

12/20/2018

ASS. REC. BY:

REF: CS3/ICR180092941 . d3 Special Instruction:

Surveyor: GO ASSIGNMENT (Office)

From (Person): Chin Lee Ying of ICR Date/Time: 22/5/18 @ 10:20am

Estimated Cost: \_\_\_\_\_ Bill to: \_\_\_\_\_

OD / TP / WS / TP RES / OD RES / EVA / INV / MV / CS

To Inspect Vehicle No: JSJ 4846 Insured: SLJ 3673T

at Workshop n/s: Autowerke Automotive Tel: 9630 1281

of 8 Kaki Bukit Ave 4 #05-01/02

Policy No: \_\_\_\_\_ Claim No: \_\_\_\_\_

Sum Insured: \_\_\_\_\_ Excess: \_\_\_\_\_

Make of Veh: \_\_\_\_\_ D.O.A. 17/05/2018  
(Client's Record)

CA / REV / REP. / REV 24 HRS (wp) H.O.D. Endorsement: \_\_\_\_\_

Date/Time: 10:46am @ 22/5/18 Person Contacted: Alex Vehicle  IN  OUT

Date/Time	Action/Instruction ( X ) Estimate
	<u>JSJ 4846 - X</u>
	<u>SLJ 3673T - X</u>
<u>12072018</u>	<u>Ny Hui Chuan email us redirected the claim to correct insurer.</u>
<u>13072018</u>	<u>Informed Hui Chuan will redirected the claim to correct insurer and close this file at our end without billing to Ali <u>Ali 3/10/18</u></u>

## Catherine Chong (LKK Auto)

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**From:** Catherine Chong (LKK Auto) <admin-d@lkkauto.com>  
**Sent:** Friday, 13 July, 2018 4:59 PM  
**To:** 'Ng, Hai-Chuan'  
**Cc:** ASSIGNMENTS@LKKAUTO.COM; 'Hsiao Tong (LKKAuto)'  
**Subject:** RE: Claim No: 4883358628SG

Dear Sir / Madam,

Thank you for your email.

We will redirected the claim to the correct insurer and close this file at our end without billing to AIG.

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Ng, Hai-Chuan [mailto:[Hai-Chuan.Ng@aig.com](mailto:Hai-Chuan.Ng@aig.com)]  
**Sent:** Thursday, 12 July, 2018 10:30 AM  
**To:** Nivitha (LKK Auto) <admin-d@lkkauto.com>  
**Cc:** 'Hsiao Tong (LKKAuto)' <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; 'Vivian Lau (LKKAuto)' <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Subject:** RE: Claim No: 4883358628SG

Dear Nivitha,

Thank you for the reply.

May we know why this claim is only registered in Merimen on 02.07.2018?

Please also advise if you have redirected the claim to the correct insurer.

Regards,

**Ng Hai Chuan**

**AIG**

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +(65)6419 1994| Fax +68357416

[Hai-Chuan.Ng@aig.com](mailto:Hai-Chuan.Ng@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

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**From:** Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Thursday, July 12, 2018 10:21 AM  
**To:** Ng, Hai-Chuan; 'Hsiao Tong (LKKAuto)'; 'Vivian Lau (LKKAuto)'  
**Subject:** RE: Claim No: 4883358628SG

Dear Sir/Mdm,

Thank you for the email.

Please be informed that we were assigned for this survey on the 22/05/2018.

BEST REGARDS,

**G.Nivitha** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

---

**From:** Ng, Hai-Chuan [<mailto:Hai-Chuan.Ng@aig.com>]  
**Sent:** Thursday, 12 July 2018 10:03 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>; Catherine Chong (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Subject:** Claim No: 4883358628SG

Dear all,

We refer to the above.

May we know when you are assigned for this survey?

Thank you.

Regards,

**Ng Hai Chuan**  
**AIG**  
Senior Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +(65)6419 1994| Fax +68357416

[Hai-Chuan.Ng@aig.com](mailto:Hai-Chuan.Ng@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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

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**Ng, Hai-Chuan**

**From:** Ng, Hai-Chuan  
**Sent:** Thursday, July 12, 2018 10:09 AM  
**To:** 'Hsiao Tong (LKKAuto)'; 'Vivian Lau (LKKAuto)'; 'Catherine Chong (LKK Auto)'  
**Subject:** RE: Claim No: 4883358628SG

Dear all,

Please also note that the claimant's vehicle is behind OI vehicle.

