

**Veron Chen (LKKAUTO)**

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Tuesday, 18 October 2022 11:25 AM  
**To:** Claims; SUR  
**Subject:** RE: OD CLAIM FOR SCN 3909 A, DOA: 18/09/2022

Dear Siti,

As instructed by our client , please proceed to repair the **insured vehicle SCN 3909A, (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)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Monday, 17 October 2022 5:29 PM  
**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Cc:** 'Claims' <claims@premiumauto.com.sg>  
**Subject:** FW: OD CLAIM FOR SCN 3909 A, DOA: 18/09/2022

Hi Veron,

Here you go.

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

**Sent:** Monday, 17 October 2022 5:07 PM

**To:** 'Veron Chen (LKKAUTO)'; 'admin-d'; 'SUR'; 'assignments'

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

**Subject:** RE: OD CLAIM FOR SCN 3909 A, DOA: 18/09/2022

Dear Veron,

I missed out the undertaking letter's attachment.

Thank you.

**Best Regards,**

**Siti Muhaini**

**Claims Administrator**

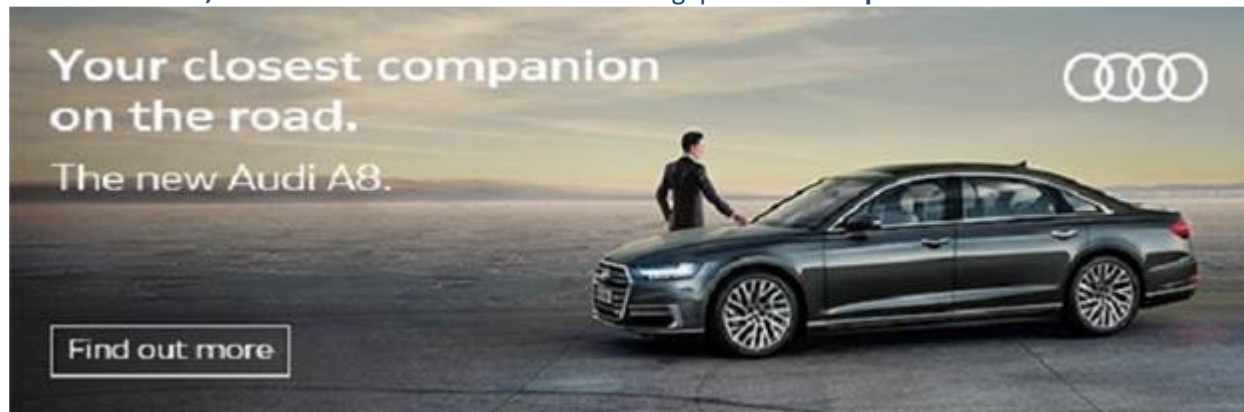
**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

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**From:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Monday, 17 October 2022 12:09 PM  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; admin-d <[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: OD CLAIM FOR SCN 3909 A, DOA: 18/09/2022

Dear Siti,

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](mailto: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:** Monday, 17 October 2022 8:51 AM  
**To:** admin-d <[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: OD CLAIM FOR SCN 3909 A, DOA: 18/09/2022

Dear Yan/Sur,

On behalf of Service Advisor: Kee Siang

Kindly advise on repair approval.

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:** Thursday, 13 October 2022 8:56 AM

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

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

**Subject:** RE: OD CLAIM FOR SCN 3909 A, DOA: 18/09/2022

Good morning Yan/Sur,

On behalf of Service Advisor: Kee Siang

Kindly advise on repair approval.

Thank you.

**Best Regards,**

**Siti Muhaini**

**Claims Administrator**

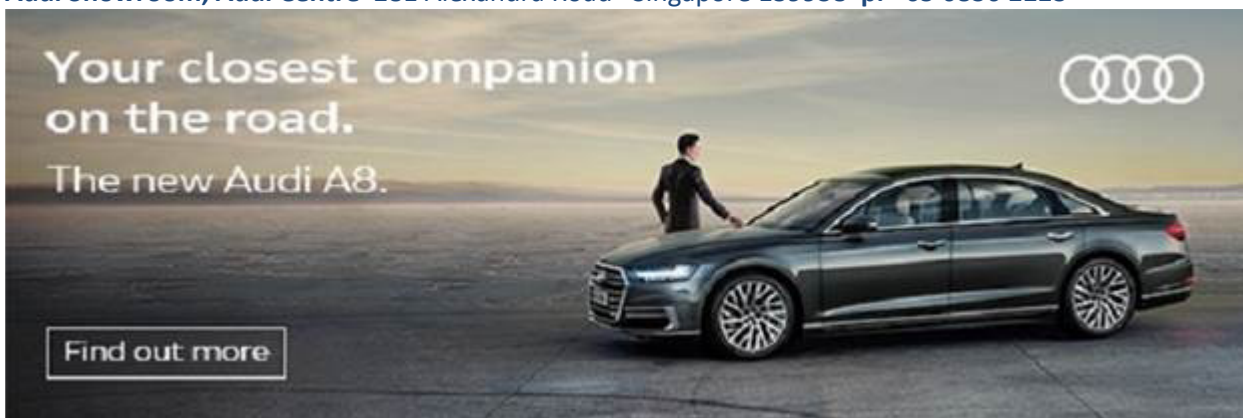
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**From:** Yan (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Monday, 10 October 2022 9:58 AM

To: [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg); [sur@lkkauto.com](mailto:sur@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

Subject: RE: OD CLAIM FOR SCN 3909 A, DOA: 18/09/2022

Dear En Qi,

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

**Sent:** Saturday, 8 October 2022 1:19 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 SCN 3909 A, DOA: 18/09/2022

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 12/10/2022 @10am. 55 Ubi Road 1. Owner Waiting.

Thank you.

**Best Regards,**

**En Qi Lim**

**Claims Administrator**

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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