

Vic (LKKAuto)

From: Vic (LKKAuto)
Sent: Wednesday, 13 March, 2019 3:15 PM
To: Kesaval, Jaclyn-M
Cc: Admin A; Vic (LKKAuto)
Subject: RE: <SEEK MANDATE> Your Ref: 4519319696SG_ACCIDENT INVOLVING VEHICLES SLG 9907X (OI) AND SLA 1736G (TP) ON 22/12/2017 LKK REF CC6/AIG17024710/Ahb3

Dear Jaclyn,

We refer to your below email.

Please find below breakdown of days as per our surveyor.

Panel Beating	– 16 days
Spray Painting	– 5 days
Wiring Work	– 3 days
Upholstery Work	– 4 days
Front & Rear Windscreen	– 1 day
Undercarriage (front & rear)	– 4 days
Air Bag, Seat Belt	– 4 days
Engine Work	– 4 days
TOTAL	– 42 days

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Kesaval, Jaclyn-M [mailto:Jaclyn-M.Kesaval@aig.com]
Sent: Monday, 14 January, 2019 11:49 AM
To: Vic (LKKAuto)
Cc: Admin A
Subject: RE: <SEEK MANDATE> Your Ref: 4519319696SG_ACCIDENT INVOLVING VEHICLES SLG 9907X (OI) AND SLA 1736G (TP) ON 22/12/2017 LKK REF CC6/AIG17024710/Ahb3

Hi Vic,

We refer to the above matter.

Kindly assist to provide the breakdown of the recommended 42 days for repair.

Thank you.

Kind regards,
Jaclyn

Jaclyn M K
AIG

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

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1953

Jaclyn-M.Kesaval@aig.com | www.aig.com.sg

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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

Sent: Friday, January 11, 2019 3:33 PM

To: Kesaval, Jaclyn-M

Cc: Admin A; Vic (LKKAUTO)

Subject: RE: <SEEK MANDATE> Your Ref: 4519319696SG_ACCIDENT INVOLVING VEHICLES SLG 9907X (OI) AND SLA 1736G (TP) ON 22/12/2017 LKK REF CC6/AIG17024710/Ahb3

Dear Jaclyn,

We refer to your below email.

Please be informed that mandate request is up in merimen.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Kesaval, Jaclyn-M [<mailto:Jaclyn-M.Kesaval@aig.com>]

Sent: Thursday, 3 January, 2019 4:48 PM

To: Vic (LKKAUTO)

Cc: Admin A; Adrian Ling (LKKAUTO)

Subject: RE: <SEEK MANDATE> Your Ref: 4519319696SG_ACCIDENT INVOLVING VEHICLES SLG 9907X (OI) AND SLA 1736G (TP) ON 22/12/2017 LKK REF CC6/AIG17024710/Ahb3

Hi Vic,

Can you put up merimen mandate request again?

Thank you.

Kind regards,
Jaclyn

Jaclyn M K
AIG

Complex Claims Examiner
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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

Sent: Friday, December 28, 2018 3:14 PM

To: Kesaval, Jaclyn-M

Cc: Admin A; Adrian Ling (LKKAUTO); Vic (LKKAUTO)

Subject: RE: <SEEK MANDATE> Your Ref: 4519319696SG_ACCIDENT INVOLVING VEHICLES SLG 9907X (OI) AND SLA 1736G (TP) ON 22/12/2017 LKK REF CC6/AIG17024710/Ahb3

Dear Jaclyn,

We refer to your below email.

Please be informed that no diagnostic and wheel alignment conducted to the TP vehicle.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Kesaval, Jaclyn-M [<mailto:Jaclyn-M.Kesaval@aig.com>]

Sent: Wednesday, 26 December, 2018 9:32 AM

To: Vic (LKKAuto)

Cc: Admin A; Adrian Ling (LKKAuto)

Subject: RE: <SEEK MANDATE> Your Ref: 4519319696SG_ACCIDENT INVOLVING VEHICLES SLG 9907X (OI) AND SLA 1736G (TP) ON 22/12/2017 LKK REF CC6/AIG17024710/Ahb3

Hi Vic,

We refer to your email below.

As per our email of 31 July 2018, please forward us the diagnostic and alignment report.

Thank you.

Kind regards,

Jaclyn

Jaclyn M K
AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

Sent: Monday, December 24, 2018 12:04 PM

To: Kesaval, Jaclyn-M

Cc: Admin A; Adrian Ling (LKKAUTO); Vic (LKKAUTO)

Subject: RE: <SEEK MANDATE> Your Ref: 4519319696SG_ACCIDENT INVOLVING VEHICLES SLG 9907X (OI) AND SLA 1736G (TP) ON 22/12/2017 LKK REF CC6/AIG17024710/Ahb3

Dear Jaclyn,

We refer to the below email.

Please find below comments from our surveyor for your review.

