

## Denise Tay (LKKAuto)

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**From:** Denise Tay (LKKAuto)  
**Sent:** Thursday, 16 April 2020 4:04 PM  
**To:** 'Koh, Victor-CK'  
**Subject:** RE: SJS8231D / OD / 3640018959SG

Dear Victor,

According to our surveyor, during the dismantling of the gearbox, a manual test was done to determine the functionality.

Manual turnings were done to both sides of gearbox .

Comparatively, the RH side of the gearbox experienced more resistance during turning and clicking sounds could be heard.

Such abnormal occurrences suggest that the functionality of the gearbox could have been compromised as a result of the accident.

As for the gearbox selector mechanism, which was raised in the supplementary list, will be rejected.

**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,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6271-8802

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

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**From:** Denise Tay (LKKAuto)  
**Sent:** Wednesday, 15 April 2020 11:51 AM  
**To:** Koh, Victor-CK <Victor-CK.Koh@aig.com>  
**Subject:** RE: SJS8231D / OD / 3640018959SG

Dear Victor,

Will get back to you, checking with our surveyor on this.

**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,

Denise Tay | Case Handler

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**From:** Koh, Victor-CK <[Victor-CK.Koh@aig.com](mailto:Victor-CK.Koh@aig.com)>  
**Sent:** Tuesday, 14 April 2020 2:53 PM  
**To:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**Cc:** Fong, Andy-SY <[Andy-SY.Fong@aig.com](mailto:Andy-SY.Fong@aig.com)>  
**Subject:** RE: SJS8231D / OD / 3640018959SG

Hi Denise,

Kindly get surveyor to advise why gearbox necessary to replace?

Parts	
1	Battery Console <i>Cre ✓</i> \$ 189.00
2	Shock absorber suspension strut storage <i>Fin ✓</i> \$ 117.00
3	Shock absorber deep groove ball thrust bearing <i>Fin ✓</i> \$ 44.00
4	Seat cushion airbag front RHS ? \$ 1,428.00
5	Backrest cover front RHS ? \$ 2,068.00
6	Gearbox selector mechanism <i>noisy (subject to insurance approval)</i> \$ 1,813.00

  

Labours	
1	To remove and renew rhs front backrest cover. S/N \$ 780.00 ✓

What is part 4,5,6 and why 4 & 5 still under ? after reinspection?

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:** Denise Tay (LKKAuto) [<mailto:denisetay@lkkauto.com>]  
**Sent:** Tuesday, April 14, 2020 9:37 AM  
**To:** Koh, Victor-CK  
**Subject:** [EXTERNAL] SJS8231D / OD / 3640018959SG

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

Dear Victor,

As per instruction on 1/4/2020 approval given by your end limit at 90K.

Hereby I've re-mandate as there is supplementary.

Photograph, video and supplementary estimate has been uploaded.

Please let us have your approval.

Thanks

**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,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

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