

Veron Chen (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 28 February 2023 1:46 PM
To: Veron Chen (LKKAUTO); SUR; CS A Team; Admin A
Cc: 'Claims'
Subject: RE: LOD - RE: OD claim SLP838Z - OI name in GIA report & Video footage
Attachments: SLP 838 Z - AIG OD 06122022.pdf

Dear Veron,

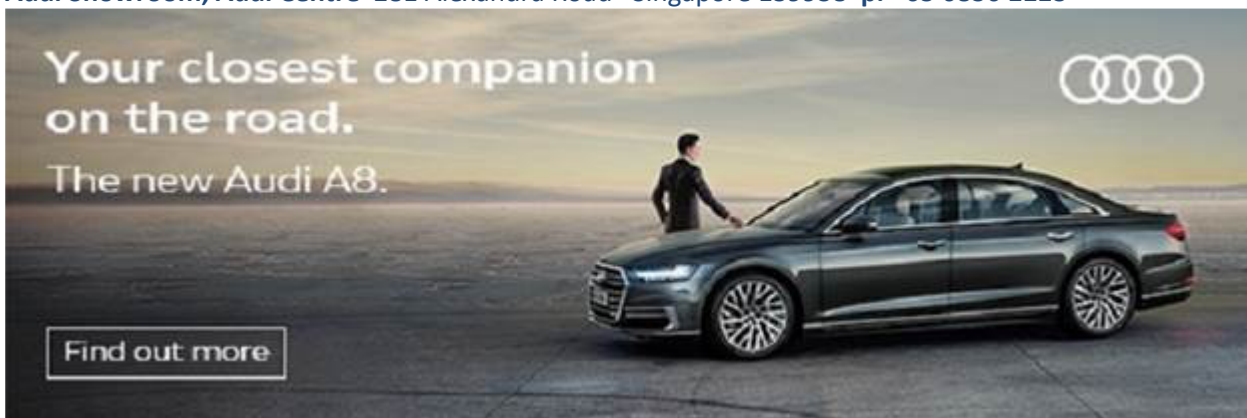
Attached LOD for your perusal. We will be submitting the original documents to Adrian shortly.

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 **w.** 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: Tuesday, 13 December 2022 3:47 pm
To: Claims Dept <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: 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: 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.

Best Regards,

Tony Foong

Senior Claims Advisor

· **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

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p. +65 6366 2323, d. +65 67689828

e.<mailto:claims@premiumauto.com.sg> w. www.audi.com.sg

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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: 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](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 <Syazairdina.Azlan@aig.com>
Cc: Chan, Yoke Shi <yokeshi.chan@aig.com>; 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

(Reg No 199902271W)

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From: Azlan, Syazairdina [<mailto:Syazairdina.Azlan@aig.com>]
Sent: Tuesday, 13 December 2022 1:00 PM
To: claims@premiumauto.com.sg
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](tel:65-68307871)

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

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, December 13, 2022 11:11 AM
To: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Chan, Yoke Shi <yokeshi.chan@aig.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Nadaraja, Deeban <Deeban.Nadaraja@aig.com>

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 Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

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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