

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto)
Sent: Wednesday, 15 July 2020 3:30 pm
To: Koh, Victor-CK
Cc: Fong, Andy-SY; Lim, Kok-Chong; SUR
Subject: RE: SME8293M/ OD / 3077344353SG

Dear Victor,

According to our surveyor, have just clarified with Premium Automobile.

The additional new labour charges is for the removal of headlamps @ \$ 250.00 per piece. And therefore, in the main labour charges, the removal fee for headlamps should be excluded. We will do the necessary adjustments.

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: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Sent: Tuesday, 14 July 2020 6:47 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: Fong, Andy-SY <Andy-SY.Fong@aig.com>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; SUR <sur@lkkauto.com>
Subject: RE: SME8293M/ OD / 3077344353SG

Hi,

Any update on this? Been a week plus and your side still can't answer this simple question?

Thanks & Regards

Victor Koh
AIG
Claims Technical Controller

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: Wednesday, July 08, 2020 6:09 PM
To: Koh, Victor-CK
Cc: Fong, Andy-SY; Lim, Kok-Chong; SUR
Subject: [EXTERNAL] RE: SME8293M/ OD / 3077344353SG

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

Hi Victor,

We will check & revert.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

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From: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Sent: Wednesday, 8 July 2020 3:14 pm
To: SUR <sur@lkkauto.com>
Cc: Fong, Andy-SY <Andy-SY.Fong@aig.com>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>
Subject: SME8293M/ OD / 3077344353SG

Hi,

2	To remove and transfer lhs headlight control units and power modules. To carry out calibration.	S/N \$	400.00
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Since when do Audi have this labour 2? And why it is given when 0.5 day labour is given for replacement?

Thanks & Regards

Victor Koh
AIG

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

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