

Re: AIG Ref: 7371194110SG-003 || TP veh: SLS49T (DOA: 09/12/2019)

Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Mon 4/13/2020 3:18 PM

To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>

 1 attachments (62 KB)

Re: ACCIDENT INVOLVING SLS 49T AND SLE 7098D ON 09/12/2019;

Hi Bennie,

We refer to the above matter.

Third party repair inform that the case will let solicitor handle the matter.

In view on above we would like to submit our report and close case at our end.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Sent: Monday, April 13, 2020 2:36 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>

Subject: RE: AIG Ref: 7371194110SG-003 || TP veh: SLS49T (DOA: 09/12/2019)

Asher

If TP repairer does not have the relevant documents in order especially when they have put in a purchase order/request to their part supplier, please advise how you are able to **ascertain** the number of LOU/LOR days are necessary & in order. Furthermore, TP vehicle (AUDI A3) is not uncommon and could obtain the parts from agent, Premium Automotive. FYI, **6days** repair recommended. LOU/LOR quantified: **32days**.

Secondly, our In House surveyor has commented below are not necessary:

- 1. Driver Side Front Door Window Regulator**
- 2. Driver Side Front Door Window Motor**

Kindly ensure all in order before seeking mandate.

Best Regards

Bennie Tan

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]

Sent: Thursday, April 09, 2020 10:51 AM

To: Tan, Bennie-WZ

Cc: Khoo, Kay-Eng

Subject: [EXTERNAL] Re: AIG Ref: 7371194110SG-003 || TP veh: SLS49T (DOA: 09/12/2019)

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

Hi Bennie,

We refer to the email below.

We have check and request from repairer, however they DO NOT HAVE the purchase order from JAE supplier.

Please advise.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Sent: Thursday, April 9, 2020 10:38 AM

To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>

Subject: RE: AIG Ref: 7371194110SG-003 || TP veh: SLS49T (DOA: 09/12/2019)

Asher

This is not acceptable.

Please follow up to request the appropriate documents for our further consideration.

Best Regards

Bennie Tan

AIG

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

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]
Sent: Thursday, April 09, 2020 10:29 AM
To: Tan, Bennie-WZ
Cc: Khoo, Kay-Eng
Subject: [EXTERNAL] Re: AIG Ref: 7371194110SG-003 || TP veh: SLS49T (DOA: 09/12/2019)

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Hi Bennie,

We refer to the email below.

According to repairer they only have the purchase order from XINZHONG.

However they have both delivery order from both supplier.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Thursday, April 9, 2020 10:09 AM
To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Subject: RE: AIG Ref: 7371194110SG-003 || TP veh: SLS49T (DOA: 09/12/2019)

Asher

Above attached delivery order documents is self-explanatory. They are from 2 parts suppliers namely **Xinzhong Autoparts LLP & Jae Auto Pte Ltd.**

Per my previous email, please obtain the purchase order & other supporting documents issued by **only TP repairer** putting in their order to their part supplier for our further consideration towards their extensive LOU

days (**32days**).

Please review thorough before re-seeking mandate.

Best Regards

Bennie Tan

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]

Sent: Thursday, April 09, 2020 8:46 AM

To: Tan, Bennie-WZ

Subject: [EXTERNAL] Re: AIG Ref: 7371194110SG-003 || TP veh: SLS49T (DOA: 09/12/2019)

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

Hi Bennie,

We refer to the email below.

There is no recon parts on the market for third party vehicle to repair as lump repair therefore repairer have to repair as part by part.

- 1. Driver Side Front Door Window Regulator - Bend (refer to merimen photo 32-34)**
- 2. Driver Side Front Door Window Motor - Jammed (refer to merimen photo 27-28)**

"Kindly let us have all the relevant documents whereby repairer put in their official purchase request to their parts supplier for our consideration. FYI also. There are 2 different companies in the delivery documents."

Please refer to the purchase order and delivery order from XinZhong that was the only purchase order.

Please kindly let us have your approval on the mandate in order third party to withdrew from solicitor.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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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: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Wednesday, April 8, 2020 11:21 PM
To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Subject: AIG Ref: 7371194110SG-003 || TP veh: SLS49T (DOA: 09/12/2019)

Hi Asher

TP vehicle is a YEAR 2015 makes and model (AUDI A3), please advise on the basis for part by part repair?

Please let us have your surveyor further comments pertaining to these parts recommended for replacement:

- 1. Driver Side Front Door Window Regulator**
- 2. Driver Side Front Door Window Motor**

Kindly let us have all the relevant documents whereby repairer put in their official purchase request to their parts supplier for our consideration. FYI also. There are 2 different companies in the delivery documents.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification

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