

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Friday, 1 March 2019 10:28 AM
To: 'Lim, Steven-KS'
Cc: Admin A
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634
Attachments: DISCHARGE VOUCHER.pdf; EMAIL.pdf; LKK PHOTO.pdf; LKK PHOTO-2.pdf; LKK PHOTO-3.pdf; LKKAdjustment1a (2).pdf; LKKInspection (2).pdf; LKKInvoice1 (7).pdf; payment breakdown.pdf; WORKSHOP INVOICE.pdf

Dear Sir/Madam,

Please be informed that the above-mentioned case had been settled.

Enclose herewith final report & relevant documents for your necessary action please.

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: Lim, Steven-KS <Steven-KS.Lim@aig.com>
Sent: Thursday, 28 February 2019 2:53 PM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Hi Hsiao Tong,

The cheque payment for Premium Automobiles Pte Ltd is ready and we will be sending it to you today.

Thank you

Kind regards,

Steven Lim
AIG

Personal Insurance Claims Specialist
Claims Department | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1786 | Mobile+(65) 8809 2832

Steven-KS.Lim@aig.com | www.aig.sg



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From: Lim, Steven-KS
Sent: Monday, February 25, 2019 1:15 PM
To: 'Hsiao Tong (LKKAUTO)'
Cc: Admin A
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Hi Hsiao Tong,

Thank you for the signed DV.

We will proceed with the cheque payment of 14,851.54 in favour of "Premium Automobiles Pte Ltd" and send to you for your onward transmission.

Kind regards,

Steven Lim
AIG

Personal Insurance Claims Specialist
Claims Department | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1786 | Mobile+(65) 8809 2832

Steven-KS.Lim@aig.com | www.aig.sg



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From: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]
Sent: Friday, February 22, 2019 5:36 PM
To: Lim, Steven-KS
Cc: Admin A
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Hi Steve,

Third party had submitted a copy of signed DV.

We will proceed to close file and submit all the relevant docs to your good office soon.

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: Lim, Steven-KS <Steven-KS.Lim@aig.com>

Sent: Friday, 22 February 2019 10:06 AM

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Hi Hsiao Tong,

Noted that the discharge voucher is still pending.

Appreciate it if you could follow up with the Third Party on the completion.

Thank you

Kind regards,

Steven Lim
AIG

Personal Insurance Claims Specialist
Claims Department | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1786 | Mobile+(65) 8809 2832

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From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Tuesday, January 22, 2019 4:59 PM
To: Lim, Steven-KS
Cc: Admin A
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Dear Steve,

We are still pending for signed DV from third party.

We have sent reminder to them.

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: Lim, Steven-KS <Steven-KS.Lim@aig.com>
Sent: Tuesday, 22 January 2019 11:42 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Hi Hsiao Tong,

May we enquire if Third Party has signed the DV.

Thank you

Kind regards,

Steven Lim
AIG

Personal Insurance Claims Specialist
Claims Department | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building, 78 Shenton Way, #08-16, Singapore 079120
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From: Lim, Steven-KS
Sent: Monday, December 17, 2018 10:35 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Hi Hsiao Tong,

Please find appended a copy of the DV.

Thank you

Kind regards,

Steven Lim
AIG

Personal Insurance Claims Specialist
Claims Department | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1786 | Mobile+(65) 8809 2832

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From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Saturday, December 15, 2018 9:15 AM
To: Lim, Steven-KS
Cc: Admin A
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Hi Steven,

Thank you for your email.

Kindly let us have a copy of DV(template).

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: Lim, Steven-KS <Steven-KS.Lim@aig.com>

Sent: Tuesday, 11 December 2018 1:53 PM

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Hi Hsiao Tong,

Please proceed with the offer of \$ 14,851.54 as adjusted and provide us with a completed discharge voucher for payment.

Following is the details of our Insured should you need it for the discharge voucher:

Insured Name: Chua Choon Hian

Policy Number: 0091060428

Policy Type: Enhanced Public Housing Contents Insurance

Thank you

Kind regards,

Steven Lim
AIG

Personal Insurance Claims Specialist

Claims Department | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building, 78 Shenton Way, #08-16, Singapore 079120

Tel +(65) 6419 1786 | Mobile+(65) 8809 2832

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From: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]
Sent: Tuesday, December 11, 2018 12:43 PM
To: Lim, Steven-KS
Cc: Admin A
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Dear Sirs/Madam,

We refer to the above matter.

We seek your approval to offer Third Party repairer "**PREMIUM AUTOMOBILES PTE LTD**" at **\$14,851.54(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$25,883.81	\$ 13,851.54
2. Loss of Use(10days x \$100.00)	\$ 1,000.00	\$ 1,000.00 (10days x \$100.00)
Total	\$26,883.81	<u>\$ 14,851.54</u>

**09days recommendation for repair + 1Sunday =10days.

Enclosed here with all the relevant documents for your perusal.

