

Khanchna (LKK Auto)

From: Lee, Ming-Yao <MingYao.Lee@aig.com>
Sent: Friday, 3 January 2020 5:07 PM
To: Khanchna (LKK Auto)
Cc: Admin A; Ng, Hai-Chuan
Subject: RE: Claim No: 4702240465SG

Hi Khanchna,

The email is good to go. You can copy me in the loop.

Regards,

Lee Ming Yao, George

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769

Ming-Yao.Lee@AIG.com | www.aig.sg

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: 03 January 2020 16:06
To: Lee, Ming-Yao <MingYao.Lee@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: Claim No: 4702240465SG

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

Hi Mr. George,

Kindly refer to the below draft to reply to OI. For your comments please.

Thank you.

=====

Dear Mr. Stephen,

We refer to the above matter.

As reported, this is a three vehicle chain collision and your vehicle was the last vehicle. The third party vehicle sustained both front and rear damage as it is the second vehicle in the chain collision.

Our surveyor had physically conducted survey to third party vehicle and is in the view that the damages sustained to the Third Party vehicle is consistent to the nature of accident as reported.

We understand that you would like to know the repair cost on third party vehicle. We have tried to negotiate at best with third party repairer and the adjusted repair cost is \$8,433.10 (before GST) with 7 repair days. The repair cost includes replacement of front & rear bumper number plates, rear bumper (LH and RH), rear bumper side holder (LH & RH), rear bumper and center brack, front center grille, front lower spoiler and labour charges (which includes fix, repair and replace, spray painting front and rear, programming and calibration, check wire harness). We attached here with the damage photos for your easy reference.

The breakdown is as follows: -

1. Cost of Repair (with 7% GST)	\$ 9,023.42
2. Loss of Rental (7 days x \$80) (with 7% GST)	\$ 599.20
3. LTA/GIA Search fee	\$ 2.00
Total	\$ 9,624.62

Should you have any queries, kindly let us have them in writing within the next 14 days and we will seek further instruction from AIG.

Please call us if you require any clarifications.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Lee, Ming-Yao <MingYao.Lee@aig.com>

Sent: Friday, 27 December 2019 5:08 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>

Subject: RE: Claim No: 4702240465SG

Hi Khanchna,

Please advise on status update.

Regards,

Lee Ming Yao, George

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769

From: Lee, Ming-Yao

Sent: 26 December 2019 09:12

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>

Subject: RE: Claim No: 4702240465SG

Hi Khanchna,

Please assist to contact insured on the settlement amount. Insured wish to know our assessment on the claim liability and quantum.

Which I believe liability was being advised since January 2019.

Regards,

Lee Ming Yao, George
AIG

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

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769

Ming-Yao.Lee@AIG.com | www.aig.sg

From: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>

Sent: 21 August 2019 09:20

To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Cc: Lee, Ming-Yao <MingYao.Lee@aig.com>

Subject: Claim No: 4702240465SG

Importance: High

Dear LKK,

OI would like to know the details of the claim before you negotiate settlement with TP repairer as he is disputing the estimate submitted by Volkswagen.

Aside to Ming Yao, FYI.

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

Hai-Chuan.Ng@aig.com | www.aig.sg

AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards. [Click here to find out more.](#)

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the 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.