

## Shirley Hiew (LKK Auto)

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**From:** Torque 5 Assessment <assessment@torque5.com>  
**Sent:** Monday, 5 February 2018 6:32 PM  
**To:** Abu Kassim, Noor Mariesa  
**Cc:** 'Torque 5 Assessment'  
**Subject:** BLOCKED ATTACHMENT: RE: BLOCKED ATTACHMENT: Accident involving SGM1385G & SJE7272R on 27/01/2018 (PRE-REPAIR SURVEY REQUEST)  
**Attachments:** image001.png; image003.jpg; image008.png; image017.jpg; image019.emz  
**Importance:** High  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

This email contained an attachment that is potentially malicious. To protect the AIG network and users, the attachment named image001.png,image002.jpg,image003.jpg,image004.jpg,image005.png,image006.png,image007.png,image008.png, image009.png,image010.wmz.gz,image010.wmz.wmf was removed from the email. If you believe that this is a legitimate email from a trusted source, please contact either the sender or your helpdesk to have the message resent in compliance with the corporate electronic messaging standard.

Please be aware that SPAM and other malicious email often have a forged sender to make it appear to be sent from someone on your contact list or otherwise trust.

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Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter and your email below.

Thank you for your reply.

We are agreeable to your list of surveyor – **Adrian Ling from LKK** as the SJE for this matter.

Kindly make the necessary arrangements.

*Warmest Regards,*

*Stephanie Teo*

Assessor | Motor Claims Department



Hotline



(65) 6452 4457 | Fax (65) 6452 4584

Address

8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54  
Premier @ KB, Singapore 415875

[www.torque5.com](http://www.torque5.com)



REVIVE YOUR DRIVE



From: Abu Kassim, Noor

Mariesa [mailto:NoorMariesa.AbuKassim@aig.com]

**Sent:** Monday, 5 February, 2018 5:25 PM

**To:** 'assessment@torque5.com'

**Subject:** FW: BLOCKED ATTACHMENT: Accident involving SGM1385G & SJE7272R on 27/01/2018 (PRE-REPAIR SURVEY REQUEST)

Dear Sir/Madam,

Reminder for pre-repair survey.

Kindly respond to the email below whether you agree to the appointment of any of these motor surveyors below as a single joint expert.

Thank you.

Regards,

**Mariesa Abu Kassim (Mariesa)**  
**AIG**

Claim Adjuster II, Singapore FNOL, Claims Operations – Auto  
Shared Services – Malaysia | Global Business Services  
AIG Shared Services (M) Sdn Bhd (887191-D)  
Menara Worldwide, Level 12, 198 Jalan Bukit Bintang, 55100 Kuala Lumpur, Malaysia  
Tel +6 03 2719 6000 | Ext 1012202 | Fax +6 03 2685 5898

[NoorMariesa.AbuKassim@aig.com](mailto:NoorMariesa.AbuKassim@aig.com) | [www.aig.com](http://www.aig.com)

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**From:** Abu Kassim, Noor Mariesa  
**Sent:** Friday, February 02, 2018 4:53 PM  
**To:** 'assessment@torque5.com'  
**Cc:** Tan, Lily (AIG); Fong, Andy-SY; Kaur, Baljit; Chin, Lee-Ying; Lim, Sheng Yang; Md Ishak, Mohd Imran; Chan, Yoke Shi; Supramaniam, Darshene  
**Subject:** RE: BLOCKED ATTACHMENT: Accident involving SGM1385G & SJE7272R on 27/01/2018 (PRE-REPAIR SURVEY REQUEST)

Your Reference : SGM1385G  
Our Reference : 8465232739SG003

Dear Sir/Madam,

We refer to your Notice of Accident of even date.

