

## Khanchna (LKK Auto)

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**From:** Rasul (LKKAuto)  
**Sent:** 8 September 2020 9:09 AM  
**To:** Khanchna (LKK Auto)  
**Subject:** RE: AIG query || Accident between SKZ 8066 R and SMJ 9939 B on 3 Jul 2020

Hi Khanchna,

The 2 days of labour is to facilitate the repair by dismantling the door inner trim board in order to remove the mirror. And as for the programming and diagnostic, it is the standard labour for agent in every cases.

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,

**Rasul** | Assessor

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Rasul@lkkauto.com](mailto:Rasul@lkkauto.com) | fax: 6841-4315

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



Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*

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**From:** Khanchna (LKK Auto)  
**Sent:** Monday, 7 September, 2020 5:39 PM  
**To:** Rasul (LKKAuto)  
**Subject:** AIG query || Accident between SKZ 8066 R and SMJ 9939 B on 3 Jul 2020

OUR REF: **CC3/AIG20007057/R1ka3**

Dear Rasul,

E-mail below from AIG officer refers. He wants to know:-

- Why 2 days of labor is required for the repairs to be done to the mirror
- What programming and diagnostic was done since the only the mirror casing is damaged.

Appreciate your comments.

Thank you.

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Goh, Jeremy <[Jeremy.Goh@aig.com](mailto:Jeremy.Goh@aig.com)>

**Sent:** 7 September 2020 3:28 PM

**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Subject:** AIG Ref: #4863489195SG003#027# || Accident between SKZ 8066 R and SMJ 9939 B on 3 Jul 2020

Dear Khanchna,

I have reviewed the case.

Can I check with you if 2 days of labor is required for the repairs to be done to the mirror?

Possible to justify for 2 days?

Further to that, the labor for "Diagnostic and programming", what programming and diagnostic is done? Since the only the mirror casing is damaged.

Seek your kind reply on this.

Thanks and Regards

**Jeremy Goh**

**AIG**

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1767

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