

## Shirley Hiew (LKK Auto)

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Friday, 28 February 2020 3:59 pm  
**To:** Koh, Victor-CK  
**Cc:** Lim, Kok-Chong; Fong, Andy-SY; SUR  
**Subject:** RE: SLS 4295Y OD / 2512027065SG

Dear Victor,

According to our surveyor, kindly refer to the below breakdown,

Repair front portion – 7 days  
Remove dashboard, Airbags & seatbelts – 6 days  
Mechatronics & diagnostic – 2 days  
Spray painting – 4 days

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Wednesday, 26 February 2020 6:09 pm  
**To:** Koh, Victor-CK <Victor-CK.Koh@aig.com>

**Cc:** Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Fong, Andy-SY <Andy-SY.Fong@aig.com>; SUR <sur@lkkauto.com>  
**Subject:** RE: SLS 4295Y OD / 2512027065SG

Dear Victor,

We will check & revert.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Koh, Victor-CK <[Victor-CK.Koh@aig.com](mailto:Victor-CK.Koh@aig.com)>

**Sent:** Wednesday, 26 February 2020 10:32 am

**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>

**Cc:** Lim, Kok-Chong <[Kok-Chong.Lim@aig.com](mailto:Kok-Chong.Lim@aig.com)>; Fong, Andy-SY <[Andy-SY.Fong@aig.com](mailto:Andy-SY.Fong@aig.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: SLS 4295Y OD / 2512027065SG

Hi Shirley,

Extension of working days are for additional repair job to vehicle structural body or panel needed after dismantling. Not for confirmation of supplementary or check items.

We will only approve 2 working days for extension. Do note future cases of any extension need to be inform.

Also kindly ask your surveyor to breakdown how 19 working days come about. – where is the breakdown?

Hi Kok Chong

Only 2 days of extension approved.

Thanks & Regards

**Victor Koh**

**AIG**

Claims Technical Controller

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +65 6419 1785 | Fax +65 68357416

[Victor-ck.koh@aig.com](mailto:Victor-ck.koh@aig.com) | [www.aig.com](http://www.aig.com)

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**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Tuesday, February 25, 2020 5:17 PM  
**To:** Koh, Victor-CK  
**Cc:** Lim, Kok-Chong; Fong, Andy-SY; SUR  
**Subject:** [EXTERNAL] RE: SLS 4295Y OD / 2512027065SG

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

Dear Victor,

According to our surveyor, labour for the renewal of the mechatronic takes about 2 days. Taking into consideration the supplementary and unconfirmed items, and the testing of the mechatronic system, another 1 day was added.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

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**From:** Koh, Victor-CK <[Victor-CK.Koh@aig.com](mailto:Victor-CK.Koh@aig.com)>  
**Sent:** Tuesday, 25 February 2020 10:21 am  
**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** Lim, Kok-Chong <[Kok-Chong.Lim@aig.com](mailto:Kok-Chong.Lim@aig.com)>; Fong, Andy-SY <[Andy-SY.Fong@aig.com](mailto:Andy-SY.Fong@aig.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SLS 4295Y OD / 2512027065SG

Hi Shirley,

Supplementary only an additional labour of 1.5 days for mechatronic why extension of 3 days needed?  
Also kindly ask your surveyor to breakdown how 19 working days come about.

Thanks & Regards

**Victor Koh**

**AIG**

Claims Technical Controller

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120  
Tel +65 6419 1785 | Fax +65 68357416  
[Victor-ck.koh@aig.com](mailto:Victor-ck.koh@aig.com) | [www.aig.com](http://www.aig.com)

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**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Monday, February 24, 2020 5:10 PM  
**To:** Koh, Victor-CK  
**Cc:** Lim, Kok-Chong; Fong, Andy-SY; SUR  
**Subject:** [EXTERNAL] RE: SLS 4295Y OD / 2512027065SG

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

Dear Victor,

According to our surveyor, extension 3 days of working days is based on the supplementary add on.

We had re-seeK mandate approval in merimen. Kindly let us have your approval.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

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**From:** Koh, Victor-CK <[Victor-CK.Koh@aig.com](mailto:Victor-CK.Koh@aig.com)>  
**Sent:** Monday, 24 February 2020 4:12 pm  
**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** Lim, Kok-Chong <[Kok-Chong.Lim@aig.com](mailto:Kok-Chong.Lim@aig.com)>; Fong, Andy-SY <[Andy-SY.Fong@aig.com](mailto:Andy-SY.Fong@aig.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SLS 4295Y OD / 2512027065SG

Hi Shirley,

I don't think u get what I mean. Replacement vehicle already long overdue.  
What I want to know is there any extension of working days given and why.  
I spoke to Taufikh this morning and this is the reply you surveyor give us?  
Kindly revert by end of day.

Thanks & Regards

**Victor Koh**  
**AIG**

Claims Technical Controller  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120  
Tel +65 6419 1785 | Fax +65 68357416  
[Victor-ck.koh@aig.com](mailto:Victor-ck.koh@aig.com) | [www.aig.com](http://www.aig.com)

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**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Monday, February 24, 2020 2:17 PM  
**To:** Koh, Victor-CK  
**Cc:** Lim, Kok-Chong; Fong, Andy-SY; SUR  
**Subject:** [EXTERNAL] SLS 4295Y OD / 2512027065SG

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

Dear Victor,

There is supplementary for this case, which were taken by another of our surveyor and we will seek mandate in merimen.

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Subject RE: RE: RE: REPLACEMENT CAR -SLS4295Y - MR OH YAM GIM

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**From:** Koh, Victor-CK <[Victor-CK.Koh@aig.com](mailto:Victor-CK.Koh@aig.com)>  
**Sent:** Monday, 24 February 2020 11:05 am  
**To:** annie <[annieloh@popularcar.com](mailto:annieloh@popularcar.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg); SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** [louactivation@popularcar.com](mailto:louactivation@popularcar.com); Lim, Kok-Chong <[Kok-Chong.Lim@aig.com](mailto:Kok-Chong.Lim@aig.com)>  
**Subject:** RE: RE: RE: REPLACEMENT CAR -SLS4295Y - MR OH YAM GIM

Hi LKK/ Taufikh,

As spoken, kindly revert by end of today.

Thanks & Regards

**Victor Koh**  
**AIG**

Claims Technical Controller  
Claims | AIG Asia Pacific Insurance Pte. Ltd

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

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