GIA reports in Merimen.

To inform TP repairer to direct to the correct insurer.

Thank you.

Regards,

**Ng Hai Chuan**  
**AIG**  
Senior Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.  
78 Shenton Way AIG Building #08-16 Singapore 079120  
Tel +(65)6419 1994 | Fax +68357416  
[Hai-Chuan.Ng@aig.com](mailto:Hai-Chuan.Ng@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Ng, Hai-Chuan  
**Sent:** Thursday, July 12, 2018 10:03 AM  
**To:** Hsiao Tong (LKKAuto); Vivian Lau (LKKAuto); 'Catherine Chong (LKK Auto)'  
**Subject:** Claim No: 4883358628SG

Dear all,

We refer to the above.

May we know when you are assigned for this survey?

Thank you.

Regards,

**Ng Hai Chuan**  
**AIG**

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

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +(65)6419 1994| Fax +68357416

[Hai-Chuan.Ng@aig.com](mailto:Hai-Chuan.Ng@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**- PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE  
SLJ3673T AND JSJ4846 ON 17/05/2018**

From: Chin, Lee-Ying  
To: 'assignments', Admin A  
Cc: Fong, Andy-SY  
Sent: 22/5/2018 10:20:17 AM

Attachments:  [AWA - Pre-Repair Inspection Notice \(AIG\)\(JSJ4846\).pdf](#)

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Hi LKK,

Kindly assist to survey, vehicle is in workshop.

Thanks.

Best Regards  
Lee Ying, Chin  
AIG

Claims | AIG Asia Pacific Insurance Pte. Ltd.  
78 Shenton Way #08-16 Singapore 079120  
Tel +(65) 6419 1947 | Fax +(65) 6835 7416  
[Lee-Ying.Chin@aig.com](mailto:Lee-Ying.Chin@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**AMY LIM LAW PRACTICE**

High Street Centre  
1 North Bridge Road  
#08-08  
Singapore 179094  
T: 9625 8742 / 9639 3110  
F: 6491 5638  
UEN: 53361230J  
We do not accept service by fax

Our Ref: 2018.1237.PD.AWA (JSJ4846)  
Your Ref: SLJ3673T

21 May 2018

**AIG Asia Pacific Insurance Pte Ltd**  
(Motor Claims Dept)  
78 Shenton Way  
#08-16 AIG Building  
Singapore 079120  
Attn: Motor Claims Department

**BY EMAIL ONLY**  
[aigsgp\\_claimssurvey@aig.com](mailto:aigsgp_claimssurvey@aig.com)

Dear Sirs

**NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION  
CLAIMANT: JENRI BIN TILUGAN  
TRAFFIC ACCIDENT ON 17 MAY 2018 AT 09:20 HRS ALONG AYE TOWARDS  
CITY VEHICLES NO. JSJ4846 & SLJ3673T**

We are instructed by **JENRI BIN TILUGAN** to notify you of a road accident on 17 May 2018 at about 09:20 along AYE towards City involving our client's vehicle registration number JSJ4846 and vehicle registration number SLJ3673T driven by your insured at the material time. A copy of the Singapore accident statement/traffic police report filed is enclosed.

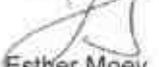
As a result of the accident, our client's vehicle has been damaged. Before our client proceeds to repair the damaged vehicle, please let us know within 2 working days (excluding any intervening Saturday, Sunday and Public Holiday) of your receipt of this notice whether you or your insurer would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

Please be informed that the said vehicle can be inspected at:

Venue: **Autowerke Automotive Pte Ltd**  
Address: 8 Kaki Bukit Avenue 4  
#05-01/02, Premier Building  
Singapore 415875  
Contact: Alex Beh @ 9630 1281

Please liaise with the above workshop directly,

Yours faithfully

  
Esther Moey  
Email: [claims@esthermoey.com](mailto:claims@esthermoey.com)  
encs

**PLEASE LET US KNOW THE DATE  
OF THE PRE-REPAIR INSPECTION**  
.....