

Veron Chen (LKKAUTO)

From: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Sent: Monday, 6 January 2020 9:36 AM
To: Veron Chen (LKKAUTO)
Cc: SUR; Sim, Priscilla-LK; Adrian Ling (LKKAUTO)
Subject: RE: RE: RE: OD CLAIM FOR SLU 348 U ON 1/12/2019, VEHICLE IN

Dear LKK Auto Consultants,

Further to Priscilla's email, appreciate your assistance to advise **urgently** on our 2 concerns:

1. Labour cost;
2. Confirmation that same make/model is no longer available.

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

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



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From: Sim, Priscilla-LK
Sent: Monday, January 06, 2020 9:19 AM
To: Veron Chen (LKKAUTO)

Cc: SUR; Khoo, Kay-Eng

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

SUPER URGENT

Please revert pertaining the labour cost.

We need your confirmation that same make / model is not available.

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: Sim, Priscilla-LK
Sent: Thursday, December 26, 2019 10:38 AM
To: Veron Chen (LKKAUTO)
Cc: SUR
Subject: RE: RE: RE: OD CLAIM FOR SLU 348 U ON 1/12/2019, VEHICLE IN

Hi Veron

Moving forward please inform all the surveyor to request for both tax invoice / sales agreement for NFOR total loss claim.

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: Thursday, December 26, 2019 10:17 AM
To: Sim, Priscilla-LK; Khoo, Kay-Eng
Cc: SUR
Subject: [EXTERNAL] RE: RE: RE: OD CLAIM FOR SLU 348 U ON 1/12/2019, VEHICLE IN

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

Dear Mr Sim,

We refer to your conversation with Bryan this morning.

The sales agreement was provided by Premium Automobile to our surveyor's at the time of inspection.

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: Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>

Sent: Thursday, 19 December 2019 3:50 PM

To: Premiumauto Claims <claims@premiumauto.com.sg>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; nora.khai@premiumauto.com.sg; 'Allan Wu' <allan.wu@premiumauto.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

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

Hi Kee Siang

As discussed, please confirm that only the whole frontal is being dismantled and parts has being ordered, however no repairs has been carried out.

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: Premiumauto Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Wednesday, December 18, 2019 6:34 PM

To: Khoo, Kay-Eng

Cc: 'Admin A'; nora.khai@premiumauto.com.sg; 'Allan Wu'; Sim, Priscilla-LK; 'Veron Chen (LKKAuto)'; 'SUR'; Claims

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

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

Dear Kay Eng,

Noted on your email below. We will follow-up this matter directly with your colleague Ms Priscilla.

Best Regards,

Kee Siang

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183

e. claims@premiumauto.com.sg w. www.audi.com.sg

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From: Khoo, Kay-Eng [<mailto:Kay-Eng.Khoo@aig.com>]

Sent: Wednesday, 18 December, 2019 4:21 PM

To: Premiumauto Claims <claims@premiumauto.com.sg>

Cc: 'Admin A' <admin-a@lkkauto.com>; nora.khai@premiumauto.com.sg; 'Allan Wu' <allan.wu@premiumauto.com.sg>; Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>; 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; 'SUR' <sur@lkkauto.com>

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

Dear Kee Siang,

Reference to the above captioned matter and to our conversation yesterday.

As spoken yesterday, we have received an appeal from insured on Monday; we are still engaging insured on the matter and will update on the progress of the engagement.

Understand that damaged vehicle is still in the workshop, in the interim, please do not proceed further on the repairs.

As I will be on leave and back to the office on 30th December 2019, my colleague Priscilla Sim, copied in this email, will take over and liaise further with you on the matter.

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: Khoo, Kay-Eng
Sent: Monday, December 16, 2019 11:07 AM
To: Premiumauto Claims; 'Veron Chen (LKKAUTO)'; 'SUR'
Cc: 'Admin A'; nora.khai@premiumauto.com.sg; 'Allan Wu'
Subject: RE: [EXTERNAL] RE: OD CLAIM FOR SLU 348 U ON 1/12/2019, VEHICLE IN

Dear Kee Siang,

Thank you for your email.

As spoken, I have since engaged insured and advised him on the economics of his repairs and for repairs to commence as per LKK Recommendations.

Kindly assist to have Popular to contact insured on his rental vehicle by today.

Dear M/S LKK Auto Consultants,

For your necessary follow up with Premium Automobile on the repairs – I have since sorted out with insured on the reparability of the 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

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



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From: Premiumauto Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, December 16, 2019 10:19 AM
To: 'Veron Chen (LKKAUTO)'; 'SUR'; Khoo, Kay-Eng
Cc: 'Admin A'; nora.khai@premiumauto.com.sg; 'Allan Wu'; Claims
Subject: [EXTERNAL] RE: OD CLAIM FOR SLU 348 U ON 1/12/2019, VEHICLE IN

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Dear Mr Khoo,

As conversed earlier just now,

Please be-informed that the repair is currently on-hold as per instruction from LKK.

Kindly update us once insured queries is resolved and shall we continue the repairs? Take note that insured had activate his replacement car benefits.

Hope to hear from you soonest.

