

Vic (LKKAUTO)

From: Bryan Ang (LKKAUTO)
Sent: Wednesday, 4 March, 2020 7:14 PM
To: KKLau; Khoo, Kay-Eng; Vic (LKKAUTO)
Cc: Fong, Andy-SY; Ler, Bernard-JQ; Hsiao Tong (LKKAUTO); Asher Sng (LKKAUTO); Olivia Lau (LKKAUTO); Koh, Victor-CK; Md Noor, Norsiah; Khanchna (LKK Auto)
Subject: RE: <SEEK MANDATE> Your Ref: 0905189693SG_ACCIDENT INVOLVING VEHICLES SLT 8974P AND SHA 8236J ON 21/07/2018 LKK REF CC4/AIG18013440/Dha3

Dear Kay Eng / Bernard / Norsiah

There are currently a total of 4 cases pending clarifications from our side pertaining to the COR, which you had raised. This includes the subject case. The other 3 AIG references numbers are 9742441798SG (Bernard), 5311396350SG (Norsiah) and 3887500669SG (Norsiah).

For an update, I had met your in-house surveyor Victor this afternoon to discuss about these 4 cases. Victor will re-assess the COR and provide an update to the respective Claims Examiner in due course for us to negotiate with the repairer Chunni Motor.

Dear Victor

Thank you for your time this afternoon and if there is any further clarification needed, please let me know.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Bryan Ang (LKKAUTO)
Sent: Monday, 2 March 2020 4:36 PM
To: KKLau <kklau@lkkauto.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Cc: Fong, Andy-SY <Andy-SY.Fong@aig.com>; Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>
Subject: RE: <SEEK MANDATE> Your Ref: 0905189693SG_ACCIDENT INVOLVING VEHICLES SLT 8974P AND SHA 8236J ON 21/07/2018 LKK REF CC4/AIG18013440/Dha3

Dear Kay Eng / Bernard

This case TP claimant is Chunni and the list of queries regarding the parts is very long. There are 3 other similar cases. It will be more productive for me to go down to AIG to discuss.

I will drop by your office tomorrow.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: KKLau <kklau@lkkauto.com>
Sent: Saturday, 29 February 2020 3:14 PM
To: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Cc: Fong, Andy-SY <Andy-SY.Fong@aig.com>; Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>
Subject: Re: <SEEK MANDATE> Your Ref: 0905189693SG_ACCIDENT INVOLVING VEHICLES SLT 8974P AND SHA 8236J ON 21/07/2018 LKK REF CC4/AIG18013440/Dha3

Hi Vic,

Please attend to this asap, by Monday. It's already few reminders. Update client what happened to this case.

Regards,
K K Lau
LKK Auto Consultants P L.

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From: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Sent: Friday, February 28, 2020 2:34:49 PM
To: KKLau <kklau@lkkauto.com>
Cc: Fong, Andy-SY <Andy-SY.Fong@aig.com>; Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Subject: FW: <SEEK MANDATE> Your Ref: 0905189693SG_ACCIDENT INVOLVING VEHICLES SLT 8974P AND SHA 8236J ON 21/07/2018 LKK REF CC4/AIG18013440/Dha3

URGENT ATTENTION

Dear Mr Lau

Flagging this for your attention and please view trial of email below and advise - we have sent 3-4 reminders following our email of 18th December 2018 and with no response from your end.

Khoo Kay Eng
AIG

Manager, Auto Property Damage Claims
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1026
kay-eng.khoo@aig.com | www.aig.sg



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From: Khoo, Kay-Eng
Sent: Sunday, January 12, 2020 7:42 AM
To: Bryan Ang (LKKAUTO); Olivia Lau (LKKAUTO); Ler, Bernard-JQ
Cc: KKLau; Loh, Chee-Heng; Tan, Bennie-WZ
Subject: RE: <SEEK MANDATE> Your Ref: 0905189693SG_ACCIDENT INVOLVING VEHICLES SLT 8974P AND SHA 8236J ON 21/07/2018 LKK REF CC4/AIG18013440/Dha3

Hi Bernard,

Please advise if LKK Auto Consultants has since responded on this matter.

Hi Bryan/Olivia,

We've noted 3-4 reminders sent to your good office for this case.

Please provide update on this case without delay, if not done so, to enable us to close the gap on this case.

Some of our insured are fleet account holders and early closures are needed so that pursuit of excess recoveries are not delayed.

Thank you.

Khoo Kay Eng
AIG

Manager, Auto Property Damage Claims
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1026

kay-eng.khoo@aig.com | www.aig.sg



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From: Ler, Bernard-JQ
Sent: Monday, December 23, 2019 3:53 PM
To: Vic (LKKAUTO); Bryan Ang (LKKAUTO)
Cc: Admin A; Khoo, Kay-Eng
Subject: RE: <SEEK MANDATE> Your Ref: 0905189693SG_ACCIDENT INVOLVING VEHICLES SLT 8974P AND SHA 8236J ON 21/07/2018 LKK REF CC4/AIG18013440/Dha3

Dear both,

May we have an update on this case as well? Case has been pending for a long time.

Thanks.

