

**Veron Chen (LKKAUTO)**

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**From:** Loo, Tong Shing <TongShing.Loo@aig.com>  
**Sent:** Tuesday, 8 May 2018 3:22 PM  
**To:** Veron Chen (LKKAUTO); SUR  
**Subject:** RE: SLU9009P OD / 2062244005SG DOA 28/04/2018

Hi Veron,

We have assist on this issue and adv OI his vehicle is still economic to repair therefore will not tagged under TL.

Thank you.

**Loo Tong Shing**  
**AIG**

Express Claims Adjuster  
Claims Operations | AIG Shared Services

[TongShing.Loo@aig.com](mailto:TongShing.Loo@aig.com) | [www.aig.com](http://www.aig.com)

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**From:** Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]  
**Sent:** 08 May 2018 15:02  
**To:** Loo, Tong Shing; SUR  
**Subject:** RE: SLU9009P OD / 2062244005SG DOA 28/04/2018

Dear Tong Shing,

Noted with thanks.

Please assist below email from Premium Automobile.



Mon 7/5/2018 3:58 PM

Nora Khai <nora.khai@premiumauto.com.sg>

RE: SLU 9009 P Own Damage Claims (Vehicle IN)

To Veron Chen (LKKAuto); 'Claims'; 田 SUR

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Dear Veron ,

We received instruction from owner that he wanted AIG personnel to call him back urgently.

On a side note he would like for a one to one replacement .

On our side, we will hold the repairs until all the issue has been resolve.

Thank you.

Best regards,

**Norazima Khairuddin**  
Claims Manager

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699  
p. +65 6388 2323 d. +65 6768 9827 f. +65 6841 1183  
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**Audi Showroom, Audi Centre** 281 Alexandra Road Singapore 159938 p. +65 6836 2223

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Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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**From:** Loo, Tong Shing [<mailto:TongShing.Loo@aig.com>]

**Sent:** Tuesday, 8 May 2018 2:21 PM

**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** SLU9009P OD / 2062244005SG DOA 28/04/2018

Hi LKK,

OI spouse mentioned his vehicle is badly damage, especially the inside part eg. Aligment , engine and so.

OI spouse req AIG / LKK become more careful when doing the physical surveyor and check carefully the damage part.

Thank you.

**Loo Tong Shing**

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