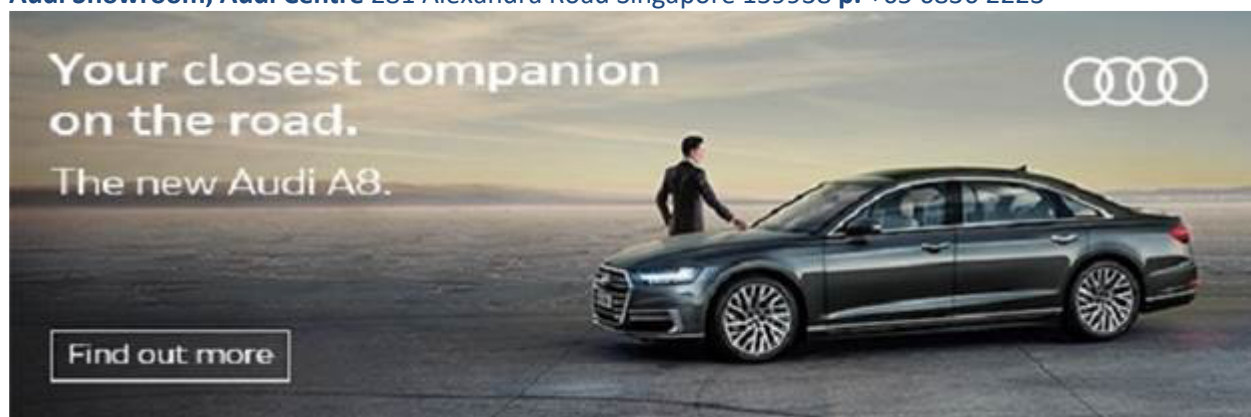
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

e. claims@premiumauto.com.sg **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) <veronchen@lkkauto.com>
Sent: Wednesday, 31 August 2022 9:18 AM
To: Claims <claims@premiumauto.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: OD CLAIM FOR SMP 5338 E, DOA: 23/8/2022

Dear Nadia,

Not yet.

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: Wednesday, 31 August 2022 9:07 AM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SMP 5338 E, DOA: 23/8/2022

Dear Veron,

On behalf of Service Advisor: Tony Foong

Kindly expedite on repair approval.

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: Claims <claims@premiumauto.com.sg>

Sent: Tuesday, 30 August 2022 9:25 AM

To: 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; 'Admin-D (LKKAUTO)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SMP 5338 E, DOA: 23/8/2022

Dear Veron,

On behalf of Service Advisor: Tony Foong

Kindly advise on repair approval.

Thank you.

Best Regards,

Nadia Hani

Claims Administrator

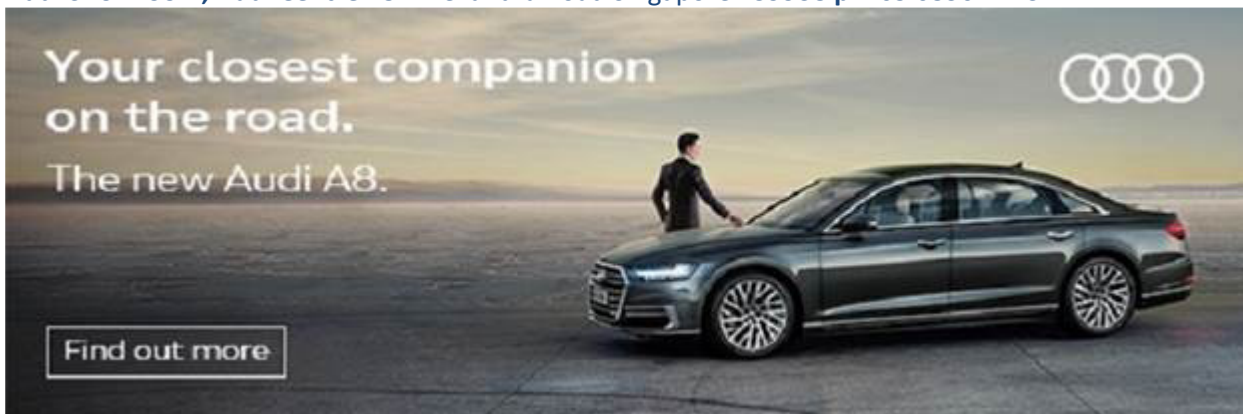
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Monday, 29 August 2022 10:00 AM

