

## Joy Irene (LKKAuto)

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**From:** Joy Irene (LKKAuto)  
**Sent:** Tuesday, 3 July 2018 10:57 AM  
**To:** 'Khoo, Kay-Eng'  
**Cc:** Admin A; CS A Team  
**Subject:** RE: Our Ref: 4319184414SG; Your Ref: SLJ2047H \*LKK REF: CC4/LCR18006188/Ajb3

Dear Kay Eng,

We called M/s Leang Automotive and they informed us that they appointed solicitors for handling from the very start as they had communicated with the insured driver directly and had issues.

They only agreed through solicitors to have our surveyor Mr. Adrian Ling perform pre-repair inspection on 3.4.2018.

The repair cost was finalized on 30/04/2018 at lump sum \$4,600.00 and 4 days for repair.

In view of this, we will submit wp report to your good office.

Thank you.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Khoo, Kay-Eng [mailto:Kay-Eng.Khoo@aig.com]  
**Sent:** Tuesday, 3 July 2018 10:20 AM  
**To:** Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>  
**Subject:** RE: Our Ref: 4319184414SG; Your Ref: SLJ2047H \*LKK REF: CC4/LCR18006188/Ajb3

Dear Joy,

I have received a Letter of Demand from TP solicitors on this. Please advise and let us have your last communication with Leang Automotive in regards to the Direct Settlement and Letter of Demand/Finalization.

Please also advise with the workshop why the matter was passed on to solicitors for our records.

Thank you.

**Khoo Kay Eng**  
**AIG**  
Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1026 | Fax +(65) 6835 7416

[kay-eng.khoo@aig.com](mailto:kay-eng.khoo@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]  
**Sent:** Tuesday, July 03, 2018 10:01 AM  
**To:** Khoo, Kay-Eng  
**Cc:** Admin A; CS A Team  
**Subject:** RE: Our Ref: 4319184414SG; Your Ref: SLJ2047H \*LKK REF: CC4/LCR18006188/Ajb3

Hi Kay Eng,

Our status : Pending letter of demand and its supporting documents from M/s Leang Automotive.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 3 July 2018 9:21 AM  
**To:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>  
**Cc:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: Our Ref: 4319184414SG; Your Ref: SLJ2047H \*LKK REF: CC4/LCR18006188/Ajb3

Hi Mr Khoo,

We will check and get back to you.

Hi Joy,

Kindly assist. CC4/LCR18006188/Ajb3

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** Khoo, Kay-Eng [<mailto:Kay-Eng.Khoo@aig.com>]

**Sent:** Tuesday, 3 July 2018 9:09 AM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Subject:** Our Ref: 4319184414SG; Your Ref: SLJ2047H

**Importance:** High

Hi LKK Auto Consultants,

Please assist current status of this matter, noted Fast Lane in Progress.

Have you directly settled the matter with the workshop?

Thank you.

**Khoo Kay Eng**  
**AIG**

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

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1026 | Fax +(65) 6835 7416

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