

Veron Chen (LKKAUTO)

From: Goh, Stella <stella.goh@awac.com>
Sent: Monday, 20 January 2020 12:54 PM
To: Shiau Chan (LKKAUTO); Investigation
Cc: SUR
Subject: RE: Our Claim Ref: NSV1900119; Your Ref: DVPPSB0549151801 (SMG2579) (DOA: 03.03.2019)
Attachments: 19131.19.scene photo in coloured.pdf

Dear Shiau Chan and Naz,

Please see attachment.

Thank you.

Regards
Stella Goh
Claims Analyst
Claims Group
Global Markets

Allied World Assurance Company, Ltd
60 Anson Road #08-01 Mapletree Anson Singapore 079914
T: +65 6423 0857
F: +65 6423 0864
E: stella.goh@awac.com
W: www.awac.com

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Friday, January 17, 2020 5:03 PM
To: Goh, Stella <stella.goh@awac.com>; Investigation <investigation@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Our Claim Ref: NSV1900119; Your Ref: DVPPSB0549151801 (SMG2579) (DOA: 03.03.2019)

Dear Stella,

Thank you for the email.

Dear Naz,

Please refer to the below email.

Wishing you a Happy and Prosperous Lunar New Year

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Goh, Stella <stella.goh@awac.com>
Sent: Friday, 17 January 2020 4:19 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Subject: Our Claim Ref: NSV1900119; Your Ref: DVPPSB0549151801 (SMG2579) (DOA: 03.03.2019)
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
Global Markets

Allied World Assurance Company, Ltd
60 Anson Road #08-01 Mapletree Anson Singapore 079914
T: +65 6423 0857
F: +65 6423 0864
E: stella.goh@awac.com
W: www.awac.com

The information contained in this e-mail and any attachments hereto is confidential. If you are not the intended recipient, you must not use or disseminate any of this information. If you have received this e-mail in error, please immediately notify the sender by reply e-mail and permanently delete the original e-mail (and any attachments hereto) and any copies or printouts thereof. Although this e-mail and any attachments hereto 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 Allied World Assurance Company Holdings, Ltd or its subsidiaries or affiliates, either jointly or severally, for any loss or damage arising in any way from its use.