

## Xin Yu (LKK Auto)

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**From:** Xin Yu (LKK Auto)  
**Sent:** Tuesday, March 7, 2023 3:46 PM  
**To:** Claims  
**Cc:** SUR  
**Subject:** RE: OWN DAMAGE CLAIM FOR SGX 1911 E DOA 26/2/2023

Dear Siti/ Tony,

As instructed by our client, please proceed to repair the insured vehicle **SGX 1911E (Excess \$1,600/-)**.

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,

**Xin Yu** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | fax: 6256-4315 | email: [xinyu@lkkauto.com](mailto:xinyu@lkkauto.com) / [sur@lkkauto.com](mailto:sur@lkkauto.com)

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Monday, March 6, 2023 10:49 AM  
**To:** Claims <[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: OWN DAMAGE CLAIM FOR SGX 1911 E DOA 26/2/2023

Dear Siti,

Please be informed that we are pending for our principle 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](mailto:siewsc@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:** Monday, March 6, 2023 9:09 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: OWN DAMAGE CLAIM FOR SGX 1911 E DOA 26/2/2023

Dear Yan/Sur,

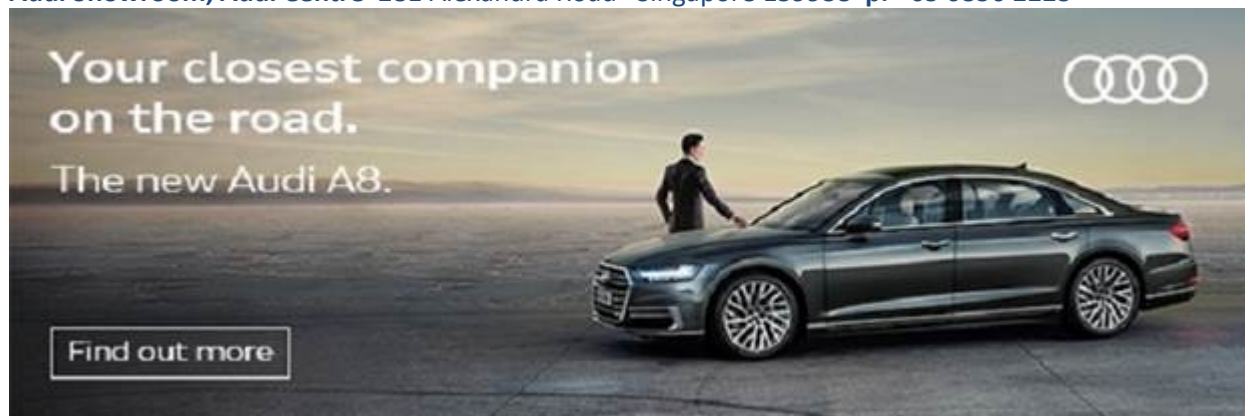
Kindly advise on repair approval.

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](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:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Friday, 3 March 2023 9:04 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@lkkauto.com](mailto:admin-d@lkkauto.com)  
**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** RE: OWN DAMAGE CLAIM FOR SGX 1911 E DOA 26/2/2023

Good morning Yan/Sur,

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](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, 2 March 2023 11:32 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: OWN DAMAGE CLAIM FOR SGX 1911 E DOA 26/2/2023

Dear Yan/Sur,

On behalf of Service Advisor: Tony Foong

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](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:** Tuesday, 28 February 2023 9:59 PM  
**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: OWN DAMAGE CLAIM FOR SGX 1911 E DOA 26/2/2023

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:** Tuesday, 28 February 2023 5:25 PM  
**To:** Claims <[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: OWN DAMAGE CLAIM FOR SGX 1911 E DOA 26/2/2023

Dear George,

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:** Tuesday, 28 February 2023 5:17 PM  
**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' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: OWN DAMAGE CLAIM FOR SGX 1911 E DOA 26/2/2023

Dear Meng Yan ,

Sorry for the confusion.

Please arrange survey on 1<sup>st</sup> march at 24 Benoi Sector.

Vehicle in.

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](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:** Tuesday, 28 February 2023 9:39 am

**To:** Claims <[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: OWN DAMAGE CLAIM FOR SGX 1911 E DOA 26/2/2023

Dear George,

There is no 29<sup>th</sup> on Feb in this year(2023). Please re-schedule the date.

Thank you.

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)



**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Tuesday, 28 February 2023 9:20 AM  
**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** OWN DAMAGE CLAIM FOR SGX 1911 E DOA 26/2/2023

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 29/2/2023 at 24 Benoi sector.

Vehicle in.

Thank you.

Best regards,  
George Wong  
Claims advisor

❖ **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

281 Alexandra Road Singapore 159938

p. +65 6366 2323 d. 66900293

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