

If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Tuesday, December 1, 2020 12:10 PM
To: Goh, Jeremy <Jeremy.Goh@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: AIG Ref: 4357086973SG003#027# || Accident between SMQ1924J and SLZ1847M on 18 Dec 2019

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

Dear Jeremy

We refer to the above matter.

We have offer 19 days LOR to TP. However, they do not accept after few times negotiate. We proposed to revise the settlement amount as TP provided valid reason for claiming the extra day for LOR. (Attached Tp email for your easy reference) TP would also like AIG to reconsider on the LOU. Kindly advise mandate after review the matter

	Proposed to TP	TP Counter Proposed
1. Cost of Repair (w/GST)	\$ 27,492.75	\$ 27,492.75
2. Loss of Rental (19days x \$100)	\$ 1,900.00	\$ 2,000.00
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
TOTAL	\$ 29,394.75	\$ 29,494.75

From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 20 November, 2020 10:02 AM
To: 'Jia Le (LKK Auto)' <JiaLe@lkkauto.com>; 'Nora Khai PA' <nora.khai@premiumauto.com.sg>; 'Admin A' <admin-a@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: COUNTER OFFER - LOD - FINAL REVISION - SLZ1847M - TP AIG - SURVEYED 19 DEC 19

Dear Jia Le,

Please take note that vehicle was still on QC on 22/1/2020, thus vehicle was collected on 23/1/2020. We maintain to cla @ the full 20 days.

As for the LOU, we appreciate if you could look into it again and provide an offer that would be fair for our client. We al reduced to claim only 7 days out of the initial 17 days that was asked.

At least this would compensate for the days that he was inconvenienced.

Kindly reconsider.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jia Le (LKK Auto)
Sent: Friday, 23 October 2020 5:20 PM
To: Goh, Jeremy
Subject: RE: AIG Ref: 4357086973SG003#027# || Accident between SMQ1924J and SLZ1847M on 18 Dec 2019

Hi Jeremy,

As spoken, we enclosed herewith the log card for your reference.

From the records, they start to repair the vehicle on 04/01/2020 and the repair done on 22/01/2020. Therefore, we would like to revise the offer as below:-

COST OF REPAIR(W/GST):	\$ 27,492.75
LOSS OF RENTAL (19days x \$100)	\$ 1,900.00
GIA SEARCH FEE:	\$ 2.00
TOTAL:	\$ 29,394.75

Kindly review and let us have your mandate in Merimen.

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.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Goh, Jeremy [<mailto:Jeremy.Goh@aig.com>]
Sent: Thursday, 22 October 2020 9:38 AM
To: Jia Le (LKK Auto)
Subject: RE: AIG Ref: 4357086973SG003#027# || Accident between SMQ1924J and SLZ1847M on 18 Dec 2019

Hi Jia Le,

Mandate rejected.

Why was liability cleared at such a late stage?

Furthermore, why was vehicle in workshop with no action for so long. Repairs should have been conducted immediately upon viewing on video and TPWS should be aware of their advisory to their clients.

TPWS has done multiple claims before, they should be aware of it.

Thanks and Regards

Jeremy Goh

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1767

Jeremy.Goh@aig.com | www.aig.sg

Advanced Leave Notification:

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Wednesday, October 21, 2020 11:22 AM
To: Goh, Jeremy <Jeremy.Goh@aig.com>
Subject: [EXTERNAL] RE: AIG Ref: 4357086973SG003#027# || Accident between SMQ1924J and SLZ1847M on 18 Dec 2019

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

Dear Jeremy,

TP rejected the offer and would like to claim full rental. Vehicle was surveyed on 19/12/2019 but the liability was clear on 02/01/2020. Therefore, they start to repair the vehicle on 03/01/2020. Enclosed herewith the breakdown given by TP.

We revised the offer as below:-

COST OF REPAIR(W/GST):	\$ 27,492.75
LOSS OF RENTAL (19days x \$100)	\$ 1,900.00
LOSS OF USE (1day x \$60)	\$ 60.00
GIA SEARCH FEE:	\$ 2.00
TOTAL:	\$ 29,454.75

Kindly let us have your approval/instruction after review.

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.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Goh, Jeremy [<mailto:Jeremy.Goh@aig.com>]
Sent: Tuesday, 8 September 2020 2:48 PM
To: Jia Le (LKK Auto)
Subject: RE: AIG Ref: 4357086973SG003#027# || Accident between SMQ1924J and SLZ1847M on 18 Dec 2019

Dear Jia Le,

As the quantum is large, please ask TPWS to be patient and understanding while we compute their request for the increased amount to be claimed.

