

Shirley Hiew (LKK Auto)

From: Chang, Lois-KL <Lois-KL.Chang@aig.com>
Sent: Tuesday, 4 February 2020 10:20 am
To: Veron Chen (LKKAuto)
Cc: SUR; Fong, Andy-SY; Koh, Victor-CK; Funk, Joseph
Subject: Re: RE: Re: Alert - Adj Mandate Approved (S\$6859.00) - SKG3293J - Claim Handler: Mithoo Singh, Aashweenjeet Kaur

Hi Sur,

Kindly validate repairer request with document proven repair time, in the meanwhile you may relay to Audi customers
AIG has authorised the repair with your adjuster (LKK) recommendation.

Regards,
Lois Chang

Sent from my iPhone

On 4 Feb 2020, at 10:05 AM, Veron Chen (LKKAuto) <veronchen@lkkauto.com> wrote:

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

Dear Lois,

Our surveyor's has advised the workshop on the revised labour of 1.5 days but they still maintained on the 2 days labour.

Owner has been calling workshop asking why the vehicle have not been called in for repair yet.

Kindly advised.

Best Regards,

Veron Chen | Case Handler **ON BEHALF OF SHIRLEY**

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: Chang, Lois-KL <Lois-KL.Chang@aig.com>
Sent: Monday, 6 January 2020 10:26 AM
To: SUR <sur@lkkauto.com>
Cc: Fong, Andy-SY <Andy-SY.Fong@aig.com>; Koh, Victor-CK <Victor-CK.Koh@aig.com>
Subject: Re: Re: Alert - Adj Mandate Approved (S\$6859.00) - SKG3293J - Claim Handler: Mithoo Singh, Aashweenjeet Kaur

Dear LKK,

My decision remain unchanged.

Gender reminder as principle in technical aspect, could your surveyor able substantial some proven document from AUDI AG repair time require 16hr?

Regards,
Lois Chang

Sent from my iPhone

On 6 Jan 2020, at 10:20 AM, Do-Not-Reply <do-not-reply@merimen.com> wrote:

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

This mail is associated with :
***SKG3293J (0458110457SG)**
OD
Dec 14 2019 7:00PM
[KOH LONG YI ADILSON]
Premium Automobiles Pte Ltd

Dear Lois,

We refer to your below email above matter.

According to our surveyor, repairer do not agreed on 1.5 days. Repairer proposed 2 day to replace bumper and fender as usual.

“Wishing you a Happiness and Prosperity New Year”

Thank you.
Best Regards,
Shirley Hiew | 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)

<-- Original Message -->

From: AIG_SG
To: LKK_HQ
Sent On: 20/12/2019 01:28 PM
Subject: Alert - Adj Mandate Approved (S\$6859.00) - SKG3293J - Claim Handler: Mithoo Singh, Aashweenjeet Kaur

Approved:6859.00:Main Labour award 1.5 DAY for replace Bumper, Fender. KINDLY NEGOTIATION and amend during in Finalization. ALL check item and supplementary part require with CLEAR photo.

This is an auto-generated email. Do not reply to this email.

Sent by : Hiew May Fung (LKK Auto Consultants Pte Ltd)