

## Veron Chen (LKKAUTO)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Tuesday, 2 May 2023 3:28 PM  
**To:** Veron Chen (LKKAUTO); Meng Yan (LKK Auto); assignments; CS A Team; Admin A  
**Cc:** 'Claims'  
**Subject:** RE: LOD - Urgent - OD CLAIM FOR SDR 318 S, DOA: 16/09/2022  
**Attachments:** SDR 318 S - AIG OD 16092022.pdf

Dear Veron,

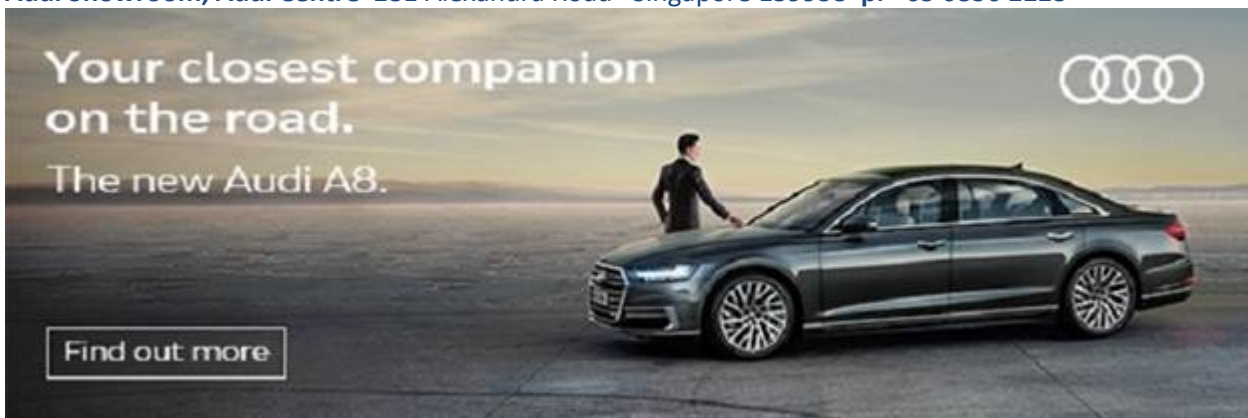
Attached LOD for your perusal. We will be submitting the original documents to Adrian shortly.

Please arrange for payment.

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](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://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:** Friday, 4 November 2022 11:39 am  
**To:** Claims <claims@premiumauto.com.sg>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** FW: Urgent - OD CLAIM FOR SDR 318 S, DOA: 16/09/2022

Dear Siti,

Above has been approved.

**Repair Limit @\$39,000/- or whichever lower**

**Total repair days to revise to 16 days**

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)

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**From:** Veron Chen (LKKAuto)

**Sent:** Tuesday, 18 October 2022 4:13 PM

**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: Urgent - OD CLAIM FOR SDR 318 S, DOA: 16/09/2022

Dear Siti,

Above has been approved.

**Repair Limit @\$39,000/- or whichever lower**

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)

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**From:** Veron Chen (LKKAuto)

**Sent:** Monday, 26 September 2022 7:36 AM

**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: Urgent - OD CLAIM FOR SDR 318 S, DOA: 16/09/2022

Dear Siti,

As instructed by our client , please proceed to repair the **insured vehicle SDR 318S, Repair Limit @\$39,000/- or whichever lower. (Excess \$550/-).**

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.

**Total repair days to revise to 16 days**

**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)

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**From:** Veron Chen (LKKAuto)

**Sent:** Thursday, 22 September 2022 9:53 AM

**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: Urgent - OD CLAIM FOR SDR 318 S, DOA: 16/09/2022

Dear Siti,

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)

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**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Sent:** Thursday, 22 September 2022 8:42 AM

