

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Monday, 6 March 2023 11:48 AM
To: SUR; Meng Yan (LKK Auto); claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SGF 9939 T, DOA: 9/2/2023 - KS

Dear Kee Siang,

As instructed by our client , please proceed to repair the **insured vehicle SGF 9939T. (Excess \$600/-).**

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, 23 February 2023 9:08 AM
To: SUR <sur@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; claims@premiumauto.com.sg
Subject: OD CLAIM FOR SGF 9939 T, DOA: 9/2/2023 - KS

Dear Kee Siang,

As instructed by our client , please proceed to repair the **insured vehicle SGF 9939T. (Excess \$600/-).**

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.

To upload FULL diagnostic report under Engine Diagnosis Module.

Engine assembly not approved

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: Tuesday, 21 February 2023 2:45 PM

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

Cc: 'Claims' <claims@premiumauto.com.sg>

Subject: RE: OD CLAIM FOR SGF 9939 T, DOA: 9/2/2023 - KS

Dear Veron,

Attached above is the diagnostic report requested.

Best Regards,

Kee Siang Lim

Claims Advisor

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: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 21 February 2023 9:22 AM
To: 'Veron Chen (LKKAuto)'; 'Meng Yan (LKK Auto)'; 'SUR'
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SGF 9939 T, DOA: 9/2/2023 - KS

Good morning Veron,

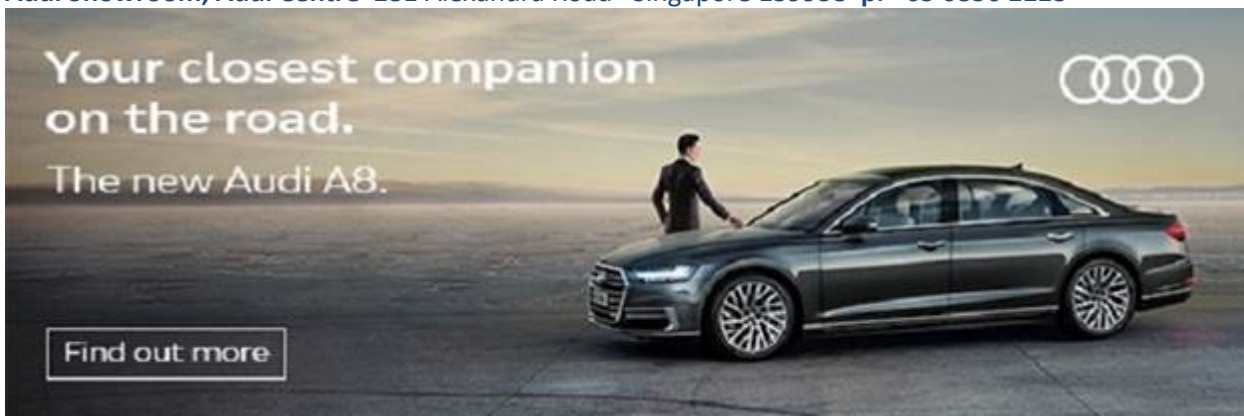
Kindly advise on repair approval.

Note vehicle towed 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
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From: Claims <claims@premiumauto.com.sg>

Sent: Monday, 20 February 2023 12:00 PM

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

Cc: claims@premiumauto.com.sg

Subject: RE: OD CLAIM FOR SGF 9939 T, DOA: 9/2/2023 - KS

Dear Veron,

Kindly advise on repair approval.

Note vehicle towed in.

Thank you.

Best Regards,
Siti Muhaini
Claims Administrator

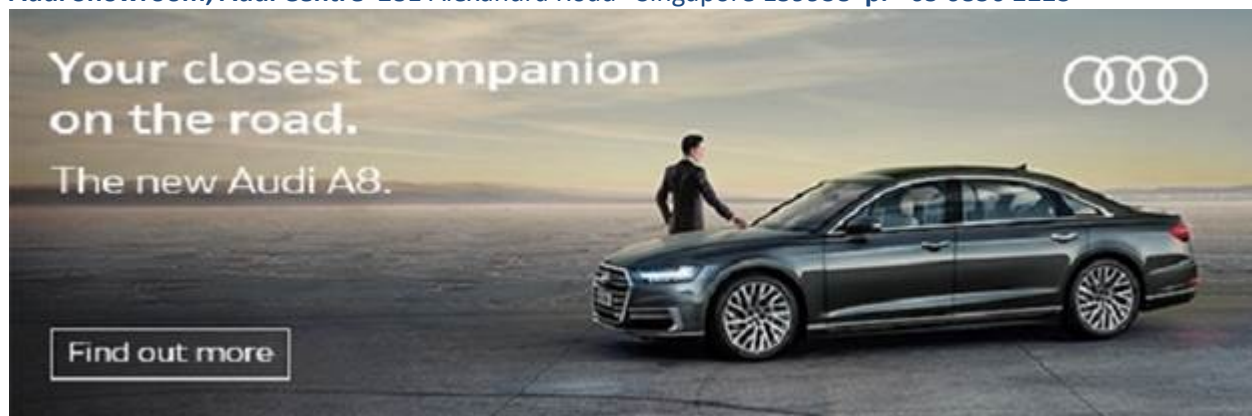
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Friday, 17 February 2023 9:44 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 SGF 9939 T, DOA: 9/2/2023 - 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: Friday, 17 February 2023 8:58 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 SGF 9939 T, DOA: 9/2/2023 - KS

Good morning Yan/Sur,

Kindly advise on repair approval.

