

RE: SMP4083X OD / 0668113356SG DOA - 27/03/2020

From: Azlan, Syzairdina
To: Shirley Hiew (LKK Auto)
Cc: SUR, Chan, Yoke Shi, Nadaraja, Deeban, Lim, Sheng Yang, Mohd Rizal, Nur Mariah Huibrechts
Sent: 4/7/2020 10:56:06 AM

Dear Shirley,

We will only cover up until the repair days stated by surveyor.

Any extension of LOU will not be covered by us.

Thank you.

Thanks and regards,

Syaza Irdina Azlan

AIG

Express Claims Adjuster II, Singapore FNOL, Claims Operations – Auto
SG Claims Operations | AIG Asia Pacific Insurance Pte. Ltd.
Tel:8001206556 | Ext:1012205

Syzairdina.Azlan@aig.com | www.aig.sg

From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Sent: Monday, April 6, 2020 11:42 AM

To: Azlan, Syzairdina <Syzairdina.Azlan@aig.com>; Gan, Hun Chung <Hunchung.Gan@aig.com>; Nadaraja, Deeban <Deeban.Nadaraja@aig.com>; Loo, Tong Shing <TongShing.Loo@aig.com>; Chan, Yoke Shi <yokeshi.chan@aig.com>

Cc: SUR <sur@lkkauto.com>

Subject: [EXTERNAL] SMP 4083X OD / 0668113356SG DOA - 27/03/2020

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

Dear All,

Kindly refer to the below email above matter from Premium.

We are awaiting update from your side.

Dear Shirley,

We refer to on- going repairs for vehicle SMP 4083 X. Kindly assist to check with AIG

In view of the heightened risk of COVID-19, Premium Automobiles will be implementing a lockdown from **7/4/2020 – 6/5/2020**. Reopening of our company will be announced when restriction has been lifted subjected to government regulations.

Accordingly, vehicle **SMP 4083 X** will be affected by the lockdown. The vehicle arrived our premises on 27/03/2020 and is currently in progress for repair completion. We are not able to release the vehicle due to the ongoing repair.

Kindly note that **11 DAYS** have been recommended and agreed by Surveyor and that ETD of completion will be on **17/4/2020**.

Therefore we request an extension of replacement vehicle for our client's claim so that our client can have a replacement vehicle during this affected period while his vehicle remains in the workshop until the date where we may commence repairs and release his vehicle.

**Best Regards,
Kee Siang
Claims Advisor**

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)

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