# Veron Chen (LKKAuto)

Best Regards, **Tony Foong** 

Veron Chen (LKKAuto) From: Tuesday, 13 December 2022 3:47 PM Sent: To: Claims Dept; SUR Subject: RE: RE: OD claim SLP838Z - OI name in GIA report & Video footage Dear Tony, As instructed by our client, please proceed to repair the insured vehicle SLP 838Z. (Excess \$800/-). 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. 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 Dept <claims@premiumauto.com.sg> Sent: Tuesday, 13 December 2022 2:16 PM To: 'Azlan, Syazairdina' <Syazairdina.Azlan@aig.com> Cc: 'Chan, Yoke Shi' <yokeshi.chan@aig.com>; 'Mohd Rizal, Nur Mariah Huibrechts' <NurMariahHuibrechts.MohdRizal@aig.com>; SUR <sur@lkkauto.com>; 'Nadaraja, Deeban' <Deeban.Nadaraja@aig.com>; 'Claims Dept' <claims@premiumauto.com.sg> Subject: RE: RE: OD claim SLP838Z - OI name in GIA report & Video footage Dear Azlan, Noted, btw the excess can waive off 50%? Aside to LKK, Kindly assist following up approval repair. Thank you.

1

#### 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



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From: Azlan, Syazairdina [mailto:Syazairdina.Azlan@aig.com]

Sent: Tuesday, 13 December 2022 2:10 PM

To: Claims Dept

Cc: Chan, Yoke Shi; Mohd Rizal, Nur Mariah Huibrechts; Nadaraja, Deeban

Subject: RE: RE: OD claim SLP838Z - OI name in GIA report & Video footage

Dear Tony,

This is noted. Please be informed that coverage has been confirmed for this claim.

Thank you.

### Thanks and regards,

### Syaza Irdina Azlan

#### **AIG**

Express Claims Adjuster II, Singapore FNOL, Claims Operations – Auto SG Claims Operations | AIG Asia Pacific Insurance Pte. Ltd. 78 Shenton Way #10-16 Singapore Tel:65-68307871

Syazairdina.Azlan@aig.com | www.aig.sg

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

Sent: Tuesday, December 13, 2022 1:12 PM

**To:** Azlan, Syazairdina < <u>Syazairdina.Azlan@aig.com</u>>

**Cc:** Chan, Yoke Shi <<u>yokeshi.chan@aig.com</u>>; Mohd Rizal, Nur Mariah Huibrechts

<NurMariahHuibrechts.MohdRizal@aig.com>; Nadaraja, Deeban <Deeban.Nadaraja@aig.com>; 'Claims Dept'

<claims@premiumauto.com.sg>

Subject: [EXTERNAL] RE: RE: OD claim SLP838Z - OI name in GIA report & Video footage

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### Dear Azlan,

We understanding from our client is the camera faulty. She can't find the impact video footage from her camera.

Thank you.

Best Regards, Tony Foong Senior Claims Advisor

# PREMIUM AUTOMOBILES

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From: Azlan, Syazairdina [mailto:Syazairdina.Azlan@aiq.com]

Sent: Tuesday, 13 December 2022 1:00 PM

To: <a href="mailto:com.sq">claims@premiumauto.com.sq</a>

**Cc:** Chan, Yoke Shi; Mohd Rizal, Nur Mariah Huibrechts; Nadaraja, Deeban **Subject:** RE: RE: OD claim SLP838Z - OI name in GIA report & Video footage

Dear Lim,

Kindly advise why there were no video footage captured during the collision.

Thank you.

## Thanks and regards,

#### Syaza Irdina Azlan AIG

Express Claims Adjuster II, Singapore FNOL, Claims Operations – Auto SG Claims Operations | AIG Asia Pacific Insurance Pte. Ltd. 78 Shenton Way #10-16 Singapore

#### Tel:65-68307871

### Syazairdina.Azlan@aig.com | www.aig.sg

From: Claims < <a href="mailto:claims@premiumauto.com.sg">claims@premiumauto.com.sg</a> Sent: Tuesday, December 13, 2022 11:11 AM

**To:** Azlan, Syazairdina <<u>Syazairdina.Azlan@aig.com</u>>; Chan, Yoke Shi <<u>yokeshi.chan@aig.com</u>>; Mohd Rizal, Nur Mariah Huibrechts <<u>NurMariahHuibrechts.MohdRizal@aig.com</u>>; Nadaraja, Deeban <<u>Deeban.Nadaraja@aig.com</u>>

Cc: claims@premiumauto.com.sg

Subject: [EXTERNAL] RE: OD claim SLP838Z - OI name in GIA report & Video footage

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Dear All,

Attached above is the amended GIA report for your kind reference.

Our client only have this video footage.

Thank you.

# Best Regards, En Qi Lim Claims Adminstrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

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From: Azlan, Syazairdina <<u>Syazairdina.Azlan@aig.com</u>>

Sent: Tuesday, 13 December 2022 8:46 AM

To: 'Claims Dept' < claims@premiumauto.com.sg>

Cc: Chan, Yoke Shi < yokeshi.chan@aig.com >; Mohd Rizal, Nur Mariah Huibrechts

<NurMariahHuibrechts.MohdRizal@aig.com>; Nadaraja, Deeban <Deeban.Nadaraja@aig.com>

Subject: OD claim SLP838Z - OI name in GIA report & Video footage





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