For your approval 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: Lim, Steven-KS <Steven-KS.Lim@aig.com>
Sent: Tuesday, 20 November 2018 2:31 PM
To: Thin Thin (LKKAUTO) <thinthin@lkkauto.com>
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Hi Thin Thin,

May we enquire on the update of the report.

Thank you

Kind regards,

Steven

Steven Lim
AIG

Personal Insurance Claims Specialist
Claims Department | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1786 | Mobile+(65) 8809 2832 | Fax +(65) 6835 7417

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From: Lim, Steven-KS
Sent: Wednesday, November 07, 2018 1:20 PM
To: Thin Thin (LKKAUTO)
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Hi Thin Thin,

Thanks.

We will await for your report.

Kind regards,
Steven

Steven Lim
AIG

Personal Insurance Claims Specialist
Claims Department | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building, 78 Shenton Way, #08-16, Singapore 079120
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From: Thin Thin (LKKAUTO) [<mailto:thinthin@lkkauto.com>]
Sent: Wednesday, November 07, 2018 12:08 PM
To: Lim, Steven-KS
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Dear Steven,

We have received the LOD from TP and we are preparing report to seek mandate from your good office.

Thanks.

Best Regards,

Thin Thin Hlaing | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2360 | email: thinthin@lkkauto.com | fax: 6741-4108

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

From: Lim, Steven-KS <Steven-KS.Lim@aig.com>
Sent: Wednesday, 7 November 2018 11:32 AM
To: Thin Thin (LKKAUTO) <thinthin@lkkauto.com>
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Hi Thin Thin,

May we enquire if there is any update from TP on the LOD and the final report.

Thank you

Kind regards,
Steven

Steven Lim
AIG

Personal Insurance Claims Specialist
Claims Department | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1786 | Mobile+(65) 8809 2832 | Fax +(65) 6835 7417

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From: Lim, Steven-KS
Sent: Friday, September 14, 2018 9:29 AM
To: 'Thin Thin (LKKAUTO)'
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Hi Thin Thin,

Thank you for the update.

Please keep us posted of the final report once ready.

Kind regards,
Steven

Steven Lim
AIG

Personal Insurance Claims Specialist
Claims Department | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1786 | Mobile+(65) 8809 2832 | Fax +(65) 6835 7417

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From: Thin Thin (LKKAUTO) [<mailto:thinthin@lkkauto.com>]
Sent: Wednesday, September 12, 2018 10:38 AM
To: Lim, Steven-KS
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Dear Steven,

We refer to the below matter.

Please be inform that we just manage to finalize with TP repairer and COR at \$ \$12,945.36 (exclude gst) 9 days.

Thanks.

Best Regards,

Thin Thin Hlaing | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2360 | email: thinthin@lkkauto.com | fax: 6741-4108

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

From: Lim, Steven-KS <Steven-KS.Lim@aig.com>

Sent: Wednesday, 29 August 2018 11:37 AM

To: Thin Thin (LKKAuto) <thinthin@lkkauto.com>

Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Hi Thin Thin,

Thank you for the update.

May we enquire what are the concern or issue pending with TP repairer.

Kind regards,
Steven

Steven Lim
AIG

Personal Insurance Claims Specialist
Claims Department | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1786 | Mobile+(65) 8809 2832 | Fax +(65) 6835 7417

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From: Thin Thin (LKKAuto) [<mailto:thinthin@lkkauto.com>]

Sent: Wednesday, August 29, 2018 11:28 AM

To: Lim, Steven-KS

Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Dear Steven,

We refer to the above matter.

Please be informed that we are still **pending finalization with TP repairer.**

Best Regards,

Thin Thin Hlaing | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2360 | email: thinthin@lkkauto.com | fax: 6741-4108

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

From: Lim, Steven-KS <Steven-KS.Lim@aig.com>

Sent: Wednesday, 29 August 2018 11:23 AM

To: Thin Thin (LKKAuto) <thinthin@lkkauto.com>

Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Hi Thin Thin,

May we enquire if the case has been finalised with the TP repairer.

Thank you

Kind regards,
Steven

Steven Lim
AIG

Personal Insurance Claims Specialist
Claims Department | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1786 | Mobile+(65) 8809 2832 | Fax +(65) 6835 7417

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From: Thin Thin (LKKAuto) [<mailto:thinthin@lkkauto.com>]

Sent: Tuesday, July 31, 2018 2:19 PM

To: Lim, Steven-KS

Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Dear Steven,

We refer to the above matter.

Please be informed that we are still **pending finalization with TP repairer.**

Best Regards,

Thin Thin Hlaing | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2360 | email: thinthin@lkkauto.com | fax: 6741-4108

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

From: Lim, Steven-KS <Steven-KS.Lim@aig.com>

Sent: Tuesday, 31 July 2018 2:14 PM

To: Thin Thin (LKKAuto) <thinthin@lkkauto.com>

Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Hi Thin Thin,

May we enquire on the update and progress of this case.