**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: Urgent - OD CLAIM FOR SDR 318 S, DOA: 16/09/2022

Dear All,

On behalf of Service Advisor:Kee Siang

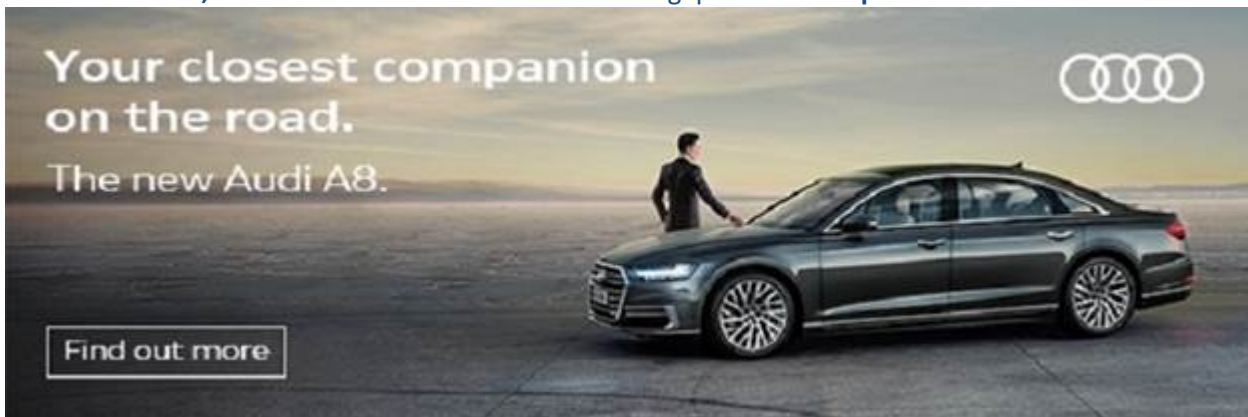
Kindly advise on OIC and urgent repair approval.

Note that vehicle is in workshop.

Thank you.

**Best Regards,  
Siti Muhaini  
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](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)  
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**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Tuesday, 20 September 2022 4:49 PM  
**To:** 'Rajeswari' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com); 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** RE: OD CLAIM FOR SDR 318 S, DOA: 16/09/2022

Dear All,

On behalf of Service Advisor:Kee Siang

Kindly advise on OIC and urgent repair approval.

Note that vehicle is in workshop.

Thank you.

**Best Regards,  
Siti Muhaini  
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](mailto:claims@premiumauto.com.sg)>

**Sent:** Tuesday, 20 September 2022 12:34 PM

**To:** 'Rajeswari' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com); 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: OD CLAIM FOR SDR 318 S, DOA: 16/09/2022

Dear All,

On behalf of Service Advisor:Kee Siang

Kindly advise on OIC and repair approval.

Thank you.

**Best Regards,**

**Nadia Hani**

**Claims Administrator**

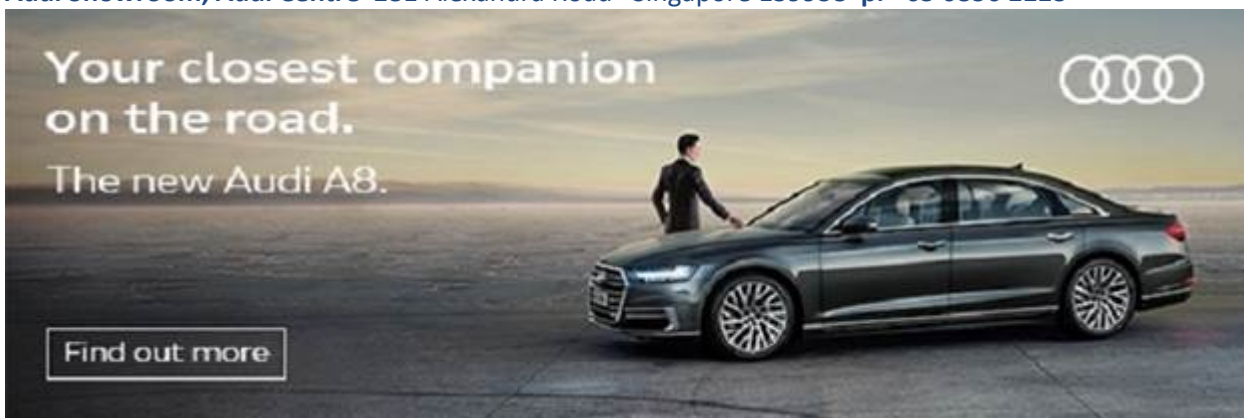
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55 Ubi Road 1 Road Singapore 408699

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

**e.** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

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**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Sent:** Tuesday, 20 September 2022 10:08 AM

To: 'Rajeswari' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com); 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
Cc: [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
Subject: RE: OD CLAIM FOR SDR 318 S, DOA: 16/09/2022

Dear Rajes,

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

e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)

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**From:** Rajeswari <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Monday, 19 September 2022 3:49 PM  
**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg); [sur@lkkauto.com](mailto:sur@lkkauto.com); 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: OD CLAIM FOR SDR 318 S, DOA: 16/09/2022

Dear En Qi,

Thank you for the assignment.  
Arrange accordingly on 20/09/2022.

Best Regards,

Rajes | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Monday, 19 September 2022 3:19 PM  
**To:** [sur@lkkauto.com](mailto:sur@lkkauto.com); [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)  
**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** OD CLAIM FOR SDR 318 S, DOA: 16/09/2022

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 20/09/2022 at 24 Benoi Sector, S62985. Vehicle In.

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](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

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