

## Shirley Hiew (LKK Auto)

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**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Friday, 18 January 2019 9:45 AM  
**To:** 'NORA '  
**Cc:** 'Claims'; SUR  
**Subject:** RE: OD / 6046215077SG / SKB 6345A

Dear Nora,

As instructed by our client, please proceed at repair cost not exceeding \$15,000.00 (inclusive supplementary) to repair the insured vehicle **SKB 6345A** (Excess \$ 1,400/-) on part by part basis.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

\*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315

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

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**From:** NORA [mailto:nora.khai@premiumauto.com.sg]  
**Sent:** Tuesday, 15 January 2019 5:19 PM  
**To:** 'Sim, Priscilla-LK' <Priscilla-LK.Sim@aig.com>; 'Nora Khai' <nora.khai@premiumautocare.com.sg>; claims@premiumautocare.com.sg  
**Cc:** 'Claims' <claims@premiumauto.com.sg>; 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>; 'Koh, Victor-CK' <Victor-CK.Koh@aig.com>  
**Subject:** RE: OD / 6046215077SG / SKB 6345A

Dear Priscilla,

Noted with thanks.

Best Regards,  
**Norah Khai**  
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

e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



[http://www.audi.com.sg/sea/brand/sq/audi\\_promotions/promotions/car\\_promotions/new-audi-q2-2017.html](http://www.audi.com.sg/sea/brand/sq/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html)

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**From:** Sim, Priscilla-LK [<mailto:Priscilla-LK.Sim@aig.com>]

**Sent:** Tuesday, 15 January 2019 5:16 PM

**To:** Nora Khai; [claims@premiumautocare.com.sg](mailto:claims@premiumautocare.com.sg)

**Cc:** 'Claims'; Shirley Hiew (LKK Auto); Koh, Victor-CK

**Subject:** RE: OD / 6046215077SG / SKB 6345A

Hi Nora

Thank you for acceptance the repair amount \$ 15k (exclude gst), kindly proceed and inform insured accordingly.

By copy to LKK kindly follow up with Premium Auto / Victor, kindly take note accordingly.

Priscilla Sim LK

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1755 | Fax +(65) 6835 7416

[priscilla-lk.sim@aig.com](mailto:priscilla-lk.sim@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Nora Khai [<mailto:nora.khai@premiumautocare.com.sg>]

**Sent:** Tuesday, January 15, 2019 5:09 PM

**To:** Sim, Priscilla-LK; [claims@premiumautocare.com.sg](mailto:claims@premiumautocare.com.sg)

**Cc:** 'Claims'

**Subject:** RE: OD / 6046215077SG / SKB 6345A

Hi Priscilla,

For purpose to assist AIG in this repairs and to resolve our client's frustrations we are prepare to accept your proposal of \$15K.

Thank you.

Best Regards,

Norah Khai  
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

e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)

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**From:** Sim, Priscilla-LK [<mailto:Priscilla-LK.Sim@aig.com>]

**Sent:** Tuesday, 15 January 2019 3:38 PM

**To:** 'claims@premiumautocare.com.sg'; [nora.khai@premiumautocare.com.sg](mailto:nora.khai@premiumautocare.com.sg)

**Subject:** FW: OD / 6046215077SG / SKB 6345A

URGENT

Dear Nora

Kindly advise whether Premium Autocare is able to undertake repair \$ 15k ?

Priscilla Sim LK

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1755 | Fax +(65) 6835 7416

[priscilla-lk.sim@aig.com](mailto:priscilla-lk.sim@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Sim, Priscilla-LK

**Sent:** Monday, January 14, 2019 4:14 PM

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

**Subject:** RE: OD / 6046215077SG / SKB 6345A

URGENT.

Hi

What happen, the date of accident 13 Dec 2019, total loss confirmed on 9 Jan 2019 and yet some issue with repair / LKKK pertaining repair margin.

Please revert on very urgent basis, what the economical repair amount ?

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

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1755 | Fax +(65) 6835 7416  
[priscilla-lk.sim@aig.com](mailto:priscilla-lk.sim@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** philip low [<mailto:philipcylow@yahoo.com>]  
**Sent:** Monday, January 14, 2019 3:46 PM  
**To:** Sim, Priscilla-LK  
**Subject:** Re: OD / 6046215077SG / SKB 6345A

Hi Ms Sim

May I know how much do I receive for the claim settlement due to total loss? In addition, what happened to the car in the case of total loss?

Actually I dont quite accept the recommendation from AIG. The car is still in good working condition except for the damage to the front end (bonnet, grill etc). I have been driving the car to work everyday with no problem. So why is it being classified as total loss? I was told by Audi that AIG has reduced the sum from \$17k to \$13k for the repair without any explanation too. Is it possible to explain clearly the reason for the assessment?

Thank you.

best regards  
Low Chien Yong