

Shiau Chan (LKKAuto)

From: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Sent: Friday, 20 March 2020 5:50 PM
To: SUR; Fong, Andy-SY
Subject: RE: EY6262E/ OD / 8587416831SG

Hi,

Explanation below is not satisfactory for justification of replacement of the mention parts. However we will allow for this one off case as this is not the fault of the repairer.

Going forward as spoken with Adrian, electronics parts where no physical damage can be seen diagnostics report MUST be presented for justification that the part is faulty.

We will hold the surveyor accountable should such cases happen again. Do disseminate to all your surveyors.

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From LKK Auto Consultants Pte Ltd (LKK_HQ), sent on 20/03/2020 16:36 PM.
To AIG_SG; Victor_KohCK
Subject Re: Alert - Adj Mandate Maintained - EY6262E - Claim Handler: Nadaraja, Deeban

Dear Victor,

Prior to the dismantling of the headlamps, it was verified that the headlamp modules were not working and hence the faulty items are :
Hence no diagnostic report done.

Please see reply from M/s: Premium Automobile.

Thanks & Regards,
Shiau Chan on behalf of Adrian

<-- Original Message -->
From: AIG_SG
To: LKK_HQ
Sent On: 20/03/2020 04:06 PM
Subject: Alert - Adj Mandate Maintained - EY6262E - Claim Handler: Nadaraja, Deeban

Maintained:Provide diagnostics report of faulty Main light electronic power module, light control system control unit.

DOCUMENTS SUMMARY

Mail Attachments

- LKK Auto Consultants Pte Ltd (HQ) [Thumbnails]:(20/03/20) workshop email

Thanks & Regards

Victor Koh

AIG

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

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Victor-ck.koh@aig.com | www.aig.com

From: Koh, Victor-CK
Sent: Friday, March 20, 2020 4:06 PM
To: SUR; Fong, Andy-SY
Subject: EY6262E/ OD / 8587416831SG

Hi Shiau Chan,

We ask for diagnostics report to verify headlamp control module was faulty, nothing was done from your side. Your side just let the thing hang for 1 month and re-seek mandate again without addressing our concern. May I know what is the meaning of this?

34 06 Feb 2020 10:58	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2020/02/07
35 06 Feb 2020 10:59	Adj Mandate Request	Cur.Reg:39643.00:DAMAGES CONSISTENT. REPAIR COST ECONOMICAL. KINDLY AP
36 06 Feb 2020 15:00	Clm Registration Modified	Acct Time:15:10:00->16:00:00.
37 06 Feb 2020 15:09	Video Downloaded	Downloaded Video - Accident
38 06 Feb 2020 15:10	Ins Claim Reg Modified	
39 10 Feb 2020 11:02	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2020/02/07. Mandate Remarks: Provide diagnostic
40 10 Feb 2020 11:02	Adj Mandate Set	Maintained:Provide diagnostics report of faulty Main light electronic power module, I
41 20 Mar 2020 15:49	Adj Mandate Request	Cur.Reg:39643.00:DAMAGES CONSISTENT. REPAIR COST ECONOMICAL. KINDLY AP

Thanks & Regards

Victor Koh
AIG

Claims Technical Controller
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