To: 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; 'Admin-D (LKKAUTO)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Subject: RE: OD CLAIM FOR SMP 5338 E, DOA: 23/8/2022

Dear Veron,

On behalf of Service Advisor: Tony Foong

Survey will be later today @2:30pm.

Thank you.

**Best Regards,
Nadia Hani
Claims Administrator**

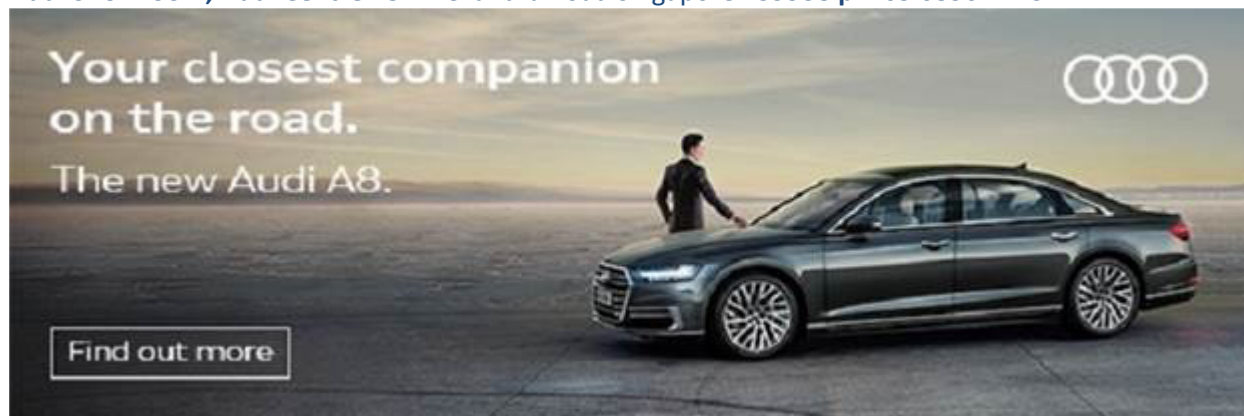
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55 Ubi Road 1 Road Singapore 408699

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

Sent: Monday, 29 August 2022 9:58 AM

To: Claims <claims@premiumauto.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: OD CLAIM FOR SMP 5338 E, DOA: 23/8/2022

Dear Nadia,

Is the vehicle survey?

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, 29 August 2022 9:55 AM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SMP 5338 E, DOA: 23/8/2022

