

Khanchna (LKK Auto)

From: Goh, Jeremy <Jeremy.Goh@aig.com>
Sent: 20 October 2020 2:12 PM
To: Khanchna (LKK Auto)
Cc: Admin A
Subject: RE: AIG Ref: #1162125212SG003#027# || Accident between SLT9188K and SHB1046G

Hi Khanchna,

Mandate was approved in Merimen already.

For the parts, do help ask the workshop if they have the photos available for the parts in order to justify.

Failing which the TPWS is unable to provide the parts, you have the mandate approved in Merimen to negotiate at best to settle the claim.

Do keep the cost in mind and try to settle at best.

Thanks and Regards

Jeremy Goh

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1767

Jeremy.Goh@aig.com | www.aig.sg

Advanced Leave Notification:

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Tuesday, October 20, 2020 1:28 PM
To: Goh, Jeremy <Jeremy.Goh@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: AIG Ref: #1162125212SG003#027# || Accident between SLT9188K and SHB1046G

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

Dear Jeremy,

We refer to the above matter and your e-mail below.

We have uploaded the taxi purchase invoice and email from SMRT Taxi in Merimen for book value of the taxi and vehicle reg details. The calculation of book value is based on straight line depreciation method.

We were not able to take picture of the new parts upon delivery because we were not informed by the workshop that the parts purchased have arrived their place.

Your approval please on whether we may proceed to offer to TP.

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: Goh, Jeremy <Jeremy.Goh@aig.com>
Sent: 13 August 2020 11:35 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: AIG Ref: #1162125212SG003#027# || Accident between SLT9188K and SHB1046G

Hi Khanchna,

Thanks for picking up the call.

As mentioned over the phone, can you upload the calculation of the book value into Merimen.
I wish to take a look at the calculations.

Also, do you have the photos of the parts that were delivered by Borneo below.

I would want to confirm that new parts were ordered and arrived. Let me know if there are photos of it.

Thanks and Regards
Jeremy Goh
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1767

Jeremy.Goh@aig.com | www.aig.sg

Advanced Leave Notification:

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Wednesday, August 12, 2020 12:00 PM
To: Goh, Jeremy <Jeremy.Goh@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: AIG Ref: #1162125212SG003#027# || Accident between SLT9188K and SHB1046G

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

Dear Jeremy,

We are sorry for the late reply.

We refer to the above matter and your telephone conversation with our Hsiao Tong on 2/7/2020.

Please refer to our reply below:

- The Taxi repair limit is \$43,034.20. The amount of the vehicle repair is still within the range of the economical repair cost.
- Please refer to Merimen photos for the following parts ordered by TP from Borneo Motor - Front wire engine (refer photo 65), wire HV (refer photo 49, 55, 66), hose sub-assy (refer photo 61, 101) and pump assy water (refer photo 56)

We have also re-sought mandate on Merimen and uploaded our work chart on breakdown of days.

Your approval via Merimen please.

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: Goh, Jeremy <Jeremy.Goh@aig.com>

Sent: Wednesday, 5 August 2020 11:01 AM

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

Subject: AIG Ref: #1162125212SG003#027# || Accident between SLT9188K and SHB1046G

Dear Khanchna,

Can I get a status update on this case.

Have you calculated the remaining book value of the vehicle and if the repair cost warrant such a high cost.

Thanks and Regards

Jeremy Goh

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1767

Jeremy.Goh@aig.com | www.aig.sg

Advanced Leave Notification:

From: Goh, Jeremy
Sent: Wednesday, July 1, 2020 10:25 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: RE: <file review> AIG Ref: #1162125212SG003#027# || Accident between SLT9188K and SHB1046G

Thanks Mei Kwan,

Aside to Khanchna, can you summarize the extent of the damages and the claim to me.

The claim cost is very high for the repairs and which part required delivery that resulted in 123 days of LOR.

Thanks and Regards

Jeremy Goh
AIG

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1767

Jeremy.Goh@aig.com | www.aig.sg

Advanced Leave Notification:

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, July 1, 2020 8:48 AM
To: Goh, Jeremy <Jeremy.Goh@aig.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: <file review> AIG Ref: #1162125212SG003#027# || Accident between SLT9188K and SHB1046G

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

Hi Jeremy,

Kindly let us have your approval please.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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

From: Goh, Jeremy <Jeremy.Goh@aig.com>

Sent: Tuesday, 30 June, 2020 7:02 PM

To: Admin A <admin-a@lkkauto.com>

Subject: <file review> AIG Ref: #1162125212SG003#027# || Accident between SLT9188K and SHB1046G

Dear LKK team,

I make reference to the case above.

I am the new case handler in charge of this case.

Can I get a status update.

Thanks and Regards

Jeremy Goh

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1767

Jeremy.Goh@aig.com | www.aig.sg

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