**Best Regards,
Kee Siang
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

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From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Tuesday, 10 December, 2019 5:43 PM
To: Premiumauto Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; nora.khai@premiumauto.com.sg; 'Allan Wu' <allan.wu@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SLU 348 U ON 1/12/2019, VEHICLE IN

Dear Kee Siang,

As instructed by our client, please proceed to repair the insured vehicle SLU 348U, **based on surveyor's marking Not Exceeding \$143,000/- or whichever lower**, (Excess \$800/-).

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.

AIG OIC- Weijoe.Yap@aig.com

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: Premiumauto Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 10 December 2019 5:04 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; nora.khai@premiumauto.com.sg; 'Allan Wu' <allan.wu@premiumauto.com.sg>; Claims <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SLU 348 U ON 1/12/2019, VEHICLE IN

Hi Veron,

As spoken earlier just now,

kindly be-informed that we're able to undertake the repair within the permissible limit.

**Best Regards,
Kee Siang
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183

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From: Premiumauto Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Tuesday, 10 December, 2019 3:42 PM

To: 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; nora.khai@premiumauto.com.sg; 'Allan Wu' <allan.wu@premiumauto.com.sg>; Claims <claims@premiumauto.com.sg>

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

Hi Veron,

May I know who advice that is it is above permissible limit?

Based on our calculation, with the latest re-survey carried to confirm on damaged parts. We have not reach the limit of \$143,000.00 yet.

Kindly share with us your calculation.

Thank you

**Best Regards,
Kee Siang
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Tuesday, 10 December, 2019 3:09 PM
To: Premiumauto Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; nora.khai@premiumauto.com.sg; 'Allan Wu' <allan.wu@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SLU 348 U ON 1/12/2019, VEHICLE IN

Dear Kee Siang,

According to AIG “ they noted that both advices are above permissible repair limit of \$143,000 hence they will recommend Constructive Total Loss.”

Please advised.

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: Premiumauto Claims <claims@premiumauto.com.sg>
Sent: Monday, 9 December 2019 6:04 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; nora.khai@premiumauto.com.sg; 'Allan Wu' <allan.wu@premiumauto.com.sg>; Claims <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SLU 348 U ON 1/12/2019, VEHICLE IN

Dear Veron,

As per our discussion, In order to confirm on other damage parts such as lock carrier attachment parts, turbo charger, frontal chassis support, engine and related components.

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

Best Regards,

Kee Siang
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183

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

Sent: Monday, 9 December, 2019 2:03 PM

To: Premiumauto Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; nora.khai@premiumauto.com.sg; Allan Wu

<allan.wu@premiumauto.com.sg>

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

Dear Kee Siang,

Any outcome on the repair cost, AIG is asking.

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: Premiumauto Claims <claims@premiumauto.com.sg>

Sent: Friday, 6 December 2019 12:13 PM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; nora.khai@premiumauto.com.sg; Claims <claims@premiumauto.com.sg>;

Allan Wu <allan.wu@premiumauto.com.sg>

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

Dear Veron,

Noted on your email below,

We will check on further damages first and shall there be additional, We will raise up supplementary and arrange for another re-inspection.

**Best Regards,
Kee Siang
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183

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

Sent: Thursday, 5 December, 2019 4:54 PM

To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; (nora.khai@premiumauto.com.sg) <nora.khai@premiumauto.com.sg>

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

Dear TRoy,

Kindly check vehicle able to repair within the repair limit of \$143,000/-

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: Thursday, 5 December 2019 4:34 PM

To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>

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

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

Dear TRoy,

Refer email from AIG.

- RE: PENDING MANDATE APPROVAL

From: Yap, Weijoe
To: Veron Chen (LKKAuto)
Cc: adrianling@lkkauto.com, Lim, Sheng Yang, Parthiban, Theerthan, Mohd Rizal, Nur Mariah Huibrechts
Sent: 5/12/2019 4:21:31 PM

Dear Veron,

Coverage is not yet confirm.
We are pending further policy coverage review.

Thankyou
Best Regards.

Yap Wei Joe (Joe)
AIG

Recovery Representative,
Auto Claims Recovery
Tel 8001206556 Ext 1012220
E: GRS-ExpressRecovery@aig.com | www.aig.com

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: Wednesday, 4 December 2019 3:48 PM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: OD CLAIM FOR SLU 348 U ON 1/12/2019, VEHICLE IN

Dear TRoy,

Pending AIG approval.

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: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 4 December 2019 3:38 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: OD CLAIM FOR SLU 348 U ON 1/12/2019, VEHICLE IN

Dear Veron,

Any update?

Thanks

Best Regards,
TRoy Goh
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183
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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 2 December 2019 4:53 PM
To: 'Admin A'; 'Admin-D (LKKAUTO)'; 'SUR'
Cc: 'Claims'
Subject: OD CLAIM FOR SLU 348 U ON 1/12/2019, VEHICLE IN

Dear all,

Kindly register OD claims for this vehicle. Attached is GIA report and video footage for your reference.
We will forward you the estimate once is available.

Please assist to arrange survey on tomorrow 03/12/2019@Vehicle IN our compound.

Location: 55 Ubi Road 1

Thanks

Best Regards,
TRoy Goh

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183

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