

Surveyor

## ASSIGNMENT (Office)

From (Person): chin lee ying of AIG Date/Time: 25/6/2018 @ 11:51 am

Estimated Cost: Bill to:

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

To Inspect Vehicle No: SKF 342B Insured: SLU 3210M

at Workshop w/s Funel Beating Workshop Tel: 9143 6036

of 2 Kaki Bukit Ave 2 #02-17

Policy No: Claim No:

Sum Insured: Excess:

Make of Veh. D.O.A. 22/06/2018  
(Client's Record)

CA / REV / REP. / REV 24 HRS (up)

H.O.D. Endorsement:

Date/Time: 11:57 am @ 25/6/18 Person Contacted: Kelvin

Vehicle IN / OUT

Date/Time	Action/Instruction (✓) Estimate
	SKF 342B - NA / INC 18011419/24 DOA: 22/06/2018
	SLU 3210M - NA / INC 1801419/24 DOA: 22/06/2018
25/6/18:	Vehicle not in, once in they'll directly call Adren for survey (Kelvin)
21/12/18	No inspection done. Temporarily close file. (close) 21/12/18

## Nivitha (LKK Auto)

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**From:** KKLau <kklau@lkkauto.com>  
**Sent:** Friday, 13 July 2018 12:09 PM  
**To:** Olivia Lau (LKKAuto)  
**Cc:** assignments; Celine Fong (LKKAuto)  
**Subject:** Re: [AIG]: Our Ref: 7296895374SG-003 || Accident Involving SLU3210M / SKF342B on 22/06/2018

Hi Celine, i think better workout with assignments team, something likes immediate update to customers any abnormal situation, such as 1) three days no vehicles available, after first call, 2) already confirmed date, surveyors reached there but vehicle not there, 3) after few days, when calls vehicle already surveyed or repairs. This AIG account is one of the critical accounts, must handle carefully, tell the staff. Under NIMA protocol handled by lawyers, no more likes the ways handle TP RI. Monitoring 3 days after receiving assignments, instead of 2 weeks like TP RI.

Good customers, always to update customers via Merimem, or email instead of wait for queries from customers. Thank you. KKLau.

Sent from my iPad

On 13 Jul 2018, at 10:49 AM, Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)> wrote:

Hi Nivitha,

Please forward me the reply you sent to Bennie.

Thanks.

<image002.jpg>

Best Regards,

**Olivia Lau** | Admin Manager

**LKK Auto Consultants**

phone: 6256-3561 | email: [olivialau@lkkauto.com](mailto:olivialau@lkkauto.com) | fax: 6741-4108

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

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**From:** Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]

**Sent:** Friday, 6 July, 2018 9:53 AM

**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; AIG SGP, Claims-Survey <[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)>

**Cc:** Chong, Annie-PY <[Annie-PY.Chong@aig.com](mailto:Annie-PY.Chong@aig.com)>

**Subject:** RE: Our Ref: 7296895374SG-003 || Accident Involving SLU3210M / SKF342B on 22/06/2018

Hi Nivitha

Referring to your email below.

In view of a possible breach in the NIMA protocol, please confirm if you have written officially to TP workshop on arranging the PRS survey.

Best Regards

Bennie Tan

AIG

Senior Complex Claims Examiner

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1718 | Fax +(65) 6835 7416

[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

---

**From:** Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Friday, July 06, 2018 9:44 AM

**To:** Tan, Bennie-WZ; AIG SGP, Claims-Survey

**Subject:** RE: Our Ref: 7296895374SG-003 || Accident Involving SLU3210M / SKF342B on 22/06/2018

Dear Bennie,

Thank you for the email.

As for this case we did not carry out any inspection to the TP vehicle, repairer was not cooperative and did not provide us with exact location of the vehicle.

Our surveyor went down to the workshop and the vehicle was not there, the workshop staff did not want to provide the location of the vehicle.

Until 29/06/2018, when the repairer call and informed the vehicle was repaired and return to owner.

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:** Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]

**Sent:** Thursday, 5 July 2018 2:45 PM

**To:** Nivitha (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; AIG SGP, Claims-Survey

<[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)>

**Subject:** RE: Our Ref: 7296895374SG-003 || Accident Involving SLU3210M / SKF342B on 22/06/2018

Hi Nivitha

Referring to the above PRS survey assigned to your good office.

With reference to NIMA protocol, please let us hear from you whether PRS survey been conducted.

Best Regards

Bennie Tan  
AIG

Senior Complex Claims Examiner  
78 Shenton Way #08-16 Singapore 079120  
Tel +(65) 6419 1718 | Fax +(65) 6835 7416

[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Thursday, July 05, 2018 2:17 PM  
**To:** AIG SGP, Claims-Survey  
**Cc:** Tan, Bennie-WZ  
**Subject:** RE: Our Ref: 7296895374SG-003 || Accident Involving SLU3210M / SKF342B on 22/06/2018

Dear Winnie,

Noted, with thanks.

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:** AIG SGP, Claims-Survey [[mailto:AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)]  
**Sent:** Thursday, 5 July 2018 2:13 PM  
**To:** Nivitha (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>  
**Subject:** FW: Our Ref: 7296895374SG-003 || Accident Involving SLU3210M / SKF342B on 22/06/2018

Hi Nivitha,

Kindly give Bennie a call.

Winnie Fan  
AIG

Claims Service Associate  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Fax +(65) 6835 7416  
[winnie-lw.fan@aig.com](mailto:winnie-lw.fan@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Tan, Bennie-WZ  
**Sent:** Thursday, July 05, 2018 12:20 PM  
**To:** AIG SGP, Claims-Survey  
**Subject:** RE: Our Ref: 7296895374SG-003 || Accident Involving SLU3210M / SKF342B on 22/06/2018

Hi Winnie

We havent hear from LKK on this matter.

