

## Shiau Chan (LKKAUTO)

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**From:** Shiau Chan (LKKAUTO)  
**Sent:** Monday, 26 September 2022 2:22 PM  
**To:** Claims Dept; SUR  
**Subject:** RE: OWN DAMAGE CLAIM FOR SNB 4607 Y DOA 16/9/2022

Dear Siti,

As instructed by our client, please proceed to repair the insured vehicle **SNB 4607Y (Excess \$1,600/-)**.

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 and document into Merimen.**

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

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**From:** Shiau Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Monday, 26 September 2022 11:24 AM  
**To:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: OWN DAMAGE CLAIM FOR SNB 4607 Y DOA 16/9/2022

Dear Tony,

Please be informed that we are pending for insurance approval. Once approve, we will send you an email.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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**From:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Monday, 26 September 2022 9:15 AM  
**To:** Shiau Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OWN DAMAGE CLAIM FOR SNB 4607 Y DOA 16/9/2022

Good morning Ms Shiau Chan,

Any update on the insurance approval?

Thank you.

Best Regards,  
Siti Muhaini  
Claims Administrator

· **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](http://www.audi.com.sg)  
Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



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**From:** Shiau Chan (LKKAUTO) [<mailto:siewsc@lkkauto.com>]  
**Sent:** Thursday, 22 September 2022 10:04 AM  
**To:** Claims Dept; SUR; assignments  
**Subject:** RE: OWN DAMAGE CLAIM FOR SNB 4607 Y DOA 16/9/2022

Dear Tony,

Please be informed that we are pending for insurance approval. Once approve, we will send you an email.

Best Regards,  
**Shiau Chan (Ms)** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Wednesday, 21 September 2022 2:32 PM  
**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 Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OWN DAMAGE CLAIM FOR SNB 4607 Y DOA 16/9/2022

Dear all,

Kindly assist following up repair approval.

Thank you.

Best Regards,  
Tony Foong  
Senior Claims Advisor

· **PREMIUM AUTOMOBILES**  
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**From:** Yan (LKK Auto) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Tuesday, 20 September 2022 9:37 AM  
**To:** 'PAL Claim'; 'SUR'; 'assignments'  
**Subject:** RE: OWN DAMAGE CLAIM FOR SNB 4607 Y DOA 16/9/2022

Dear Chang,

Noted with thanks.

Best Regards,  
**Yan** | 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:** PAL Claim <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Monday, 19 September 2022 4:20 PM  
**To:** '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: OWN DAMAGE CLAIM FOR SNB 4607 Y DOA 16/9/2022

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.

Please arrange for car survey on 20/9/2022, Tuesday @4PM ( owner waiting ) at 24 Benoi Sector, Singapore 629857.

Thank you.

Best regards,  
**Chang Chee Sing**  
Claims Specialist

• **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

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