

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Wednesday, 8 February 2023 11:15 AM
To: Claims; SUR; admin-d; Meng Yan (LKK Auto); assignments
Subject: RE: OD CLAIM FOR SCW 368 H, DOA: 31/1/2023 - KS

Dear Siti,

As instructed by our client , please proceed to repair the **insured vehicle SCW 368H. Repair Limit @ \$33K or whichever lower (Excess \$0/-).**

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: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 8 February 2023 10:34 AM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; admin-d <admin-d@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SCW 368 H, DOA: 31/1/2023 - KS

Dear Veron,

Kindly advise on repair approval.

Note vehicle is in.

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
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: Monday, 6 February 2023 8:56 AM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>; admin-d <admin-d@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: OD CLAIM FOR SCW 368 H, DOA: 31/1/2023 - 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, 6 February 2023 8:43 AM
To: SUR <sur@lkkauto.com>; admin-d <admin-d@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SCW 368 H, DOA: 31/1/2023 - KS

Good morning Yan/Sur,

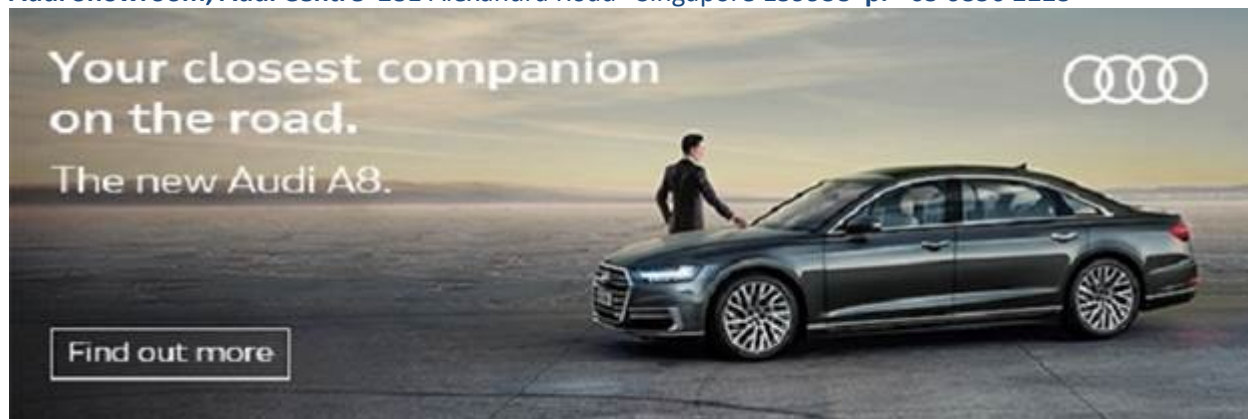
Kindly advise on repair approval.

Note vehicle is in.

Thank you.

**Best Regards,
Siti Muhaini
Claims Administrator**

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From: Claims <claims@premiumauto.com.sg>
Sent: Friday, 3 February 2023 9:39 AM
To: 'SUR' <sur@lkkauto.com>; '-' <admin-d@lkkauto.com>; 'Meng Yan (LKK Auto)' <mengyan@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SCW 368 H, DOA: 31/1/2023 - KS

Dear Yan/Sur,

On behalf of Service Advisor: Kee Siang

Kindly advise on repair approval.

Thank you.

**Best Regards,
Siti Muhaini
Claims Administrator**

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From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 2 February 2023 10:24 AM
To: 'SUR' <sur@lkkauto.com>; '-' <admin-d@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SCW 3658 H, DOA: 31/1/2023 - KS

Dear Claims,

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

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From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 1 February 2023 4:56 PM
To: 'SUR' <sur@lkkauto.com>; '-' <admin-d@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SCW 3658 H, DOA: 31/1/2023 - KS

Dear Claims,

The car plate number should be SCW 368 H and not SCW 3658 H.

Sorry for the confusion and inconvenience caused.

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: Claims <claims@premiumauto.com.sg>

Sent: Wednesday, 1 February 2023 3:39 PM

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

Cc: claims@premiumauto.com.sg

Subject: OD CLAIM FOR SCW 3658 H, DOA: 31/1/2023 - 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 2/2/2023 @24 Benoi Sector, S629857. Vehicle In.

Thank you.

Best Regards,

En Qi Lim

Claims Administrator

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