

Shiau Chan (LKKAUTO)

From: tlauto <tlauto@singnet.com.sg>
Sent: Wednesday, 4 September 2019 9:45 AM
To: 'Koh, Victor-CK'; Shiau Chan (LKKAUTO)
Cc: 'Fong, Andy-SY'
Subject: RE: RE: OD VEHICLE SMF 182Y (DOA: 10/07/2019)
Attachments: SMF182Y--Revise Invoice.pdf

Hi Victor,

Since there is no supplier's invoice for the rear door rivet, We will waive for this item.

Please find attached invoice for your kind attention

Best Regards,
Candy Ong
Tong Luck Auto Pte Ltd

From: Koh, Victor-CK [mailto:Victor-CK.Koh@aig.com]
Sent: Monday, September 2, 2019 5:16 PM
To: tlauto <tlauto@singnet.com.sg>; 'Shiau Chan (LKKAUTO)' <siewsc@lkkauto.com>
Cc: Fong, Andy-SY <Andy-SY.Fong@aig.com>
Subject: RE: RE: OD VEHICLE SMF 182Y (DOA: 10/07/2019)

Hi Candy,

The list price of the door rivets at \$2 plus each. Cost price is around \$1 plus.
To amend rivets to \$20 Snett for 10 pcs.

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 | www.aig.com

From: tlauto [<mailto:tlauto@singnet.com.sg>]
Sent: Monday, September 02, 2019 4:42 PM
To: 'Shiau Chan (LKKAUTO)'
Cc: Koh, Victor-CK; Fong, Andy-SY
Subject: [EXTERNAL] RE: OD VEHICLE SMF 182Y (DOA: 10/07/2019)

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

Dear Shiau Chan,

Please note that the rear door trim board rivets is the necessary part that need to be replace.

Please be informed that the parts is not in the supplier's invoice because the supplier sell in a set and there is only few of them was damaged

We have ready stock in our workshop and replace about 10pcs. Therefore we put it as special nett item.

Kindly revert soonest.

Best Regards,
Candy Ong
Tong Luck Auto Pte Ltd

From: Shiau Chan (LKKAUTO) [<mailto:siewsc@lkkauto.com>]
Sent: Monday, September 2, 2019 1:02 PM
To: tlauto@singnet.com.sg
Subject: RE: OD VEHICLE SMF 182Y (DOA: 10/07/2019)

Dear Sir/Madam,

Please refer to the below message from insurance officer and explain:

"REAR DOOR TRIMBOARD RIVETS to take out not in parts invoice. Kindly explain why a list item suddenly become SNett because it is not being ordered."

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: Shiau Chan (LKKAUTO)
Sent: Tuesday, 16 July 2019 10:40 AM
To: tlauto@singnet.com.sg
Cc: SUR <sur@lkkauto.com>
Subject: OD VEHICLE SMF 182Y (DOA: 10/07/2019)

Dear Sir/Madam,

As instructed by our client, please proceed to repair the insured vehicle **SMF 182Y (Excess \$1,500/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Best Regards,
Shiau Chan (Ms) | Case Handler
LKK Auto Consultants Pte Ltd

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