

Veron Chen (LKKAuto)

From: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Sent: Thursday, 2 January 2020 3:10 PM
To: Veron Chen (LKKAuto)
Cc: Fong, Andy-SY; Sim, Priscilla-LK; Adrian Ling (LKKAuto); SUR
Subject: RE: OD / SLU348U / DOA 1 DEC 2019

Dear Veron,

Any update on the matter and has Audi advised on the labour charges for dismantling?

Please advise.

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

kay-eng.khoo@aig.com | www.aig.sg



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From: Sim, Priscilla-LK
Sent: Monday, December 30, 2019 2:25 PM
To: Veron Chen (LKKAuto); Adrian Ling (LKKAuto); SUR
Cc: Fong, Andy-SY; Khoo, Kay-Eng
Subject: RE: OD / SLU348U / DOA 1 DEC 2019

Hi Veron

AIG may consider total loss the car.

Kindly check with Premium Automobiles whether they are agreeable that we compensate the labour charges for the dismantle of the frontal damage only.

Parts not payable.

Priscilla Sim LK
Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1755
priscilla-lk.sim@aig.com | www.aig.sg



From: Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]
Sent: Tuesday, December 10, 2019 5:54 PM
To: Fong, Andy-SY; Adrian Ling (LKKAUTO); SUR
Cc: Yap, Weijoe; Sim, Priscilla-LK; Lim, Kok-Chong
Subject: [EXTERNAL] RE: OD / SLU348U / DOA 1 DEC 2019

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

Dear Andy,

Noted with thanks.

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: Fong, Andy-SY <Andy-SY.Fong@aig.com>
Sent: Tuesday, 10 December 2019 5:28 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Yap, Weijoe <Weijoe.Yap@aig.com>; Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>
Subject: RE: OD / SLU348U / DOA 1 DEC 2019

Veron,

Mandate provided in Merimen at \$124,795.00 to commence repair work. Repairs not to exceed repair limit of \$143,000.00.

A detailed survey report is expected during finalization to justify on check items else we will only settle OD based on current mandate of \$124,795.00

Andy

From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Tuesday, December 10, 2019 5:13 PM
To: Fong, Andy-SY; Adrian Ling (LKKAUTO); SUR
Cc: Yap, Weijoe; Sim, Priscilla-LK; Lim, Kok-Chong
Subject: [EXTERNAL] RE: OD / SLU348U / DOA 1 DEC 2019

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

Dear Andy,

Repairer able to undertake the repair Not Exceeding \$143,000/-

For your approval please.

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: Fong, Andy-SY <Andy-SY.Fong@aig.com>
Sent: Tuesday, 10 December 2019 2:47 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Yap, Weijoe <Weijoe.Yap@aig.com>; Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>
Subject: RE: OD / SLU348U / DOA 1 DEC 2019

Veron,

Thank you for the revised advice, we note that both advices are above permissible repair limit of \$143,000 hence we will recommend Constructive Total Loss.

Priscilla, please take over.

Thanks
Andy

From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Tuesday, December 10, 2019 12:27 PM
To: Fong, Andy-SY; Adrian Ling (LKKAUTO); SUR
Cc: Yap, Weijoe; Sim, Priscilla-LK; Lim, Kok-Chong
Subject: [EXTERNAL] RE: OD / SLU348U / DOA 1 DEC 2019

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Dear Andy,

According to surveyor, please note that the front bumper was dismantled and the vehicle was hoisted up and the re-inspection was conducted 7th Dec.

Please refer revised IA and photos uploaded in merimen.

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: Fong, Andy-SY <Andy-SY.Fong@aig.com>

Sent: Tuesday, 10 December 2019 10:21 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Yap, Weijoe <Weijoe.Yap@aig.com>; Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>

Subject: RE: OD / SLU348U / DOA 1 DEC 2019

Dear Veron,

Please work with repairer to hoist up the vehicle for further inspection and reconfirm on the check item amount. The check item amount of \$64,757.00 is too big for AIG to provide clear direction on this OD.

Please revert by today.

Andy

From: Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]

Sent: Tuesday, December 10, 2019 9:00 AM

To: Fong, Andy-SY; Adrian Ling (LKKAuto); SUR

Cc: Yap, Weijoe; Sim, Priscilla-LK; Lim, Kok-Chong

Subject: [EXTERNAL] RE: OD / SLU348U / DOA 1 DEC 2019

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Dear Andy,

Please refer email from Premium Automobile.

Kindly advise.



Mon 9/12/2019 6:04 PM

Premiumauto Claims <claims@premiumauto.com.sg>

RE: OD CLAIM FOR SLU 348 U ON 1/12/2019, VEHICLE IN

To Veron Chen (LKKAuto); 田 SUR

Cc 田 Admin A; nora.khai@premiumauto.com.sg; 'Allan Wu'; Claims

Dear Veron,

As per our discussion, In order to confirm on other damage parts such as lock carrier attachment parts, turbo char

We are required to further dismantle out the lock carrier to do the confirmation. Kindly advise us.

**Best Regards,
Kee Siang
Claims Advisor**

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: Veron Chen (LKKAuto)

Sent: Monday, 9 December 2019 1:58 PM

To: Fong, Andy-SY <Andy-SY.Fong@aig.com>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Yap, Weijoe <Weijoe.Yap@aig.com>; Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>

Subject: RE: OD / SLU348U / DOA 1 DEC 2019

Dear Andy,

Thank you for the email.

Repairer still working on it.

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: Fong, Andy-SY <Andy-SY.Fong@aig.com>

Sent: Monday, 9 December 2019 1:53 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Yap, Weijoe <Weijoe.Yap@aig.com>; Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>

Subject: RE: OD / SLU348U / DOA 1 DEC 2019

Dear all,

Please revert.

Andy

From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

Sent: Thursday, December 05, 2019 4:55 PM

To: Fong, Andy-SY; Adrian Ling (LKKAuto); SUR

Cc: Yap, Weijoe; Sim, Priscilla-LK

Subject: [EXTERNAL] RE: OD / SLU348U / DOA 1 DEC 2019

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

Dear Andy,

We will check and revert.

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: Fong, Andy-SY <Andy-SY.Fong@aig.com>

Sent: Thursday, 5 December 2019 4:43 PM

To: Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Yap, Weijoe <Weijoe.Yap@aig.com>; Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>

Subject: OD / SLU348U / DOA 1 DEC 2019

Dear LKK,

While we review the policy coverage. Please work with repairer to find out if the vehicle can be restored within the repair limit of \$143,000 based on New For Old Value.

We await your respond.

Andy