

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Tuesday, 25 October 2022 9:36 AM
To: Claims; Celine Fong (LKKAUTO); Meng Yan (LKK Auto); SUR; admin-d
Subject: RE: URGENT - OD CLAIM FOR SCP 2899 R, DOA: 14/10/2022

Dear Siti,

As instructed by our client , please proceed to repair the **insured vehicle SCP 2899R, (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)

From: Veron Chen (LKKAUTO)
Sent: Tuesday, 25 October 2022 9:21 AM
To: Claims <claims@premiumauto.com.sg>; Celine Fong (LKKAUTO) <celinefong@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; admin-d <admin-d@lkkauto.com>
Subject: RE: URGENT - OD CLAIM FOR SCP 2899 R, DOA: 14/10/2022

Dear Siti,

Pending approval from AIG.

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: Tuesday, 25 October 2022 8:45 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; admin-d <admin-d@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: URGENT - OD CLAIM FOR SCP 2899 R, DOA: 14/10/2022

Good morning Veron,

Any update on this case?

Thank you.

**Best Regards,
Siti Muhaini
Claims Administrator**

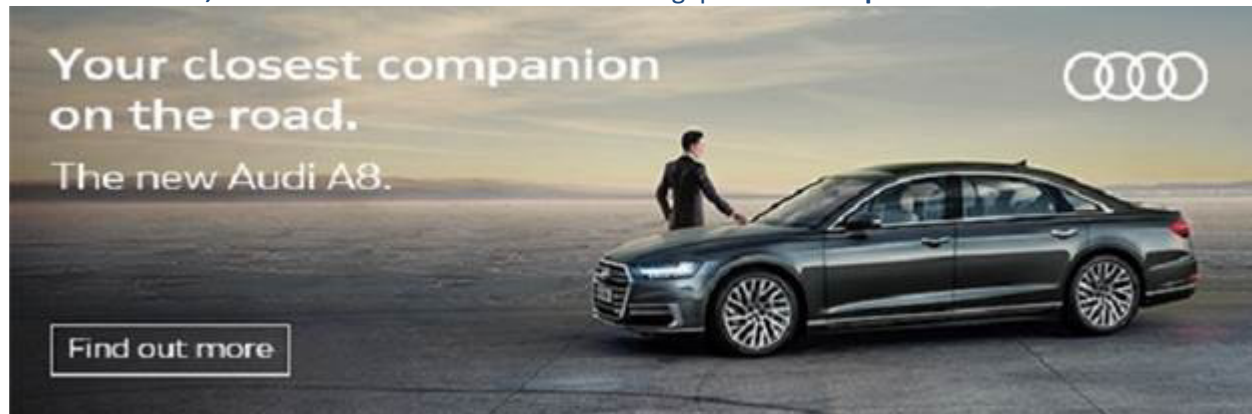
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

Sent: Friday, 21 October 2022 4:22 PM

To: Claims <claims@premiumauto.com.sg>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; admin-d <admin-d@lkkauto.com>

Subject: RE: URGENT - OD CLAIM FOR SCP 2899 R, DOA: 14/10/2022

Dear Siti,

Pending approval from AIG.

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: Friday, 21 October 2022 4:18 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; admin-d <admin-d@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: URGENT - OD CLAIM FOR SCP 2899 R, DOA: 14/10/2022

Dear Veron,

Kindly expedite on repair approval.

Note vehicle is in.

Thank you.

Best Regards,

Siti Muhaini

Claims Administrator

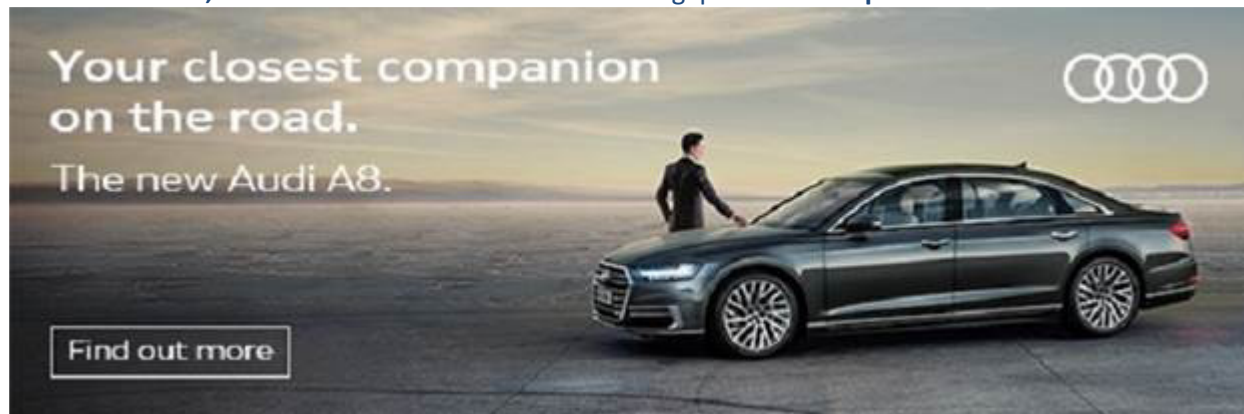
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