Thank you

Kind regards,
Steven

Steven Lim
AIG

Personal Insurance Claims Specialist
Claims Department | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1786 | Mobile+(65) 8809 2832 | Fax +(65) 6835 7417

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From: Lim, Steven-KS

Sent: Wednesday, July 18, 2018 10:47 AM

To: Thin Thin (LKKAuto)

Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Hi Thin Thin,

Appreciate it if you could provide us an update on the finalization with the TP repairer.

Thank You

Kind regards,
Steven

Steven Lim
AIG

Personal Insurance Claims Specialist
Claims Department | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1786 | Mobile+(65) 8809 2832 | Fax +(65) 6835 7417

Steven-KS.Lim@aig.com | www.aig.com.sg

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From: Thin Thin (LKKAuto) [<mailto:thinthin@lkkauto.com>]
Sent: Thursday, June 28, 2018 4:28 PM
To: Lim, Steven-KS
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Dear Steven,

We refer to the above matter.

Please be informed that we are currently **pending finalization with TP repairer.**

Best Regards,

Thin Thin Hlaing | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2360 | email: thinthin@lkkauto.com | fax: 6741-4108

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

From: Lim, Steven-KS [<mailto:Steven-KS.Lim@aig.com>]
Sent: Tuesday, 26 June 2018 9:31 AM
To: Thin Thin (LKKAuto) <thinthin@lkkauto.com>
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Hi Thin Thin,

With reference to our email of 18 June 2018.

May we enquire on the update and progress of this case.

Thank you

Kind regards,
Steven

Steven Lim
AIG

Personal Insurance Claims Specialist
Claims Department | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1786 | Mobile+(65) 8809 2832 | Fax +(65) 6835 7417

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From: Lim, Steven-KS
Sent: Monday, June 18, 2018 10:23 AM
To: Thin Thin (LKKAUTO)
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3_ AIG Ref: 800879634

Hi Thin Thin,

It was a pleasure speaking with you.

We would like to enquire on the status of this case as last noted that it was pending for finalization with the repairer.

Kind regards,
Steven

Steven Lim
AIG

Personal Insurance Claims Specialist
Claims Department | AIG Asia Pacific Insurance Pte. Ltd.

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From: Lim, Steven-KS
Sent: Wednesday, May 23, 2018 9:43 AM
To: 'Mei Kwan (LKKAUTO)'; Thin Thin (LKKAUTO)
Cc: Vivian Lau (LKKAUTO); Admin A
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3

Dear Mei Kwan,

Thank you for the update.

Please note our claim reference number: 800879634

Kind regards,
Steven

Steven Lim
AIG

Personal Insurance Claims Specialist
Claims Department | AIG Asia Pacific Insurance Pte. Ltd.

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From: Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]
Sent: Wednesday, May 23, 2018 9:10 AM
To: Lim, Steven-KS; Thin Thin (LKKAUTO)
Cc: Vivian Lau (LKKAUTO); Admin A
Subject: RE: SLV 2424P *** LKK REF: CC3/AIG18007652/Aua3

Dear Steven,

We refer to the above matter.

Please be informed that we are currently **pending finalization with TP repairer.**

Please note that: -

LKK ref	Officer in charge
CC3/AIG18007652/Aua3	Thin Thin - 6841 2360

Our respective case handler will look into the matter and revert to you in due course.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Janice Lee (LKKAuto)

Sent: Tuesday, 15 May, 2018 5:49 PM

To: Lim, Steven-KS <Steven-KS.Lim@aig.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: SLV 2424P

Dear Steven,

Thank you for your email.

Dear CS Dept,

Kindly assist.

Thank you.

Best Regards,

Jannice Lee (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: janicelee@lkkauto.com | fax: 6256-4315

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

From: Lim, Steven-KS [<mailto:Steven-KS.Lim@aig.com>]

Sent: Tuesday, May 15, 2018 4:53 PM

To: Janice Lee (LKKAuto) <JaniceLee@lkkauto.com>

Subject: RE: SLV 2424P

Hi Janice,

Thank you for your call.

As conversed, we have notified Premium Automotive that we are agreeable with the direct settlement for the following:

1. S\$7,852 for the repair (Labour & Spare Parts) based on the Preliminary Advice.
2. Loss of Use of S\$180 per day for 7 days.

We noted that the final report will only be available after the repair and appreciate it if you could email to me for our finalization of the claim.

Please feel free to contact me for any clarification.

Thank you

Kind regards,
Steven

Steven Lim
AIG

Personal Insurance Claims Specialist
Claims Department | AIG Asia Pacific Insurance Pte. Ltd.

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