

Shirley Hiew (LKK Auto)

From: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Sent: Thursday, 25 June 2020 4:58 pm
To: Shirley Hiew (LKK Auto)
Cc: Fong, Andy-SY; SUR
Subject: RE: SMM4965S/ OD / 5401997239SG

Hi Shirley,

RH fender not consistent not 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 | www.aig.com

From: Shirley Hiew (LKK Auto) [mailto:ShirleyHiew@lkkauto.com]
Sent: Thursday, June 25, 2020 3:53 PM
To: Koh, Victor-CK
Cc: Fong, Andy-SY; SUR
Subject: [EXTERNAL] RE: SMM4965S/ OD / 5401997239SG

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

Dear Victor,

According to our surveyor, there could be some misunderstanding here.

The “damage” to the fender that you are referring to, is it the grazed mark?

The grazed mark to the fender is probably some damages that the owner incurred during some other unrelated accident.

The “damage” I am referring to, is the bloated portion of the fender which was buckled outwards due to the excessive force experienced during the frontal impact.

The impact force permeates toward the front RH fender and forces a separation between the fender and the inner structure which was highlighted in the previous illustration.

Hope that the above clarifies matters.

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)

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.

From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Wednesday, 24 June 2020 4:12 pm
To: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Cc: Fong, Andy-SY <Andy-SY.Fong@aig.com>; SUR <sur@lkkauto.com>
Subject: RE: SMM4965S/ OD / 5401997239SG

Dear Victor,

Kindly inform our surveyor still look into this matter, we will update you soonest.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
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