Thanks and Regards

Jeremy Goh

AIG

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1767

Jeremy.Goh@aig.com | www.aig.sg

Advanced Leave Notification:

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Tuesday, September 8, 2020 12:11 PM
To: Goh, Jeremy <Jeremy.Goh@aig.com>
Subject: [EXTERNAL] RE: AIG Ref: 4357086973SG003#027# || Accident between SMQ1924J and SLZ1847M on 18 Dec 2019

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Hi Jeremy,

We refer to the above matter.

Kindly let us have your approval/instruction in Merimen as TP is chasing.

Thank you.

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.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jia Le (LKK Auto)
Sent: Friday, 21 August 2020 3:18 PM
To: 'Goh, Jeremy'
Subject: RE: AIG Ref: 4357086973SG003#027# || Accident between SMQ1924J and SLZ1847M on 18 Dec 2019

Hi Jeremy,

TP did not accept the offer. As such, we have revised the settlement amount as below:-

COST OF REPAIR(W/GST):	\$ 27,492.75	
LOSS OF RENTAL:	\$ 700.00	(S\$ 100 x 7 Days)
LOSS OF USE:	\$ 960.00	(S\$ 60 x 16 Days)
GIA SEARCH FEE:	\$ 2.00	
TOTAL:	\$ 29,154.75	

Kindly let us have your approval/instruction.

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.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: Jiale@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jia Le (LKK Auto)

Sent: Monday, 27 July 2020 4:54 PM

To: Goh, Jeremy

Subject: RE: AIG Ref: 4357086973SG003#027# || Accident between SMQ1924J and SLZ1847M on 18 Dec 2019

Hi Jeremy,

Workshop invoice and Authorization to Act had been uploaded in Merimen.

Thank you.

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.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256 3561 | email: Jiale@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Goh, Jeremy [<mailto:Jeremy.Goh@aig.com>]

Sent: Monday, 27 July 2020 4:43 PM

To: Jia Le (LKK Auto)

Subject: RE: AIG Ref: 4357086973SG003#027# || Accident between SMQ1924J and SLZ1847M on 18 Dec 2019

Hi Jia Le,

I have examined the case, please allow me sometime to calculate and I will give u the mandate for this case as the TP is claiming LOU and LOR.

In the meanwhile, I make reference to the LOD submitted in Merimen.

Can u upload Item 1, 2 and 3 of the LOD, I do not see them in system.

Thanks and Regards

Jeremy Goh

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1767

Jeremy.Goh@aig.com | www.aig.sg

Advanced Leave Notification:

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Friday, July 24, 2020 2:10 PM
To: Goh, Jeremy <Jeremy.Goh@aig.com>
Subject: [EXTERNAL] RE: AIG Ref: 4357086973SG003#027# || Accident between SMQ1924J and SLZ1847M on 18 Dec 2019

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Dear Jeremy,

As per our tele-conversation earlier, please find our surveyor response as below:-

For item 12

To remove door and bumper: 2 days
To repair wheel house and sill panel: 2 days
To cut and weld rear fender and to repair fender inner panel: 4 days
Total repair days is 8 days and the cost is \$500/day.

For item 13

Respray rear bumper: \$550
Respray rear fender: \$550
Respray rear door: \$550
Respray sill panel: \$550
Respray end panel: \$550
Respray wheel house: \$550
Total spray painting cost is \$3300.

Market Value: \$92,000
COE : \$49,547
Net Value : \$42,453

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.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256 3561 | email: Jiale@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Goh, Jeremy [<mailto:Jeremy.Goh@aig.com>]
Sent: Tuesday, 14 July 2020 2:48 PM
To: Jia Le (LKK Auto)
Subject: AIG Ref: 4357086973SG003#027# || Accident between SMQ1924J and SLZ1847M on 18 Dec 2019

Dear Jia Le,

I make reference to this case.

Can you contact me, I have some queries for this case.

Also I would like to ask if you have done the following:

- Contact Insured and inform of claim
- Calculate the Parf/CEO to determine if amount claimed is reasonable.

Hope to hear from you soon.

Thanks and Regards

Jeremy Goh

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1767

Jeremy.Goh@aig.com | www.aig.sg

Advanced Leave Notification:

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