

Denise Tay (LKKAUTO)

From: Denise Tay (LKKAUTO)
Sent: Monday, 4 March 2019 3:07 PM
To: Bryan Ang (LKKAUTO); Motor Claims; SUR
Cc: KKLau; Olivia Lau (LKKAUTO); Celine Fong (LKKAUTO)
Subject: RE: [P&C] Urgent- FBE5117P O/D claim, market value - Our ref: CLMOMVM000000447
Attachments: Chronological order.pdf

Dear Sharon,

Our MV was based on enquires with several bike shops and the range was \$4.2K to \$5K

Please refer to attached of our chronological order.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

From: Bryan Ang (LKKAUTO)
Sent: Saturday, 2 March 2019 11:53 AM
To: Motor Claims <MotorClaims@sg.gaig.com>; SUR <sur@lkkauto.com>; Denise Tay (LKKAUTO) <denisetay@lkkauto.com>
Cc: KKLau <kklau@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; Celine Fong (LKKAUTO) <celinefong@lkkauto.com>
Subject: RE: [P&C] Urgent- FBE5117P O/D claim, market value - Our ref: CLMOMVM000000447

Dear Sharon

We will provide a chronological order for this case.

Meanwhile, the comment from the repairer "***Pls be informed that we strongly think that your appointed surveyor had intentionally surpassed FBE5117 market value***" is noted and it will be conveyed to management for their decision with regard to this comment.

Dear Denise

Please prepare all supporting email correspondences and MV source.

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: Ng, Sharon <Sharon.Ng@sg.gaig.com> **On Behalf Of** Motor Claims

Sent: Saturday, 2 March 2019 11:30 AM

To: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: [P&C] Urgent- FBE5117P O/D claim, market value - Our ref: CLMOMVM000000447

Importance: High

Hi Bryan

We received the following feedback and some allegation made against your office. May we know who conducted the survey and what was the market value?

Please verify if below communication are accurate. We need to investigate to reply to the repairer and policyholder.

Quote

Pls refer to one of your company's bike (FBE5117 P) O/D claim for accident on 15/2/19.

Pls be informed that we submitted our claim on 20/2/19 and damage survey was conducted on 22/2/19 by GAI's appointed surveyor.

On 25/2/19, surveyor called and informed us that they received instruction from GAI that insurance policy does not cover bike's accessories(windshield, blinker, siren, box..), thus they will not pay for these parts. Also they recommended market value for this bike as \$4500, thus total repair cost that GAI will bear will be lesser than \$4500.

In order to clarify the matter, we contacted your good self on 26/2/19.

On 27/2/19, surveyor called and informed us that policy do cover accessories but they still maintain their market value recommendation as \$4500.00.

On 1/3/19, surveyor called again to inform us that they had confirmed with GAI, that accessories are covered for a max value of \$3000. However GAI is only willing to bear max liability of \$4500 including accessories as market value for this bike is only \$5000.

We will like to share with you our view on this claim matter,

- 1) GAI appointed surveyor are not professional as they claimed that accessories are not covered under the policy, if we did not clarify with your co, all the accessories will not be compensated.
- 2) GAI or their surveyor intentionally provide a suppressed market value in order for them to bear a much lower liability for their policy. Pls see below is my email to GAI to highlight that their recommended market value is unrealistic as it is only about half of what we search online. The cheapest similar bike without any accessories are selling for \$8700, while their recommended value is only \$4500-\$5000.(pls see enclosed printout)
- 3) A suppressed market value will not only affect this claim case, it may be used again for all your future claim. In another word, GAI liability for all your future claim will be artificially make lower.

Unquote

Thanks & Regards

Sharon

Great American

From: leongseng

Sent: Wednesday, February 27, 2019 5:17 PM
To: Kelvyna Ngian
Subject: FBE5117 O/D claim, market value

Dear Mdm

Pls refer to our phone conversation today

Pls find enclosed 2 print out we get from SGBikemart, this are 2 similar bike being market online.

Pls be informed that we strongly think that your appointed surveyor had intentionally surpassed FBE5117 market value, as what he had offered is about half of what a similar bike is being market online.

We had showed him our printouts, but without any supporting documents from him, he insisted that his unrealistic low market value stands. He even told us that this low market value was provided by your co.

Kindly look into this claim case and hope your esteem can highlight and advice your appointed surveyor to recommend a more reasonable and realistic market value.

We sincerely hope we can resolve the difference at our level, else we had to inform owner(Certis Cisco) that they need to top up the repair cost as claim amount approved by insurer is not enough, due to low market value.

Kindly check and keep us posted.

Thanks

c s teo
Leong Seng Motor PL
62737469

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