Sent: Friday, 21 October 2022 8:57 AM

To: Claims <claims@premiumauto.com.sg>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; Meng Yan (LKK

Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; admin-d <admin-d@lkkauto.com>

Subject: RE: URGENT - OD CLAIM FOR SCP 2899 R, DOA: 14/10/2022

Dear Siti,

Pending approval from AIG.

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: Friday, 21 October 2022 8:52 AM

To: Celine Fong (LKKAuto) <celinefong@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; admin-d <admin-d@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: URGENT - OD CLAIM FOR SCP 2899 R, DOA: 14/10/2022

Dear Celine,

Kindly expedite the repair approval as owner need the car urgently.

Thank you.

Best Regards,

Siti Muhaini

Claims Administrator

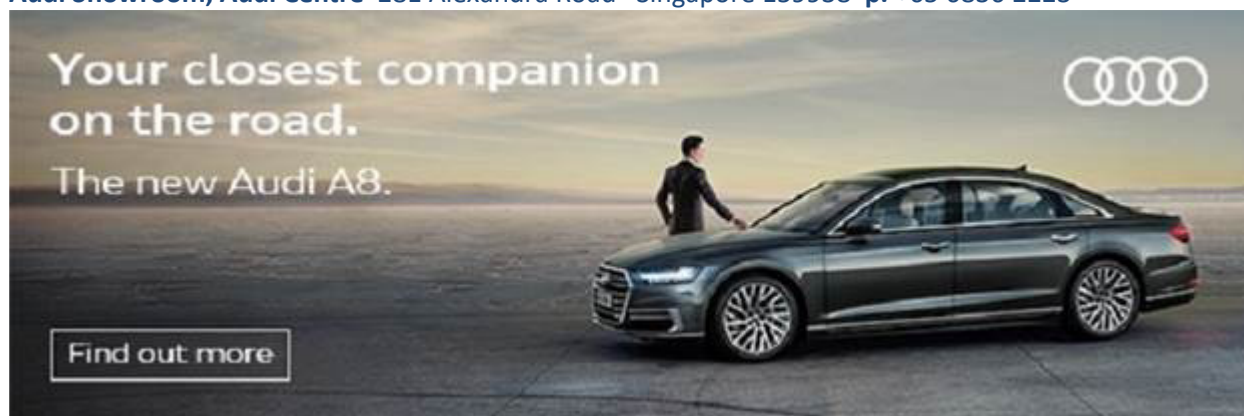
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

Sent: Friday, 21 October 2022 8:42 AM

To: 'Celine Fong (LKKAuto)' <celinefong@lkkauto.com>; 'Meng Yan (LKK Auto)' <mengyan@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'admin-d' <admin-d@lkkauto.com>

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

Subject: RE: OD CLAIM FOR SCP 2899 R, DOA: 14/10/2022

Good morning Celine,

Kindly advise on repair approval.

Please note vehicle is in.

Thank you.

