

**-PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SGX3837Z AND SKU3622U ON 22/02/2018**

From: Md Ishak, Mohd Imran  
To: admin-a@lkkauto.com, assignments@lkkauto.com  
Cc: Tan, Lily (AIG), Fong, Andy-SY, Kaur, Baljit, Lim, Sheng Yang, Chan, Yoke Shi, Supramaniam, Darshene, Chin, Lee-Ying, Abu Kassim, Noor Mariesa  
Sent: Friday, 23 February, 2018 12:08:18 PM  
Attachments:   

**WITHOUT PREJUDICE**

Hi,

Please refer to the enclosed request from **TORQUE 5 GROUP**

Kindly carry out Policy coverage verification **first** before conducting the pre-repair inspection within 48 hours

If you have any queries/concerns, please let us know.  
Kindly assist to assign **Marcus Chua** as Single Joint Expert as requested.

Thank you

Sincerely,

Imran

**Mohd Imran Md Ishak**

**AIG**

Express Claims Adjuster II, FNOL SG Claims Operations - Auto  
Shared Services - Malaysia | Global Business Services

AIG Shared Services (M) Sdn Bhd (887191-D)  
Menara Worldwide, Level 14, 198 Jalan Bukit Bintang, 55100 Kuala Lumpur, Malaysia  
Tel +6 03 2719 6000 ext:1012661 | Fax +6 03 2685 5898

[imran.ishak@aig.com](mailto:imran.ishak@aig.com) | [www.aig.com](http://www.aig.com)

**IMPORTANT NOTICE:**

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

**From:** assessment@torque5.com

**To:** Imran.Ishak@aig.com ,sam.chang@torque5.com ,eric.lee@torque5.com ,claims@torque5.com

**Cc:** Lily.Tan@aig.com ,Andy-SY.Fong@aig.com ,Baljit.Kaur@aig.com ,ShengYang.Lim@aig.com ,yokeshi.chan@aig.com ,Darshene.Supramaniam@aig.com ,Lee-Ying.Chin@aig.com ,NoorMariesa.AbuKassim@aig.com ,assessment@torque5.com

**Subject:** BLOCKED ATTACHMENT: RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SGX3837Z AND SKU3622U ON 22/02/2018

**Date:** Fri, 23 Feb 2018 03:29:47 +0000

This email contained an attachment that is potentially malicious. To protect the AIG network and users, the attachment named image003.png,image012.jpg,image013.jpg,image014.jpg,image015.png,image016.png,image017.png,image018.png,image019.png,image020.wmz,gz,image020.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.

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 – **Marcus Chua 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)





**From:** Md Ishak, Mohd Imran [mailto:Imran.Ishak@aig.com]  
**Sent:** Friday, 23 February, 2018 10:52 AM  
**To:** Torque 5 Assessment; sam.chang@torque5.com; eric.lee@torque5.com; claims@torque5.com  
**Cc:** Tan, Lily (AIG); Fong, Andy-SY; Kaur, Baljit; Lim, Sheng Yang; Chan, Yoke Shi; Supramaniam, Darshene; Chin, Lee-Ying; Abu Kassim, Noor Mariesa  
**Subject:** PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SGX3837Z AND SKU3622U ON 22/02/2018

**WITHOUT PREJUDICE**

Your Reference : SKU3622U  
Our Reference : SGX3837Z

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 Han Xin (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

Sincerely,

Imran

**Mohd Imran Md Ishak**

**AIG**

Express Claims Adjuster II, FNOL SG Claims Operations - Auto  
Shared Services - Malaysia | Global Business Services

AIG Shared Services (M) Sdn Bhd (887191-D)  
Menara Worldwide, Level 14, 198 Jalan Bukit Bintang, 55100 Kuala Lumpur, Malaysia  
Tel +6 03 2719 6000 ext:1012661 | Fax +6 03 2685 5898

[imran.ishak@aig.com](mailto:imran.ishak@aig.com) | [www.aig.com](http://www.aig.com)

**From:** Torque 5 Assessment [mailto:assessment@torque5.com]  
**Sent:** Friday, February 23, 2018 9:55 AM  
**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 SKU3622U & SGX3837Z on 22/02/2018 (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.p 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.

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Lee Wangsheng Jason, to notify you of the aforesaid accident involving our client's vehicle SKU 3622 U and your insured's vehicle SGX 3837 Z on 22/02/2018.

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

This serves as a **NOTICE** that we are claiming against SGX 3837 Z 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) : 22/02/2018 05.35PM  
PRS ARRANGEMENT (Date & Time) : 23/02/2018 09.55AM



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  
Premier @ KB, Singapore 415875

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



**IMPORTANT NOTICE:**

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this

email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.