

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 3 October 2018 2:14 PM
To: 'Loh, Chee-Heng'
Subject: RE: Urgent - <SEEK MANDATE> Your Ref: 5198879100SG *Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Hi Chee Heng,

Further to your below email.

Third party is unable to accept our offer as this is the actual cost of repair to restore the vehicle back to pre-accident condition.

We have re-seeK mandate thru Merimen.

Kindly let us have your further instruction on this matter.

Thank you.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Sent: Monday, 24 September 2018 11:02 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Urgent - <SEEK MANDATE> Your Ref: 5198879100SG *Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Dear Hsiao Tong,

VW/John has escalated the matter to our management.

Kindly re-seeK mandate in Merimen for this matter.

Please give me a call if there is any query.

Thank you.

Best regards,
Loh Chee Heng
AIG

Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)
Tel +(65) 6419 1881 | Fax +(65) 6835 7416
Chee-Heng.Loh@aig.com | www.aig.com.sg

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From: Loh, Chee-Heng
Sent: Monday, July 02, 2018 9:41 AM
To: 'Hsiao Tong (LKKAuto)'
Subject: RE: <SEEK MANDATE> Your Ref: 5198879100SG *Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Dear Hsiao Tong,

As spoken, we received 2 MVs which resulted in repair limits lower than our IH's recommendation.

Kindly proceed handling along with our IH's repair limit of \$21-22k.

Thank you.

Best regards,
Loh Chee Heng
AIG

Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

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From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Monday, June 18, 2018 12:28 PM
To: Loh, Chee-Heng
Subject: RE: <SEEK MANDATE> Your Ref: 5198879100SG *Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Hi Chee Heng,

We refer to your below email.

We have reviewed the matter and based on surveyor calculation of MV is as follows: -

Date of Registration	: 27 June 2017
The balance of life span	: 79months
Depreciation per year	: \$14,000.00 (est)
Depreciation per month	: \$ 1,166.67 (est)
Market Value (est)	: [(\$1,166.67 x 79months = \$92,166.93) + (PARF Rebate(end of 10yrs): \$21,013.00)] = \$113,179.93 (est)

Market Value	: \$113,000.00 (est)
LTA Rebate	: \$ 75,865.00 (est)
Nett Value/ Repair Limit	: \$ 37,135.00 (est)

Please call us if you have any queries.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Loh, Chee-Heng [<mailto:Chee-Heng.Loh@aig.com>]

Sent: Tuesday, 10 April 2018 4:48 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: <SEEK MANDATE> Your Ref: 5198879100SG *Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Dear Hsiao Tong,

Our IH advise repair limit at \$21-\$22k.

Kindly advise MV and economical repair value from your surveyor's view.

Thank you.

Best regards,

Loh Chee Heng
AIG

Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

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Tel +(65) 6419 1881 | Fax +(65) 6835 7416

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From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Monday, March 26, 2018 11:32 AM
To: Loh, Chee-Heng
Subject: RE: <SEEK MANDATE> Your Ref: 5198879100SG *Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Hi Chee Heng,

As requested.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)
Sent: Saturday, 17 March 2018 8:27 AM
To: 'Chan, Kian-Chuan' <Kian-Chuan.Chan@aig.com>
Subject: RE: <SEEK MANDATE> Your Ref: 5198879100SG *Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Hi KC,

We refer to our email dated 20/01/2018, 21/02/2018 & 05/03/2018.

Kindly let us have your approval/instruction please.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Monday, 5 March 2018 9:53 AM

To: 'Chan, Kian-Chuan' <Kian-Chuan.Chan@aig.com>

Subject: RE: <SEEK MANDATE> Your Ref: 5198879100SG *Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Hi KC,

We refer to our email dated 20/01/2018 & 21/02/2018.

Kindly let us have your approval/instruction please.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Wednesday, 21 February 2018 4:08 PM

To: 'Chan, Kian-Chuan' <Kian-Chuan.Chan@aig.com>

Subject: RE: <SEEK MANDATE> Your Ref: 5198879100SG *Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Hi KC,

We refer to our email dated 20/01/2018.

Kindly let us have your approval/instruction please.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Saturday, 20 January 2018 11:29 AM

To: 'Chan, Kian-Chuan' <Kian-Chuan.Chan@aig.com>

Subject: <SEEK MANDATE> Your Ref: 5198879100SG *Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Your Ref: **5198879100SG**
Our Ref: CC3/AIG17022398/R1pb3

Without Prejudice

Dear Sirs,

ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017

We refer to the above matter.

The accident occurred when our insured driver lost control and hit onto third party parked vehicle. Liability is not in insured driver 's favour.

We did clarify with insured the nature of the accident and she's aware that NCD (if any) would be affected.

We seek your approval to offer to Third Party repairer, **Volkswagen Group Singapore Pte Ltd** is as follows: -

	<u>Amount Claimed</u>	<u>Amount Revised</u>
1. Cost of Repair(w/GST)	\$ 63,052.59	\$39,068.26
2. Loss of Use (34days x \$120.00)	\$ 4,080.00	\$ 3,300.00 (33days x \$100.00)***
TOTAL	\$ 67,132.59	\$42,368.26

Total amount of claim (**Liability 100%**) **\$42,368.26**

***Recommended 21repair days + 5Sunday + 5Saturday + 1PH + 1Inpsection = **33days**

Market Value	: \$113,000.00 (est)
LTA Rebate	: \$ 75,865.00 (est)
Nett Value	: \$ 37,135.00 (est)

All the relevant documents had been uploaded in Merimen for your perusal.

For your approval in Merimen please.

Best Regards,

Hsiao Tong, Chew | Case Handler

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