Best Regards,
Siti Muhaini
Claims Administrator

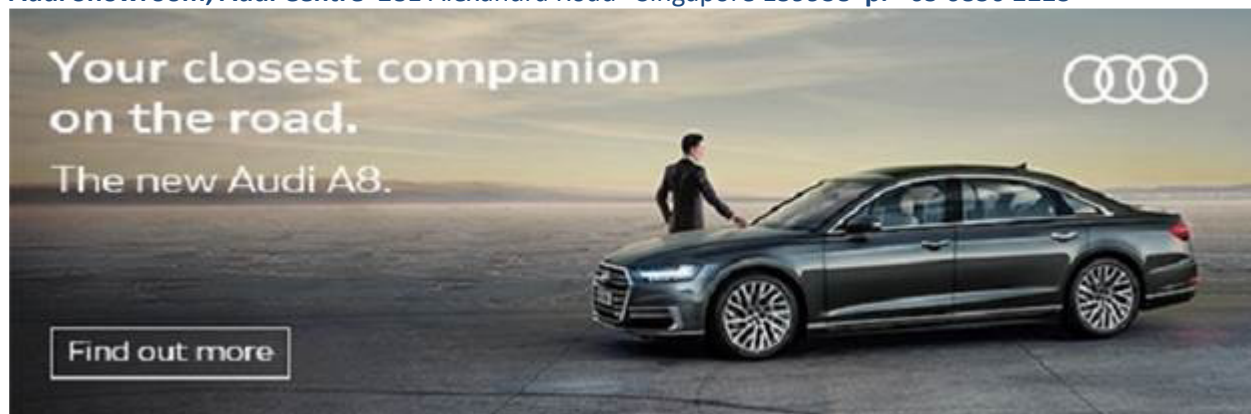
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

Sent: Thursday, 20 October 2022 11:10 AM

To: 'Celine Fong (LKKAuto)' <celinefong@lkkauto.com>; 'Meng Yan (LKK Auto)' <mengyan@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'admin-d' <admin-d@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SCP 2899 R, DOA: 14/10/2022

Dear Celine,

On behalf of Service Advisor: Tony Foong

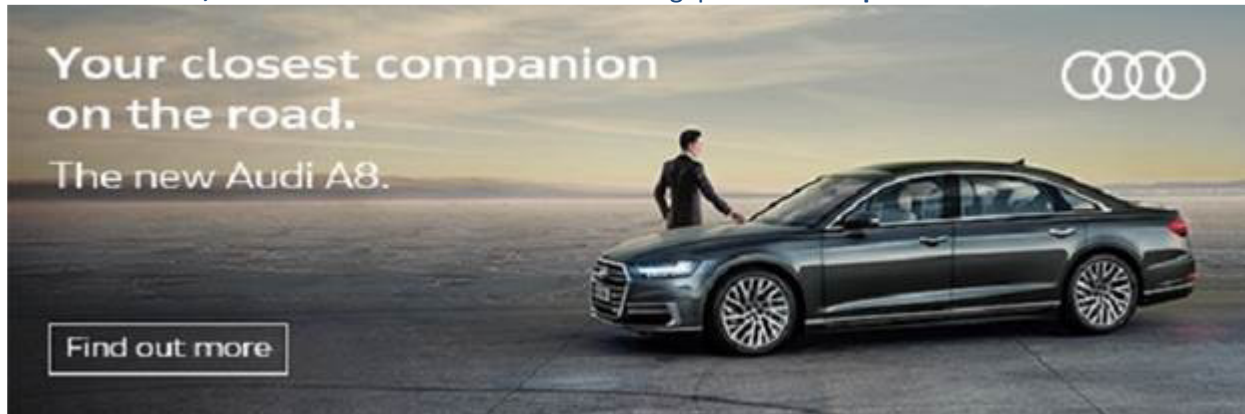
Kindly advise on repair approval.

Please take note vehicle is in.

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 **w.** www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Wednesday, 19 October 2022 2:57 PM
To: 'Celine Fong (LKKAuto)' <celinefong@lkkauto.com>; 'Meng Yan (LKK Auto)' <mengyan@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'admin-d' <admin-d@lkkauto.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SCP 2899 R, DOA: 14/10/2022

Attached CI for your kind reference.

PW:678265

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



Email Disclaimer

This email, including any attachments, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other people. Thank you

From: Celine Fong (LKKAuto) [<mailto:celinefong@lkkauto.com>]
Sent: Wednesday, 19 October 2022 11:57 AM
To: Claims Dept; Meng Yan (LKK Auto); SUR; admin-d
Subject: RE: OD CLAIM FOR SCP 2899 R, DOA: 14/10/2022

Dear Tony,

Please provide us the Certificate of Insurance of above vehicle.

Thank you.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@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: Monday, 17 October 2022 4:01 PM
To: 'Claims' <claims@premiumauto.com.sg>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; admin-d <admin-d@lkkauto.com>
Subject: RE: OD CLAIM FOR SCP 2899 R, DOA: 14/10/2022

Dear Yan,

Attached estimate for your kind reference.

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



Email Disclaimer

This email, including any attachments, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other people. Thank you

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

Sent: Monday, 17 October 2022 11:09 AM

To: 'Meng Yan (LKK Auto)'; 'SUR'; 'admin-d'

Cc: claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SCP 2899 R, DOA: 14/10/2022

Dear Yan,

The car already towed in. Do you need the owner to come over to wait for the surveyor?

