

Veron Chen (LKKAUTO)

From: Goh, Stella <stella.goh@awac.com>
Sent: Friday, 17 January 2020 4:19 PM
To: Shiau Chan (LKKAUTO)
Cc: Admin-D (LKKAUTO)
Subject: Our Claim Ref: NSV1900119; Your Ref: DVPPSB0549151801 (SMG2579) (DOA: 03.03.2019)
Attachments: 17012020155308-0001.pdf; SFH 4822 E 03.03.2019.zip
Importance: High

Dear Shiau Chan,

We refer to the above captioned matter.

We note that survey was done on 18.03.2019.

However our Policyholder is disputing on liability.

Based on our insured's GIA report, the photos provided were not clear.

Therefore we would need your surveyor to arrange an appointment with our Policyholder to do a height measurement on his vehicle.

We have attached a scene photo provided by third party but it was in black and white.

We have since requested them for a colored photo and will forward you the same once we receive.

We would need your surveyor to confirm were there any impact on our insured's vehicle.

We have informed Mr Tan on this arrangement.

Please see attached for a copy of Mr Tan's GIA report and arrange for an appointment.

I will send you the PW in the next email.

Trust this clarifies.

Thank you.

Regards
Stella Goh
Claims Analyst
Claims Group
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