Best Regards,

Bernard Ler
AIG

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

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

Bernard-JQ.Ler@aig.com | www.aig.com.sg

From: Ler, Bernard-JQ

Sent: 27 August 2019 09:53

To: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

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

Subject: RE: <SEEK MANDATE> Your Ref: 0905189693SG_ACCIDENT INVOLVING VEHICLES SLT 8974P AND SHA 8236J ON 21/07/2018 LKK REF CC4/AIG18013440/Dha3

Dear both,

Kindly update.

Thanks.

Best Regards,

Bernard Ler
AIG

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

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

Bernard-JQ.Ler@aig.com | www.aig.com.sg

From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: 29 July 2019 10:31

To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: [EXTERNAL] RE: <SEEK MANDATE> Your Ref: 0905189693SG_ACCIDENT INVOLVING VEHICLES SLT 8974P AND SHA 8236J ON 21/07/2018 LKK REF CC4/AIG18013440/Dha3

This message is from an external sender; be cautious with links and attachments.

Dear Bernard,

We refer to your below email.

We will check and will get back to you for an update.

Thank you.

Hi Bryan,

Kindly assist below parts query.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]

Sent: Monday, 29 July, 2019 10:20 AM

To: Vic (LKKAuto)

Cc: Admin A

Subject: RE: <SEEK MANDATE> Your Ref: 0905189693SG_ACCIDENT INVOLVING VEHICLES SLT 8974P AND SHA 8236J ON 21/07/2018 LKK REF CC4/AIG18013440/Dha3

Hi Vic,

Kindly update.

Thanks.

Best Regards,

Bernard Ler
AIG

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

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

Bernard-JQ.Ler@aig.com | www.aig.com.sg

From: Ler, Bernard-JQ
Sent: 15 May 2019 10:25
To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>
Subject: RE: <SEEK MANDATE> Your Ref: 0905189693SG_ACCIDENT INVOLVING VEHICLES SLT 8974P AND SHA 8236J ON 21/07/2018 LKK REF CC4/AIG18013440/Dha3

Hi Vic,

Kindly update.

Thanks.

Best Regards,

Bernard Ler
AIG

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

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

Bernard-JQ.Ler@aig.com | www.aig.com.sg

From: Ler, Bernard-JQ
Sent: 06 March 2019 09:16
To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>
Subject: RE: <SEEK MANDATE> Your Ref: 0905189693SG_ACCIDENT INVOLVING VEHICLES SLT 8974P AND SHA 8236J ON 21/07/2018 LKK REF CC4/AIG18013440/Dha3

Hi Vic,

Any update on the below please.

Best Regards,

Bernard Ler
AIG

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

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

Bernard-JQ.Ler@aig.com | www.aig.com.sg

From: Ler, Bernard-JQ
Sent: 18 December 2018 14:57

To: Vic (LKKAuto) <vicalpeh@lkkauto.com>

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

Subject: RE: <SEEK MANDATE> Your Ref: 0905189693SG_ACCIDENT INVOLVING VEHICLES SLT 8974P AND SHA 8236J ON 21/07/2018 LKK REF CC4/AIG18013440/Dha3

Hi Vic,

Kindly assist to provide justification/damaged photos for the following parts:

- 31 *FRONT FENDER (LH)
- 33 *FRONT FENDER SHIELD (LH)
- 45 *AIRCON COMPRESSOR
- 50 *WIPER CONTAINER MOTOR
- 53 – 63
- 65 – 67
- 91 *FRONT SEAT ADJUSTER (OUTER) (LH/RH)

For engine cross member and rack & pinion, please provide clearer photos. Lastly, kindly provide a copy of wheel alignment report for our perusal.

Thank you.

Best Regards,

Bernard Ler

AIG

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

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

Bernard-JQ.Ler@aig.com | www.aig.com.sg

From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: 10 December 2018 10:59 AM

To: Ler, Bernard-JQ

Cc: Admin A; Vic (LKKAuto)

Subject: <SEEK MANDATE> Your Ref: 0905189693SG_ACCIDENT INVOLVING VEHICLES SLT 8974P AND SHA 8236J ON 21/07/2018 LKK REF CC4/AIG18013440/Dha3

Your Ref: 0905189693SG

Our Ref: CC4/AIG18013440/Dha3

Dear Bernard,

ACCIDENT INVOLVING VEHICLES SLT 8974P AND SHA 8236J ON 21/07/2018

We refer to the subject matter.

It was reported that Insured vehicle was making a U turn when collided to TP vehicle. A copy of TP video footage was uploaded in merimen.

We had spoken to the Insured Driver Ms Lee and she was informed of the TP claim, liability and NCD issue. Insured Driver had agreed to settle the matter. A letter was sent out to the Insured and no further feedback till to date.

Summary to offer to repairer **CHUNNI MOTOR WORK PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 71,368.49	\$ 32,100.00
Loss of Rental (\$115 x 24 days)	\$ 2,760.00	\$ 2,760.00
Loss of Income (\$50 x 24 days)	\$ 1,200.00	\$ 1,200.00
LTA Search Fee	\$ 7.45	\$ 7.45
TOTAL	\$ 75,335.94	\$ 36,067.45

Breakdown of days is as follows:

Recommended days	20 Days
Downtime / Weekends	4 Days
CLAIMED DAYS	24 Days

Relevant supporting claim documents are uploaded in merimen for your perusal.

For your approval and/or further instruction please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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Pte Ltd

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