BONNET LOCK – jammed at the time of inspection
FRONT MUDFLAP – merimen photos LH 133 – 135, RH 143 – 144
FRONT DOOR INNER TRIM BOARD –RH – photos 215 – 219
SET FRONT DOOR INNER TRIM BOARD CLIPS –RH – Necessary
FRONT DOOR GLASS REGULATOR GEAR –RH – 207 – 210
REAR DOOR GLASS CHANNEL-RH – 211 – 212
REAR DOOR GLASS CHANNEL RUBBER –RH – 211 – 212
SET CENTRE PILLAR LOWER GARNISH CLIPS – Necessary
SET CENTRE PILLAR UPPER GARNISH CLIPS – Necessary
REAR DOOR INNER TRIM BOARD –RH – 203 – 205
SET REAR DOOR INNER TRIM BOARD CLIPS –RH – Necessary
FRONT (TYPO) DOOR GLASS CHANNEL-RH – 201 – 202
FRONT (TYPO) DOOR GLASS CHANNEL RUBBER –RH – 201 – 202
REAR DOOR GLASS REGULATOR GEAR-RH – 188 – 192
REAR DOOR HINGE –RH – 102 – 103
REAR FENDER INNER TRIM BOARD –RH – 237 – 240
SET REAR FENDER INNER TRIM BOARD CLIPS-RH – Necessary
SET REAR FENDER INNER TRIM BOARD (UPPER) CLIPS –RH – Necessary
REAR MUDFLAP –RH – 8
SET REAR FENDER INNER SHIELD CLIPS –LH – Necessary
REAR FENDER INNER TRIM BOARD –LH – 233 – 236
SET REAR FENDER INNER TRIM BOARD CLIPS –LH – Necessary
SET REAR FENDER INNER TRIM BOARD (UPPER) CLIPS –LH – Necessary
REAR MUDFLAP –LH – 140
REAR (TYPO) LH DOOR HANDLE – 122 – 125
REAR DOOR WEATHERSTRIP –LH – No Photo
REAR DOOR GLASS REGULATOR GEAR –LH – 223 - 225
REAR DOOR GLASS CHANNEL –LH – 226 – 227
REAR DOOR GLASS CHANNEL RUBBER –LH – 226 – 227
REAR DOOR INNER TRIM BOARD –LH – 228 – 231
FRONT DOOR –LH – 58 – 62, 130 – 135
ROOF PANEL CENTRE REINFORCEMENT – 174 – 175
REAR WHEEL HUB C/W BEARING- 330 – 331
STEERING RACK AND PINION – 300 – 308
EXHAUST VALVE – 312 – 320
INLET VALVE – 312 – 320
FRONT DOOR SPEAKER –RH – 204 – 205

For your approval please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Kesaval, Jaclyn-M [<mailto:Jaclyn-M.Kesaval@aig.com>]

Sent: Thursday, 29 November, 2018 2:25 PM

To: Vic (LKKAuto)

Cc: Admin A; Adrian Ling (LKKAuto)

Subject: RE: <SEEK MANDATE> Your Ref: 4519319696SG_ACCIDENT INVOLVING VEHICLES SLG 9907X (OI) AND SLA 1736G (TP) ON 22/12/2017

Hi Vic,

We refer to the above matter and to our emails below.

Please let us have an update on the matter.

Thank you.

Kind regards,
Jaclyn

Jaclyn M K
AIG

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

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1953 | Fax +(65) 6835 7416

Jaclyn-M.Kesaval@aig.com | www.aig.com.sg

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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

Sent: Tuesday, July 31, 2018 9:34 AM

To: Kesaval, Jaclyn-M

Cc: Admin A; Vic (LKKAUTO); Adrian Ling (LKKAUTO)

Subject: RE: <SEEK MANDATE> Your Ref: 4519319696SG_ACCIDENT INVOLVING VEHICLES SLG 9907X (OI) AND SLA 1736G (TP) ON 22/12/2017

Dear Jaclyn,

We refer to your below email and the contents were noted.

We will check and will get back for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Kesaval, Jaclyn-M [<mailto:Jaclyn-M.Kesaval@aig.com>]

Sent: Tuesday, 31 July, 2018 8:51 AM

To: Vic (LKKAUTO)

Cc: Admin A

Subject: RE: <SEEK MANDATE> Your Ref: 4519319696SG_ACCIDENT INVOLVING VEHICLES SLG 9907X (OI) AND SLA 1736G (TP) ON 22/12/2017

Dear Vic,

We refer to the above matter.

