

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto)
Sent: Tuesday, 14 January 2020 11:27 am
To: Koh, Victor-CK
Cc: Chang, Lois-KL; Fong, Andy-SY; SUR
Subject: RE: Re: Alert - Adj Mandate Approved (S\$11615.00) - SJC2123G - Claim Handler: Mithoo Singh, Aashweenjeet Kaur

Dear Victor,

We will check & revert.

Wishing you a Happy and Prosperous Lunar 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)

From: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Sent: Tuesday, 14 January 2020 10:30 am
To: SUR <sur@lkkauto.com>
Cc: Chang, Lois-KL <Lois-KL.Chang@aig.com>; Fong, Andy-SY <Andy-SY.Fong@aig.com>
Subject: RE: Re: Alert - Adj Mandate Approved (S\$11615.00) - SJC2123G - Claim Handler: Mithoo Singh, Aashweenjeet Kaur

Hi Shirley,

To dismantle door panel trims components to replace wing mirror need 1.3 days of labour? Audi factory time to replace wing mirror, door quarter glass, door window, door window guide at 3 hr only, review to 0.75 day(6 hrs) @ \$450.00 which I think is more than reasonable.

To remove/ refit front bumper and replace RH front fender at 5 hrs for Audi factory time, to give 12hrs (1.5 days)@ \$900.00 is reasonable.

Kindly provide basis of rejection with support from Principle that our recommendation is short changing / underpaying repairer and we will gladly revert.

Thanks & Regards

Victor Koh
AIG
Claims Technical Controller

78 Shenton Way #08-16 Singapore 079120
Tel +65 6419 1785 | Fax +65 68357416
Victor-ck.koh@aig.com | www.aig.com

From: Do-Not-Reply [<mailto:do-not-reply@merimen.com>]
Sent: Monday, January 13, 2020 6:00 PM
To: Koh, Victor-CK
Cc: sur@lkkauto.com
Subject: [EXTERNAL] Re: Alert - Adj Mandate Approved (S\$11615.00) - SJC2123G - Claim Handler: Mithoo Singh, Aashweenjeet Kaur

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

This mail is associated with :
***SJC2123G (1502498549SG)**
OD
Jan 4 2020 2:00PM
[PREMIUM AUTOMOBILES PTE LTD]
Premium Automobiles Pte Ltd

Dear Victor,

According to our surveyor, the repairer is not accepted 1.5 days for labour no.2.

For replaced wing mirror, is necessary to dismantle door panel trims components (\$ 800.00).

Due to the vehicle model is Q7, the labour & spray per day is \$ 600.00.

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: 09/01/2020 12:11 PM
Subject: Alert - Adj Mandate Approved (S\$11615.00) - SJC2123G - Claim Handler: Mithoo Singh, Aashweenjeet Kaur

Approved:11615.00:Authorise repair. Note: Labour 2 at 1.5 days. Kindly advise why replacement/ removal of wing mirror at 1.6 days? Re-inspection to be done for damage check and supplementary items / labour.

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

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