Note vehicle towed in.

Thank you.

Best Regards,
Siti Muhaini
Claims Administrator

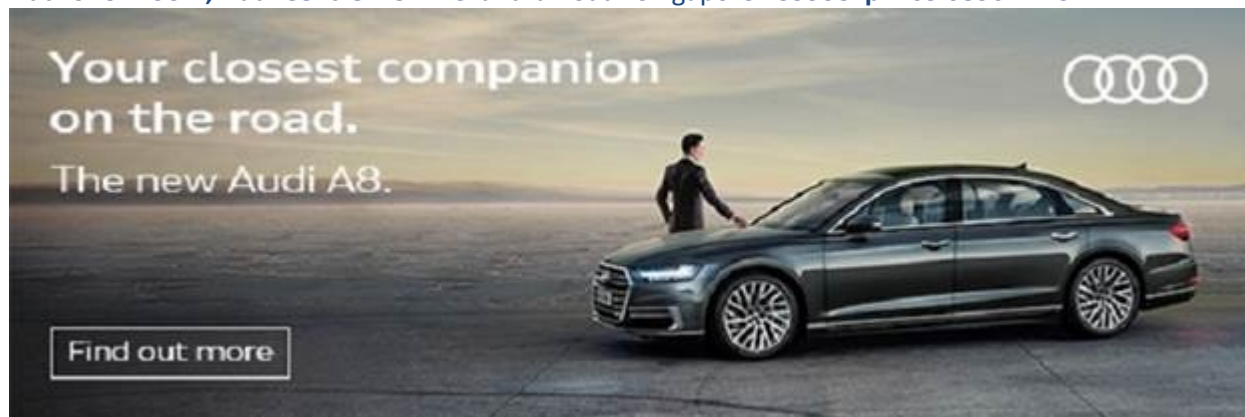
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Thursday, 16 February 2023 9:52 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 SGF 9939 T, DOA: 9/2/2023 - KS

Dear Yan/Sur,

Kindly advise on repair approval.

Note vehicle towed in.

Thank you.

**Best Regards,
Siti Muhaini
Claims Administrator**

From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 15 February 2023 12:30 pm
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 SGF 9939 T, DOA: 9/2/2023 - KS

Dear Yan/Sur,

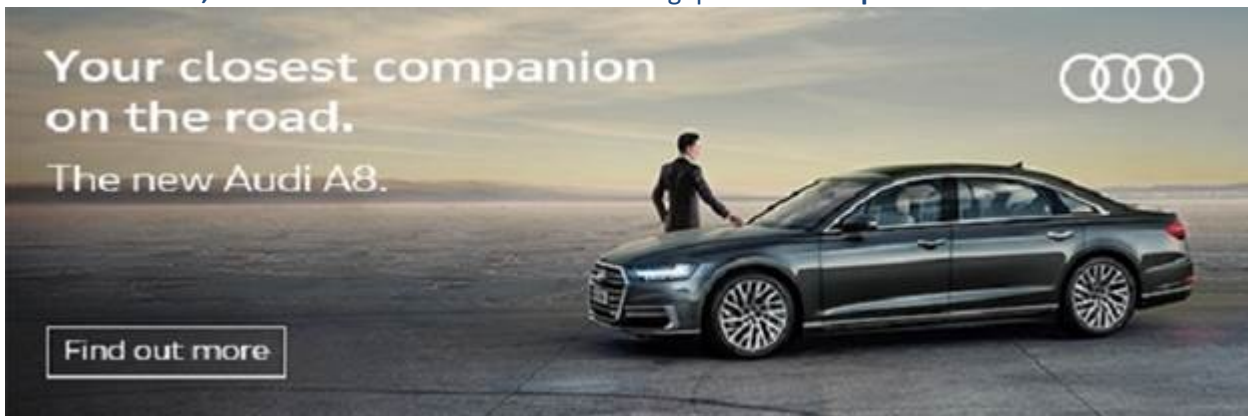
On behalf of Service Advisor: Alan Beh

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
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From: Claims <claims@premiumauto.com.sg>
Sent: Friday, 10 February 2023 6:16 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 SGF 9939 T, DOA: 9/2/2023 - 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

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From: Meng Yan (LKK Auto) <mengyan@lkkauto.com>

Sent: Friday, 10 February 2023 4:24 PM

To: claims@premiumauto.com.sg; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: OD CLAIM FOR SGF 9939 T, DOA: 9/2/2023 - 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: Friday, 10 February 2023 4:14 PM

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

Cc: claims@premiumauto.com.sg

Subject: OD CLAIM FOR SGF 9939 T, DOA: 9/2/2023 - KS

Dear all,

Kindly register OD claim for this vehicle. Attached is the GIA report and video footage for your reference.

We will forward you the estimate once it is available.

Kindly arrange survey on 14/2/2023 @10am. 55 Ubi road 1. Vehicle Tow-In.

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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