Dear Yan,

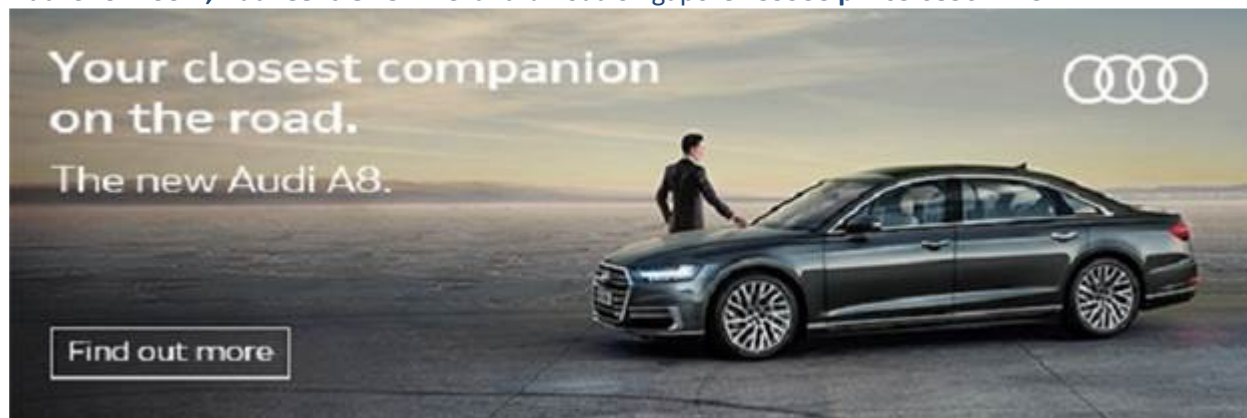
On behalf of Service Advisor:Kee Siang

Kindly advise on repair approval urgently.

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: Claims <claims@premiumauto.com.sg>
Sent: Friday, 26 August 2022 9:10 AM
To: 'Yan (LKK Auto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SMP 5338 E, DOA: 23/8/2022

Dear Yan,

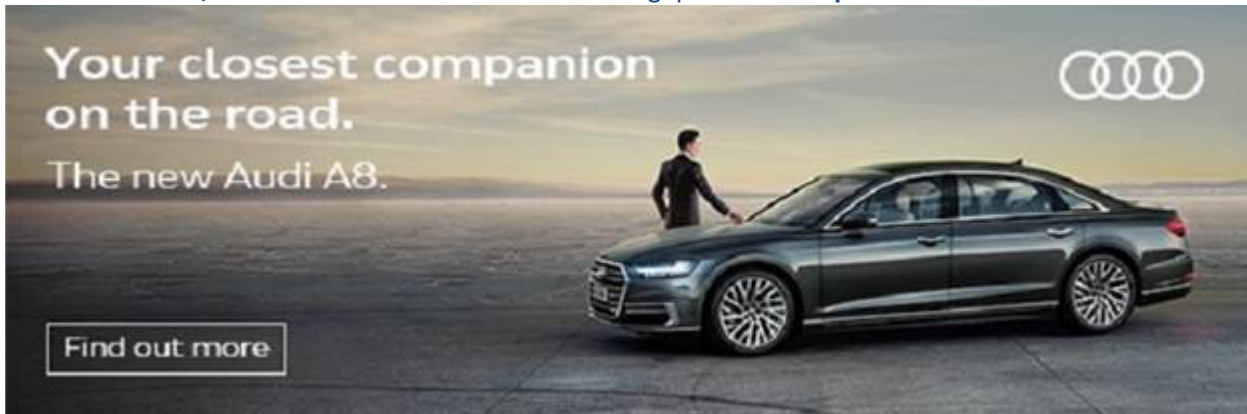
On behalf of Service Advisor:Kee Siang

Kindly advise on repair approval urgently.

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: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 25 August 2022 3:33 PM
To: 'Yan (LKK Auto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SMP 5338 E, DOA: 23/8/2022

Dear Yan,

On behalf of Service Advisor: Tony Foong

Attached above is the estimate for your kind reference.

Kindly advise on repair approval.

Thank you.

**Best Regards,
Nadia Hani
Claims Administrator**

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
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From: Yan (LKK Auto) <admin-d@lkkauto.com>

Sent: Thursday, 25 August 2022 11:01 AM

To: 'Claims' <claims@premiumauto.com.sg>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Subject: RE: OD CLAIM FOR SMP 5338 E, DOA: 23/8/2022

Dear Nadia,

Noted with thanks.

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: 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>

Sent: Thursday, 25 August 2022 10:19 AM

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

Cc: claims@premiumauto.com.sg

Subject: OD CLAIM FOR SMP 5338 E, DOA: 23/8/2022

Dear All,

Kindly register OD under AIG 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 29/8/2022, 2:30 PM @ UBI. Owner waiting.

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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