We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the attached list to conduct the joint pre-repair survey as a single joint expert:

Name of Surveyor	Company Name
Lim Kok Chong	AIG Asia Pacific Insurance Pte Ltd
Kumar Uthaya	AIG Asia Pacific Insurance Pte Ltd
Ken Wong	AIG Asia Pacific Insurance Pte Ltd
Lawrence Ng Chun Kee	Priority Services
Jeffrey Ong Leng Kiat	Priority Services
Jimmy Lee	Priority Services
EC Looi	Automobile Inspection Services Pte Ltd
Ricky Teng	RT Appraisal Pte Ltd
Elson Teng	RT Appraisal Pte Ltd
Michael Cheong	RT Appraisal Pte Ltd
Pang Kiah Keen (Frankie)	Formteam Adjusters Pte Ltd
Ng You Han	Formteam Adjusters Pte Ltd
Soon HanXin (Gary)	Formteam Adjusters Pte Ltd
Chow Bo Xiong	Formteam Adjusters Pte Ltd
Chua Soo Teck (Benjamin)	Formteam Adjusters Pte Ltd
Kalvin Ang	LKK Auto Consultants Pte Ltd
Xing Guo Qiang	LKK Auto Consultants Pte Ltd
Marcus Chua	LKK Auto Consultants Pte Ltd
Mohamad Taufikh	LKK Auto Consultants Pte Ltd
Adrian Ling	LKK Auto Consultants Pte Ltd
Henry Ng	LKK Auto Consultants Pte Ltd
Mohammed Rasul	LKK Auto Consultants Pte Ltd
Steven Foong	LKK Auto Consultants Pte Ltd

Wei Jie	LKK Auto Consultants Pte Ltd
Ma Chin Fook	LKK Auto Consultants Pte Ltd
Kenneth Kong	LKK Auto Consultants Pte Ltd

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select one or more of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert.

Thank you.

Best Regards,

**Mariesa Abu Kassim (Mariesa)**

**AIG**

Claim Adjuster II, Singapore FNOL, Claims Operations – Auto  
Shared Services – Malaysia | Global Business Services  
AIG Shared Services (M) Sdn Bhd (887191-D)  
Menara Worldwide, Level 12, 198 Jalan Bukit Bintang, 55100 Kuala Lumpur, Malaysia  
Tel +6 03 2719 6000 | Ext 1012202 | Fax +6 03 2685 5898

[NoorMariesa.AbuKassim@aig.com](mailto:NoorMariesa.AbuKassim@aig.com) | [www.aig.com](http://www.aig.com)

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**From:** Torque 5 Assessment [mailto:assessment@torque5.com]

**Sent:** Friday, February 02, 2018 3:50 PM

**To:** AIG SGP, Claims-Survey

**Cc:** assessment@torque5.com; sam.chang@torque5.com; eric.lee@torque5.com; claims@torque5.com

**Subject:** BLOCKED ATTACHMENT: Accident involving SGM1385G & SJE7272R on 27/01/2018 (PRE-REPAIR SURVEY REQUEST)

This email contained an attachment that is potentially malicious. To protect the AIG network and users, the attachment named

image001.emz.gz,image001.emz.emf,image002.png,image003.png,image004.jpg,image005.jpg,image006.jpg,image007.png,image008.png,image009.png,image010.png,image011.png,image012.wmz.gz,image012.wmz.wmf was removed from the email. If you believe that this is a legitimate email from a trusted source, please contact either the sender or your helpdesk to have the message resent in compliance with the corporate electronic messaging standard.

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Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Maric Car Rental Pte Ltd, to notify you of the aforesaid accident involving our client's vehicle SGM 1385 G and your insured's vehicle SJE 7272 R on 27/01/2018.

Please find enclosed our client's GIA report for your necessary action.

This serves as a **NOTICE** that we are claiming against SJE 7272 R for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle, along with your list of at least **ten (10) motor surveyors**.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

**Premises for the Pre-repair inspection:** 8 Kaki Bukit Ave 4 #01-49, Premier @ Kaki Bukit Singapore 415875

**Contact Person:** Stephanie Teo (9147 8841)

**Contact Email:** [assessment@torque5.com](mailto:assessment@torque5.com)

VEH IN (Date & Time) : 02/02/2018  
PRS ARRANGEMENT (Date & Time) : 02/02/2018 03.50PM

<u>PRS ACKNOWLEDGEMENT</u>	
Appointed Surveyor (Name & Signature)	:
Date & Time of Inspection	:

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

*Warmest Regards,*

*Heng Lee Yi*

Administrative Assistant | Motor Claims Department



Hotline



(65) 6452 4457 | Fax (65) 6452 4584

Address

8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54  
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