Kindly let us have the following clarifications:-

Pictures showing damage to the following:-

BONNET LOCK

FRONT MUDFLAP

FRONT DOOR INNER TRIM BOARD –RH

SET FRONT DOOR INNER TRIM BOARD CLIPS –RH

FRONT DOOR GLASS REGULATOR GEAR –RH

REAR DOOR GLASS CHANNEL-RH

REAR DOOR GLASS CHANNEL RUBBER –RH

SET CENTRE PILLAR LOWER GARNISH CLIPS

SET CENTRE PILLAR UPPER GARNISH CLIPS

REAR DOOR INNER TRIM BOARD –RH

SET REAR DOOR INNER TRIM BOARD CLIPS –RH
REAR DOOR GLASS CHANNEL-RH
REAR DOOR GLASS CHANNEL RUBBER –RH
REAR DOOR GLASS REGULATOR GEAR-RH
REAR DOOR HINGE –RH
REAR FENDER INNER TRIM BOARD –RH
SET REAR FENDER INNER TRIM BOARD CLIPS-RH
SET REAR FENDER INNER TRIM BOARD (UPPER) CLIPS –RH
REAR MUDFLAP –RH
SET REAR FENDER INNER SHIELD CLIPS –LH
REAR FENDER INNER TRIM BOARD –LH
SET REAR FENDER INNER TRIM BOARD CLIPS –LH
SET REAR FENDER INNER TRIM BOARD (UPPER) CLIPS –LH
REAR MUDFLAP –LH
FRONT LH DOOR HANDLE
REAR DOOR WEATHERSTRIP –LH
REAR DOOR GLASS REGULATOR GEAR –LH
REAR DOOR GLASS CHANNEL –LH
REAR DOOR GLASS CHANNEL RUBBER –LH
REAR DOOR INNER TRIM BOARD –LH
FRONT DOOR –LH
ROOF PANEL CENTRE REINFORCEMENT
REAR WHEEL HUB C/W BEARING
STEERING RACK AND PINION
EXHAUST VALVE
INLET VALVE
FRONT DOR SPEAKER –RH

Also let us have the diagnostic report and alignment report for our review.

Thank you.

Jaclyn M K
AIG

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

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1953 | Fax +(65) 6835 7416

Jaclyn-M.Kesaval@aig.com | www.aig.com.sg

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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

Sent: Friday, July 20, 2018 9:39 AM

To: Kesaval, Jaclyn-M

Cc: Admin A; Vic (LKKAUTO)

Subject: RE: <SEEK MANDATE> Your Ref: 4519319696SG_ACCIDENT INVOLVING VEHICLES SLG 9907X (OI) AND SLA 1736G (TP) ON 22/12/2017

Dear Jaclyn,

We refer to your below email.

Please find attached documents as requested.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Kesaval, Jaclyn-M [<mailto:Jaclyn-M.Kesaval@aig.com>]

Sent: Friday, 20 July, 2018 9:02 AM

To: Vic (LKKAUTO)

Cc: Admin A

Subject: RE: <SEEK MANDATE> Your Ref: 4519319696SG_ACCIDENT INVOLVING VEHICLES SLG 9907X (OI) AND SLA 1736G (TP) ON 22/12/2017

Dear Vic,

Before we can review the mandate, we require the following:-

1. Market Value Derivation (supporting documents)
2. LTA rebate documents
3. Written confirmation from TP that he is not claiming for injury

Upon receiving the same, we will review.

Thank you.

Jaclyn M K
AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]
Sent: Thursday, July 19, 2018 7:33 PM
To: Kesaval, Jaclyn-M
Cc: Admin A; Vic (LKKAUTO)
Subject: <SEEK MANDATE> Your Ref: 4519319696SG_ACCIDENT INVOLVING VEHICLES SLG 9907X (OI) AND SLA 1736G (TP) ON 22/12/2017

Your Ref: 4519319696SG

Our Ref: CC6/AIG17024710/Ahb3

Dear Jaclyn,

ACCIDENT INVOLVING VEHICLES SLG 9907X (OI) AND SLA 1736G (TP) ON 22/12/2017

We refer to the above matter.

It was reported that Insured vehicle was from minor road when crossing the junction and collided to TP vehicle.

We had spoken to the Insured Driver and was informed of the TP claim and liability. A letter was also sent out to the Insured to inform of the TP claim on 05/01/2018. No further feedback from Insured till date.

Summary to offer to repairer **MODERN AUTOMOTIVE PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 80,593.77	\$ 44,940.00
Loss of Use (\$100 x 50 Days)	\$ 5,000.00	\$ 3,000.00 (\$60 x 50 days)
Loss of PRI (\$100 x 5 days)	\$ 500.00	\$ -
LTA Search Fee	\$ 7.49	\$ 7.49
Medical Bills	\$ 114.00	\$ 114.00
TOTAL	\$ 86,215.26	\$ 48,061.49

TP VEHICLE

Market Value : \$ 85,000.00 (est)

LTA Rebate : \$ 43,000.00 (est)

Nett Value : \$ 42,000.00 (est)

Breakdown of days is as follows:

Recommended days	42 Days
------------------	---------

Weekends / Downtime / Holidays	8 Days
TOTAL	50 Days

Relevant supporting claim documents are uploaded in merimen for your perusal.

For your approval and/or further instruction please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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