

Veron Chen (LKKAuto)

From: Claims <claims@premiumauto.com.sg>
Sent: Friday, 31 March 2023 3:18 PM
To: Veron Chen (LKKAuto); Meng Yan (LKK Auto); admin-d; CS A Team; Admin A
Cc: 'Claims'
Subject: RE: LOD - OD CLAIM FOR SNF 3268 C, DOA: 9/12/2022 - KS
Attachments: SNF 3268 C - AIG OD 09122022.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: Friday, 30 December 2022 7:45 am
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 SNF 3268 C, DOA: 9/12/2022 - KS

Dear Siti,

As instructed by our client , please proceed to repair the **insured vehicle SNF 3268C. (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: Thursday, 29 December 2022 10:14 AM

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 SNF 3268 C, DOA: 9/12/2022 - KS

Dear Siti,

Pending approval from AIG.

Once approved will send you email.

Have gave them a chaser

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: Thursday, 29 December 2022 8:50 AM

To: Veron Chen (LKKAuto) <veronchen@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 SNF 3268 C, DOA: 9/12/2022 - KS

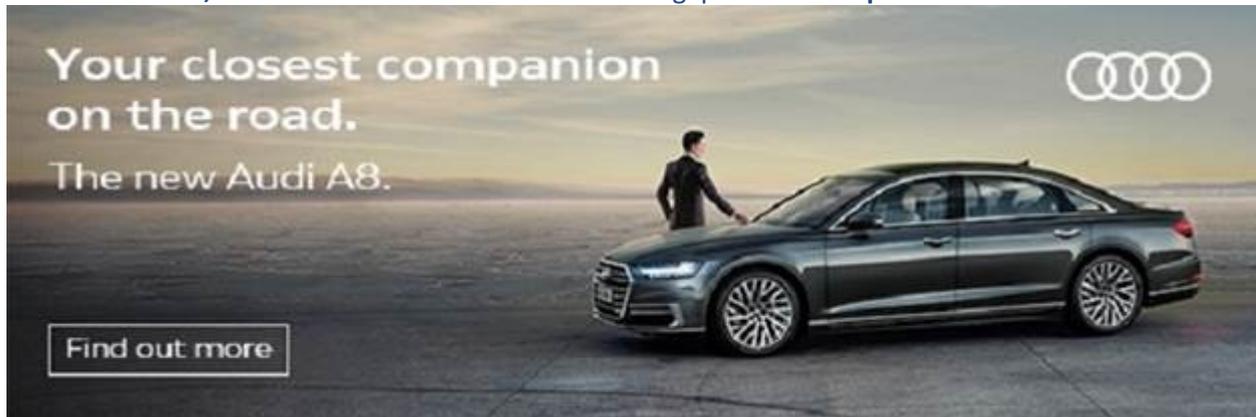
Dear Veron,

Kindly advice 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: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Tuesday, 27 December 2022 11:46 AM
To: Claims <claims@premiumauto.com.sg>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; admin-d <admin-d@lkkauto.com>
Subject: RE: OD CLAIM FOR SNF 3268 C, DOA: 9/12/2022 - KS

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, 27 December 2022 9:33 AM

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

Cc: claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SNF 3268 C, DOA: 9/12/2022 - KS

Good morning Veron,

Kindly advice 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

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

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

Sent: Thursday, 22 December 2022 9:50 AM

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

Subject: RE: OD CLAIM FOR SNF 3268 C, DOA: 9/12/2022 - KS

Dear Siti,

Still pending for approval from insurance

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: Thursday, 22 December 2022 9:27 AM

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

Cc: claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SNF 3268 C, DOA: 9/12/2022 - KS

Good morning Veron,

Kindly advice 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

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

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

Sent: Wednesday, 21 December 2022 8:47 AM

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

Cc: claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SNF 3268 C, DOA: 9/12/2022 - KS

Dear Veron,

Any update? If yes, kindly advice 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: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Monday, 19 December 2022 10:23 AM
To: Claims <claims@premiumauto.com.sg>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; admin-d <admin-d@lkkauto.com>
Subject: RE: OD CLAIM FOR SNF 3268 C, DOA: 9/12/2022 - KS

Dear Siti,

Pending for approval.

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: Monday, 19 December 2022 8:57 AM
To: Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; admin-d <admin-d@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SNF 3268 C, DOA: 9/12/2022 - KS

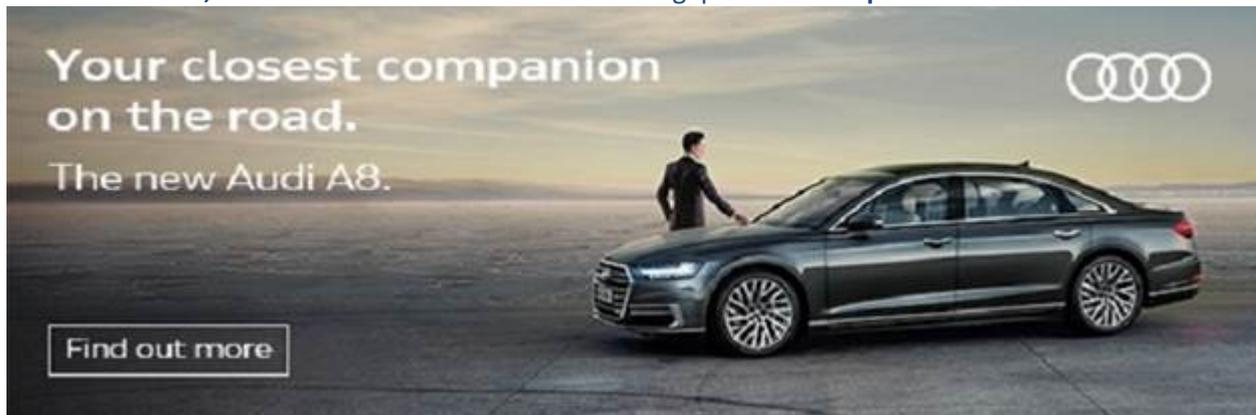
Dear Yan/Sur,

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>
Sent: Friday, 16 December 2022 9:44 AM
To: 'Meng Yan (LKK Auto)' <mengyan@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'admin-d' <admin-d@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SNF 3268 C, DOA: 9/12/2022 - KS

Good morning Yan/Sur,

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>
Sent: Thursday, 15 December 2022 9:08 AM
To: 'Meng Yan (LKK Auto)' <mengyan@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'admin-d' <admin-d@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SNF 3268 C, DOA: 9/12/2022 - KS

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>
Sent: Tuesday, 13 December 2022 3:33 PM
To: 'Meng Yan (LKK Auto)' <mengyan@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SNF 3268 C, DOA: 9/12/2022 - KS

Dear Yan,

Attached above is the Estimate for your kind reference.

Thank you.

Best Regards,
En Qi Lim
Claims Administrator

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



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From: Meng Yan (LKK Auto) <mengyan@lkkauto.com>
Sent: Monday, 12 December 2022 4:31 PM
To: claims@premiumauto.com.sg; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: OD CLAIM FOR SNF 3268 C, DOA: 9/12/2022 - KS

Dear En Qi,

Noted with thanks.

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, 12 December 2022 4:25 PM

To: SUR <sur@lkkauto.com>; admin-d <admin-d@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: OD CLAIM FOR SNF 3268 C, DOA: 9/12/2022 - KS

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 14/12/2022 @11.30am. 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

p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183

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

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