

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Wednesday, 31 August 2022 2:10 PM
To: Claims; SUR; Admin-D (LKKAuto); CS A Team
Subject: RE: OD CLAIM FOR SNE 7738 S, DOA: 06/08/2022

Dear Nadia/ Kee Siang,

As instructed by our client , please proceed to repair the **insured vehicle SNE 7738S, (Excess \$400/-)**.

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: Wednesday, 31 August 2022 9:19 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 SNE 7738 S, DOA: 06/08/2022

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 9:08 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@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SNE 7738 S, DOA: 06/08/2022

Dear Veron,

On behalf of Service Advisor:Kee Siang

Kindly advise on repair approval.

Thank you.

**Best Regards,
Nadia Hani
Claims Administrator**

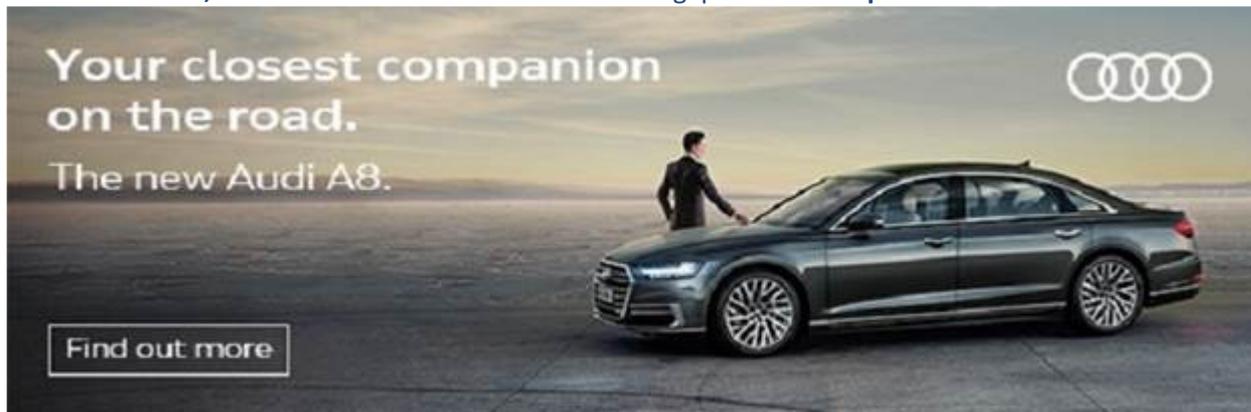
Premium Automobiles Pte Ltd (Reg No 199902271W)

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: Claims <claims@premiumauto.com.sg>

Sent: Tuesday, 30 August 2022 10:36 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@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SNE 7738 S, DOA: 06/08/2022

Dear Veron,

Survey was done on 12/8/2022.

Thank you.

**Best Regards,
Nadia Hani
Claims Administrator**

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From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Tuesday, 30 August 2022 10:12 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 SNE 7738 S, DOA: 06/08/2022

Dear Nadia,

Has the vehicle arrange for survey?

Please refer email from En Qi on 8/8/2022 survey TBC.

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, 30 August 2022 9:25 AM
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: RE: OD CLAIM FOR SNE 7738 S, DOA: 06/08/2022

Dear Claims Team,

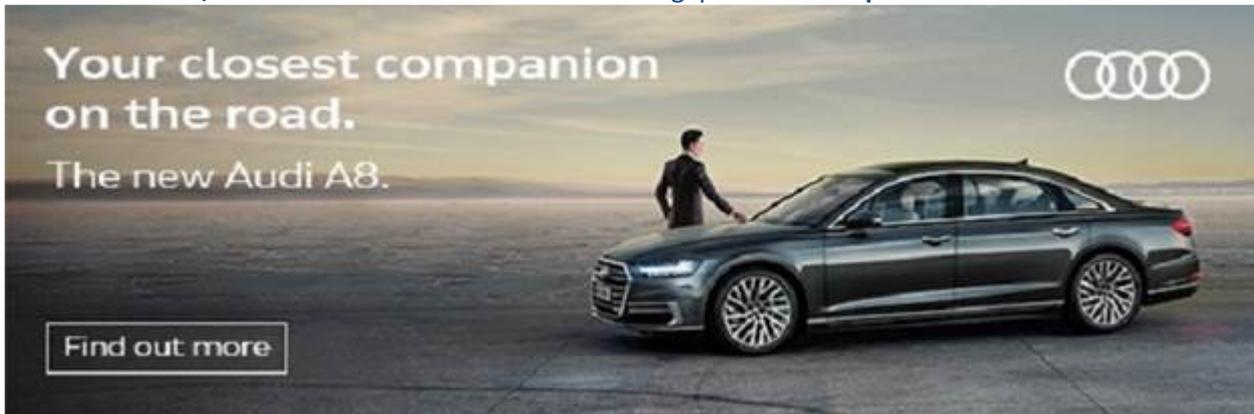
On behalf of Service Advisor:Kee Siang

Kindly advise on repair approval.

Thank you.

**Best Regards,
Nadia Hani
Claims Administrator**

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From: Claims <claims@premiumauto.com.sg>
Sent: Monday, 29 August 2022 3:12 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: RE: OD CLAIM FOR SNE 7738 S, DOA: 06/08/2022

Dear Kee Siang,

On behalf of Service Advisor:Kee Siang

Kindly advise on repair approval.

Thank you.

**Best Regards,
Nadia Hani
Claims Administrator**

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

Sent: Thursday, 11 August 2022 4:45 PM

To: claims@premiumauto.com.sg; '- OD CLAIM' <sur@lkkauto.com>; '- Survey' <admin-d@lkkauto.com>; 'CS A Team' <cs-a@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SNE 7738 S, DOA: 06/08/2022

Dear Claims,

Attached above is the Estimate for your kind reference.

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

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

Sent: Monday, 8 August 2022 2:21 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 SNE 7738 S, DOA: 06/08/2022

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.

Survey TBC.

Thank you.

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

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55 Ubi Road 1 Road Singapore 408699

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

Sent: Monday, 8 August 2022 1:58 PM

To: '- OD CLAIM' <sur@lkkauto.com>; '- Survey' <admin-d@lkkauto.com>; 'CS A Team' <cs-a@lkkauto.com>

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

Subject: ACCIDENT INVOLVING VEHICLE SNE 7738 S & YOUR INSURED SHD 202 T ON 06/08/2022

Dear all,

Kindly assist in the liability clearance for above mentioned case. We are in the opinion that our client is not the proximate cause of the accident.

Therefore, we propose for direct settlement at 100% liability clearance in our clients favour.

Please advise who the officer in-charge we shall liaise with.

Attached are the GIA report for your reference and we will send you the estimate once it is ready.

Survey TBC.

Thank you.

Best Regards,

En Qi Lim

Claims Administrator

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55 Ubi Road 1 Road Singapore 408699

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