

## Shiau Chan (LKKAuto)

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**From:** Shiau Chan (LKKAuto)  
**Sent:** Friday, 24 March 2023 10:00 AM  
**To:** Claims; SUR  
**Subject:** RE: OWN DAMAGE CLAIM FOR SMT 357 L DOA 15/03/2023

Dear Siti,

As instructed by our client, please proceed to repair the insured vehicle **SMT 357L (Excess \$400/-)**.

**Kindly arrange our surveyor to retake LEFT HEADLAMP damage photo.**

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](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:** Wednesday, March 22, 2023 8:47 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 SMT 357 L DOA 15/03/2023

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)  
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:** Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>  
**Sent:** Friday, 17 March 2023 4:42 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 SMT 357 L DOA 15/03/2023

Dear George,

OK, noted.

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, 17 March 2023 11:23 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' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: OWN DAMAGE CLAIM FOR SMT 357 L DOA 15/03/2023

Dear Meng Yan,

Please re-schedule the appointment of car survey from afternoon 2:15pm to morning 10.30am at 55 Ubi rd 1 , owner waiting.

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)

**Audi Showroom** 281 Alexandra Road Singapore 159938 p. +65 68362223



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**From:** Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>

**Sent:** Thursday, 16 March 2023 9:23 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 SMT 357 L DOA 15/03/2023

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:** Wednesday, 15 March 2023 5:41 PM

**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 SMT 357 L DOA 15/03/2023

Dear all,

Kindly register own policy claim for above mentioned vehicle.

Attached is the GIA report for your reference.

We will send you the repair estimate once it is available.

Please arrange for car survey on Tuesday 21 of March @ 2pm at Audi 55 Ubi rd 1. Owner watiing

**Video footage is available and uploaded.**

Thank you.

Best regards,  
George Wong  
Claims advisor

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