

## Veron Chen (LKKAUTO)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Friday, 24 March 2023 10:41 AM  
**To:** Veron Chen (LKKAUTO); Meng Yan (LKK Auto); SUR; assignments; admin-d  
**Cc:** 'Claims'  
**Subject:** RE: LOD - OD CLAIM FOR SMZ 7820 M - 16/12/2022 - KS  
**Attachments:** SMZ 7820 M - AIG OD 16122022.pdf

Dear Veron,

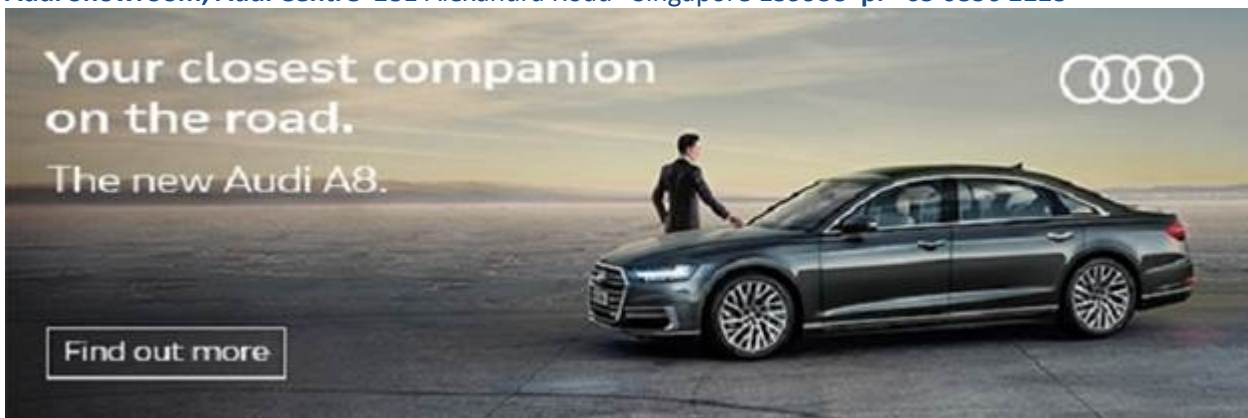
Attached LOD for your perusal. We will be submitting the original documents to Adrian shortly.

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](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:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Friday, 23 December 2022 2:57 pm  
**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 SMZ 7820 M - 16/12/2022 - KS

Dear Siti,

As instructed by our client , please proceed to repair the **insured vehicle SMZ 7820M. (Excess \$400/-).**

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](mailto:claims@premiumauto.com.sg)>

**Sent:** Friday, 23 December 2022 9:22 AM

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

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

**Subject:** RE: OD CLAIM FOR SMZ 7820 M - 16/12/2022 - 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

**e.** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

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**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Thursday, 22 December 2022 9:28 AM  
**To:** 'Meng Yan (LKK Auto)' <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; 'admin-d' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** RE: OD CLAIM FOR SMZ 7820 M - 16/12/2022 - KS

Good morning Yan/Sur,

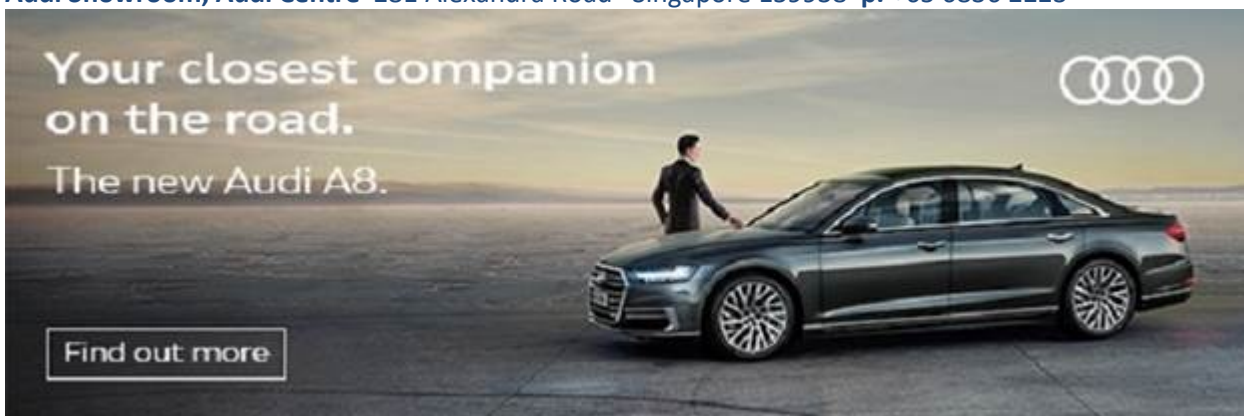
On behalf of Service Advisor: Kee Siang

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:** Monday, 19 December 2022 11:05 AM  
**To:** 'Meng Yan (LKK Auto)' <[mengyan@lkkauto.com](mailto:mengyan@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 SMZ 7820 M - 16/12/2022 - 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](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)

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**From:** Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>  
**Sent:** Monday, 19 December 2022 10:25 AM  
**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg); SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: OD CLAIM FOR SMZ 7820 M - 16/12/2022 - KS

Dear En Qi,

Noted with thanks.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](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:** Friday, 16 December 2022 6:31 PM

To: SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; admin-d <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

Cc: [CLAIMS@PREMIUMAUTO.COM.SG](mailto:CLAIMS@PREMIUMAUTO.COM.SG)

Subject: OD CLAIM FOR SMZ 7820 M - 16/12/2022 - 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 21/12/2022 @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

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

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