Thank you.

Best Regards,
Siti Muhaini
Claims Administrator

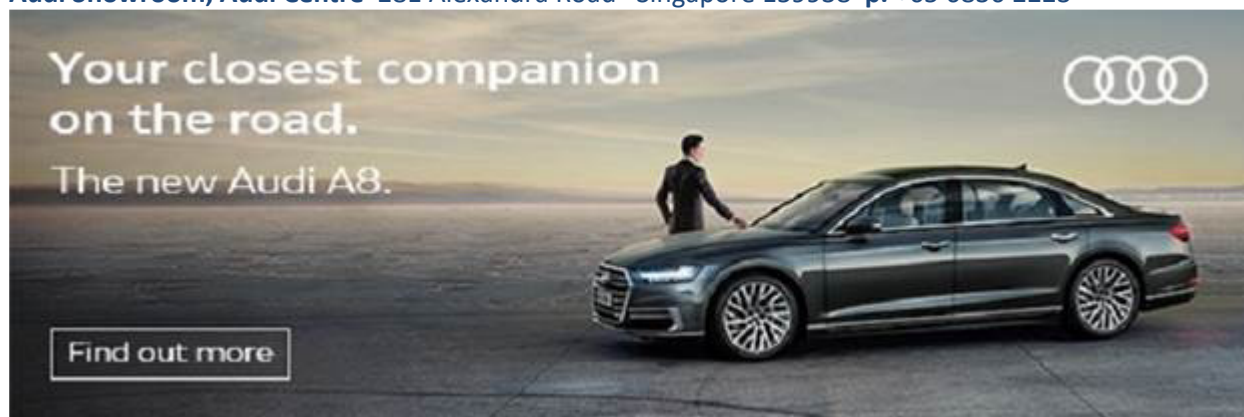
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

e. claims@premiumauto.com.sg w. www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Meng Yan (LKK Auto) <mengyan@lkkauto.com>
Sent: Monday, 17 October 2022 10:49 AM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>; admin-d <admin-d@lkkauto.com>
Subject: RE: OD CLAIM FOR SCP 2899 R, DOA: 14/10/2022

Dear Siti,

Is the owner waiting?

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: Monday, 17 October 2022 9:58 AM
To: SUR <sur@lkkauto.com>; admin-d <admin-d@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: OD CLAIM FOR SCP 2899 R, DOA: 14/10/2022

Dear all,

Kindly register OD claim for this vehicle. Attached is the GIA report for your reference.

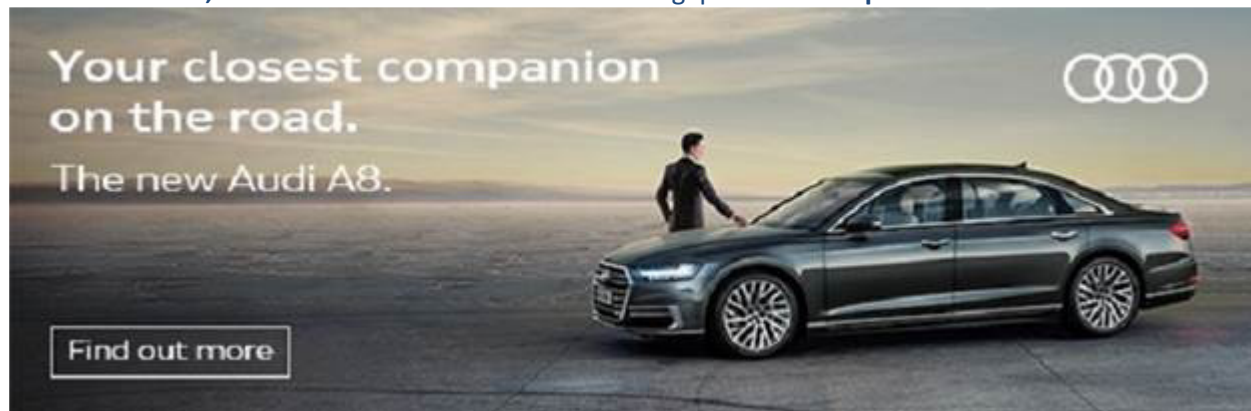
We will forward you the estimate once it is available.

Kindly arrange survey on 18/10/2022 @10am. 24 Benoi Sector. Vehicle tow in.

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 **w.** www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you