

Veron Chen (LKKAUTO)

From: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Sent: Friday, 13 December 2019 11:48 AM
To: Veron Chen (LKKAUTO); SUR; Adrian Ling (LKKAUTO)
Cc: Bryan Ang (LKKAUTO)
Subject: RE: SLU348U Accident December 1 2019 (OD claim at Premium Automobile)

Thanks Veron,

I have spoken to Adrian and subsequently to insured.

Dear Adrian,

Thank you for taking my call this morning. Understand the vehicle is only dismantled and no repairs at Premium commenced yet.

To update you, insured's concern is on the computation of the economical value, I have asked him to provide us additional info on the "purchase price" and we will update you again.

Have advised him that LOU component – we are unable to specifically accord him the luxury of a Audi or continental make as the replacement vehicle.

Thank you.

Khoo Kay Eng
AIG

Manager, Auto Property Damage Claims
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1026

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From: Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]
Sent: Friday, December 13, 2019 9:20 AM
To: Khoo, Kay-Eng; SUR
Cc: Bryan Ang (LKKAuto)
Subject: [EXTERNAL] RE: SLU348U Accident December 1 2019 (OD claim at Premium Automobile)

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

Dear Kay Eng,

Adrian is on leave today, his HP 9689 3735.

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)

From: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Sent: Friday, 13 December 2019 9:18 AM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: RE: SLU348U Accident December 1 2019 (OD claim at Premium Automobile)

Hi Veron,

Noted on this, can you provide me Adrian's number as I just spoke to the policyholder and he has other concerns which I need to address further with Adrain.

Thank you.

Khoo Kay Eng
AIG

Manager, Auto Property Damage Claims
Claims | AIG Asia Pacific Insurance Pte. Ltd.

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From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]
Sent: Friday, December 13, 2019 9:15 AM
To: Khoo, Kay-Eng; SUR
Cc: Bryan Ang (LKKAuto)
Subject: [EXTERNAL] RE: SLU348U Accident December 1 2019 (OD claim at Premium Automobile)

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Dear Kay Eng,

We have informed Premium Automobile to proceed repair on 10.12.19.

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)

From: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Sent: Friday, 13 December 2019 9:02 AM
To: SUR <sur@lkkauto.com>
Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: SLU348U Accident December 1 2019 (OD claim at Premium Automobile)

Dear M/S LKK Auto Consultants,

May I check the status of this OD claim at Premium Automobile ie mandate for repairs granted and has Audi accepted and commenced repairs?

Please advise, thank you.

Khoo Kay Eng
AIG

Manager, Auto Property Damage Claims
Claims | AIG Asia Pacific Insurance Pte. Ltd.

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