Best Regards

Bennie Tan  
AIG  
Senior Complex Claims Examiner  
78 Shenton Way #08-16 Singapore 079120  
Tel +(65) 6419 1718 | Fax +(65) 6835 7416

[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** AIG SGP, Claims-Survey  
**Sent:** Thursday, July 05, 2018 9:54 AM  
**To:** Tan, Bennie-WZ  
**Subject:** RE: Our Ref: 7296895374SG-003 || Accident Involving SLU3210M / SKF342B on 22/06/2018

Hi Bennie,

I get LKK to call you.

Winnie Fan  
AIG  
Claims Service Associate  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

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[winnie-lw.fan@aig.com](mailto:winnie-lw.fan@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Tan, Bennie-WZ  
**Sent:** Thursday, July 05, 2018 9:44 AM  
**To:** Chan, Yoke Shi; Lim, Sheng Yang; Abu Kassim, Noor Mariesa  
**Cc:** AIG SGP, Claims-Survey  
**Subject:** Our Ref: 72968953745G-003 || Accident Involving SLU3210M / SKF342B on 22/06/2018

Hi FNOL

Referring to the above PRS matter.

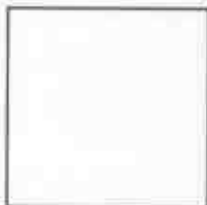
Further to the email attached below, kindly confirm if our surveyor been appointed.

<image001.jpg>

Best Regards

Bennie Tan  
AIG  
Senior Complex Claims Examiner  
78 Shenton Way #08-16 Singapore 079120  
Tel +(65) 6419 1718 | Fax +(65) 6835 7416

[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)



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**- PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE  
SLU3210M AND SKF342B ON 22/06/2018**

From: Chin, Lee-Ying  
To: assignments@lkkauto.com, Admin A  
Cc: Fong, Andy-SY  
Sent: 25/6/2018 11:51:03 AM  
Attachments:  Fax2080.tif  8753 - List of MS 20180625111446.pdf

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Hi LKK,

Please assist to survey.

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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# Oracle Law Corporation

\* Advocates & Solicitors • UEN/GS1 Reg No. 200904572Z

237 Alexandra Road #04-11  
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Telephone: 6538 6250 Facsimile: 6538 1860  
Email: mail@oraclelaw.sg

## FACSIMILE TRANSMISSION

To :	AIG Asia Pacific Insurance Pte Ltd	Date :	25th June 2018
Attention :	Motor Claims	From :	Mr Stanley Bay / Miss Pauline Ong
Your Ref. :	Insurer of SLU 3210M	Our Ref. :	SB/PO/Acc/2018-8753
Facsimile :	6635-7416	No. of Pages :	6 (Including this page)

### IMMEDIATE ATTENTION

Dear Sirs

**PRE-REPAIR INSPECTION  
ACCIDENT INVOLVING SKF 342B & SLU 3210M ALONG JALAN RIANG NEARBY SIAM SOCIETY ON 22-06-2018  
@ 1.15 P.M.**

We act for the owners of vehicle registration no. SKF 342B.

We are instructed by our clients to notify you of the above accident involving our clients' said vehicle and your insured's vehicle registration no. SLU 3210M driven at the material time. A copy of our clients' motor accident report is enclosed herein.

As a result of the above accident, our clients' said vehicle was damaged. Before our clients proceed to repair their damaged vehicle, please let us know within the next (2) working days of your receipt of this notice whether you 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 clients shall proceed to repair their said vehicle without further reference to you.

Please note that this notification does not in any way prejudice our clients' right nor shall it be deemed as a waiver of any of their rights, as such our clients' rights are expressly reserved.

Yours faithfully



Mr Stanley Bay / Miss Pauline Ong  
Enc

**Details of Repairers**  
M.S. Panel Beating Workshop  
2 Kaki Bukit Ave 2  
#02-17 Singapore 417921  
Tel No.: 9143-6036 (Mr. Loh) ; Fax No. 6747-8306

# Oracle Law Corporation

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Email: [mail@oracellaw.sg](mailto:mail@oracellaw.sg)

## FACSIMILE TRANSMISSION

To :	<b>AIG Asia Pacific Insurance Pte Ltd</b>	Date :	25 <sup>th</sup> June 2018
Attention :	Motor Claims (Attn: Chan Yoke Shi)	From :	Mr Stanley Bay / Miss Pauline Ong
Your Ref. :	<b>Insurer of SLU 3210M</b>	Our Ref. :	SB/PO/Acc/2018-8753
Facsimile :	6835-7416	No. of Pages :	1 (including this page)

## IMMEDIATE ATTENTION

Dear Sirs

### PRE-REPAIR INSPECTION

**ACCIDENT INVOLVING SKF 342B & SLU 3210M ALONG JALAN RIANG NEARBY SIAM SOCIETY ON 22-06-2018 @ 1.15 P.M.**

1. We refer to your email of even date and your list of motor surveyors.
2. We are instructed by our clients that they are not agreeable to the appointment of any one of the surveyors named in your said list. We append herewith our list of our clients' proposed motor surveyors for your kind consideration to conduct a joint pre-repair survey:-
  - a. Mr. Lee Kok Weng of Lee Automobile Appraisers Services;
  - b. Oh Appraisal Services; or
  - c. Absolute Appraisal Services Pte Ltd
3. Kindly let us know **within the two (2) working days** whether you agree to any of the said proposed motor surveyors failing which you are deemed to have agreed to the appointment of any of the motor surveyors named in our said list.

Yours faithfully



*Mr Stanley Bay / Miss Pauline Ong*

Enc

cc, M.S. Panel Beating Workshop