

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Monday, 6 February 2023 10:50 AM
To: Claims
Cc: SUR
Subject: RE: OWN DAMAGE CLAIM FOR SMS 7605 E
Attachments: SMS7605E SUPPLEMENTARY.pdf; SUPP 2 SMS 7605 E.pdf

Dear George,

Please proceed the supplementary as attached with our surveyor marking and check with Adrian for paint coating amount.

Best Regards,

Shiau Chan (Ms) | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email: siewsc@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, 3 February 2023 10:49 AM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; assignments <assignments@lkkauto.com>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OWN DAMAGE CLAIM FOR SMS 7605 E

Dear Shiau Chan & Adrian,

Kindly be inform that the owner would like to claim for the coating for affected area.

Please find the attached documents for your reference and approval.

Thank you.

Best regards,
George Wong
Claims advisor

▪ **PREMIUM AUTOMOBILES**
(Reg No 199902271W)
281 Alexandra Road Singapore 159938
p. +65 6366 2323 d. 66900293
e. Claims@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



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From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Monday, 16 January 2023 4:26 pm
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: OWN DAMAGE CLAIM FOR SMS 7605 E

Dear Siti,

As instructed by our client, please proceed to repair the insured vehicle **SMS 7605E (Excess \$550/-)**.

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,

Shiau Chan (Ms) | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Monday, 16 January 2023 12:05 PM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: OWN DAMAGE CLAIM FOR SMS 7605 E

Dear Siti,

Please be informed that we are pending for insurance’s approval. Once approve, we will send you an email.

Best Regards,

Shiau Chan (Ms) | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email: siewsc@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, 16 January 2023 12:01 PM
To: Meng Yan (LKK Auto) <mengyan@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; admin-d <admin-d@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OWN DAMAGE CLAIM FOR SMS 7605 E

Dear Yan/Sur,

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: Claims <claims@premiumauto.com.sg>
Sent: Friday, 13 January 2023 11:31 AM
To: 'Rajes (LKK Auto)' <rajes@lkkauto.com>; 'Meng Yan (LKK Auto)' <mengyan@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OWN DAMAGE CLAIM FOR SMS 7605 E

Dear Rajes,

Attached above is the certificate of insurance for your kind reference.

Thank you.

Best Regards,
En Qi Lim
Claims Adminstrator
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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From: Rajes (LKK Auto) <rajes@lkkauto.com>

Sent: Friday, 13 January 2023 10:36 AM

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

Subject: RE: OWN DAMAGE CLAIM FOR SMS 7605 E

Dear Siti,

Please provide certificate of insurance.
Thank you.

Best Regards,

Rajes | 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: Friday, 13 January 2023 9:00 AM

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

Cc: claims@premiumauto.com.sg

Subject: RE: OWN DAMAGE CLAIM FOR SMS 7605 E

Dear Yan/Sur,

On behalf of Service Advisor: Tony Foong

Kindly advise on repair approval.

Thank you.

Best Regards,

Siti Muhaini

Claims Administrator

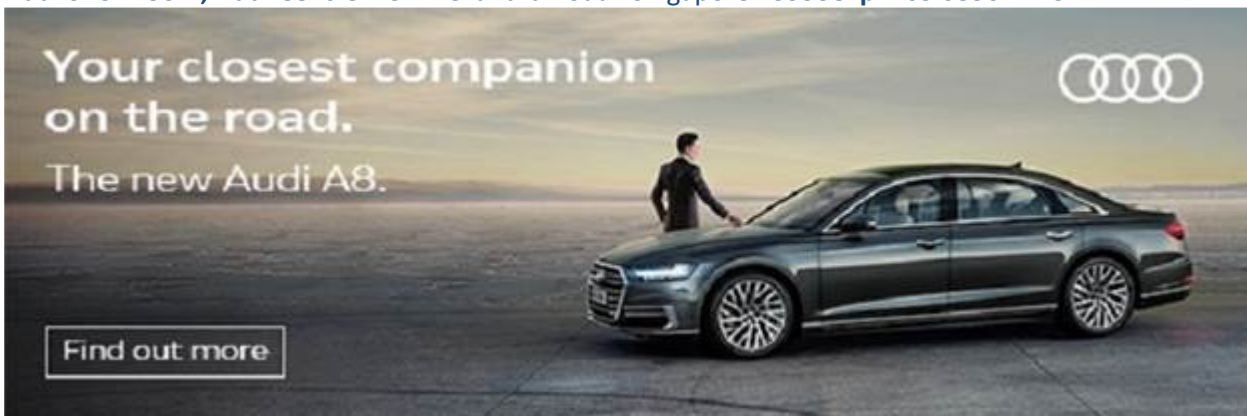
Premium Automobiles Pte Ltd (Reg No 199902271W)

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

Sent: Wednesday, 11 January 2023 11:06 AM

To: 'Meng Yan (LKK Auto)' <mengyan@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: OWN DAMAGE CLAIM FOR SMS 7605 E

Dear Yan,

Attached above is the Estimate for your kind reference.

Thank you.

Best Regards,
En Qi Lim
Claims Adminstrator
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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From: Meng Yan (LKK Auto) <mengyan@lkkauto.com>
Sent: Monday, 9 January 2023 10:23 AM
To: Claims <claims@premiumauto.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OWN DAMAGE CLAIM FOR SMS 7605 E

Dear George,

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: Saturday, 7 January 2023 11:56 AM
To: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: OWN DAMAGE CLAIM FOR SMS 7605 E

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.

please arrange for car survey on next Thursday 12/1 @130pm at Ubi. Owner waiting

Video footage is available and uploaded in GIA report.

Thank you.

Best regards,
George Wong
Claims advisor

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