

## Veron Chen (LKKAuto)

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**From:** Veron Chen (LKKAuto)  
**Sent:** Thursday, 18 June 2020 9:02 AM  
**To:** Koh, Victor-CK  
**Cc:** SUR  
**Subject:** RE: SMH 3308Y (FUEL TANK) / OD / 5545917523SG

Dear Victor,

Re-seek mandate done in merimen.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,  
Veron Chen | Case Handler  
LKK Auto Consultants Pte Ltd  
Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Koh, Victor-CK [mailto:Victor-CK.Koh@aig.com]  
**Sent:** Wednesday, 17 June 2020 5:53 PM  
**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>  
**Subject:** RE: SMH 3308Y (FUEL TANK) / OD / 5545917523SG

Hi Veron

To re-seek mandate for approval.

Thanks & Regards

**Victor Koh**  
**AIG**

Claims Technical Controller  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120  
Tel +65 6419 1785 | Fax +65 68357416  
[Victor-ck.koh@aig.com](mailto:Victor-ck.koh@aig.com) | [www.aig.com](http://www.aig.com)

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**From:** Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]  
**Sent:** Monday, June 15, 2020 11:52 AM  
**To:** Koh, Victor-CK

**Cc:** ([nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg))

**Subject:** [EXTERNAL] SMH 3308Y (FUEL TANK) / OD / 5545917523SG

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

Dear Victor,

We refer to the above mentioned.

During one of the resurvey conducted with the vehicle being hoisted up, the fuel tank was observed to be slightly misaligned and the fuel tank was also found to be slightly deformed.

Hence, instruction was given to Premium Automobile to dismantle the fuel tank to definitively confirm that the fuel tank was indeed damaged.

However, according to Premium Automobile's narrative, some miscommunication arose and ultimately, we were unable to resurvey the said fuel tank.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

Veron Chen | Case Handler (On Behalf of Adrian Ling)

LKK Auto Consultants Pte Ltd

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

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

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