

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto)
Sent: Wednesday, 14 October 2020 3:28 pm
To: Steve Chen (LKK Auto)
Cc: Bryan Ang (LKKAuto)
Subject: RE: SJL6813A - Supplementary labour

Hi Steve,

As spoken, please follow up with Raymond the above matter since you inform he not yet revert you.

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: Steve Chen (LKK Auto) <SteveChen@lkkauto.com>
Sent: Friday, 25 September 2020 8:50 am
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: SJL6813A - Supplementary labour

Dear Shirley,

The supplementary items of (Treble Speaker & Retaining frame for loud speaker). After discuss with Premium Automobile Service Advisor Raymond, those items are reuse back.

Thanks.

Best Regards,
Steve Chen | Assistant Automotive Assessor

LKK Auto Consultants

Phone: 6256 3561 | Email: SteveChen@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Steve Chen (LKK Auto)
Sent: Friday, September 18, 2020 4:58 PM
To: Bryan Ang (LKKAuto)
Cc: Shirley Hiew (LKK Auto)
Subject: SJL6813A - Supplementary labour

Dear Bryan,

The speaker located at LH & RH edge portion. When remove out the speaker, the bracket was broken.

Thanks.

Best Regards,
Steve Chen | Assistant Automotive Assessor

LKK Auto Consultants

Phone: 6256 3561 | Email: SteveChen@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Bryan Ang (LKKAuto)
Sent: Friday, September 18, 2020 9:42 AM
To: Shirley Hiew (LKK Auto)
Cc: Steve Chen (LKK Auto)
Subject: RE: SJL6813A - Supplementary labour

Steve

Where is this speaker located?

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Friday, 18 September 2020 9:13 AM
To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Cc: Steve Chen (LKK Auto) <SteveChen@lkkauto.com>
Subject: FW: SJL6813A - Supplementary labour

Hi Bryan,

Please let me know whether can I send out the below email once you review.

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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From: Steve Chen (LKK Auto) <SteveChen@lkkauto.com>
Sent: Thursday, 17 September 2020 6:42 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: SJL6813A - Supplementary labour

Dear Shirley,

Our Surveyor attended the survey and noticed that the bracket inside of the (Treble Speaker and Retaining frame for loud speaker) were broken. In our opinion it is due to the impact which is consistent to the accident.

Thanks.

Best Regards,

Steve Chen | Assistant Automotive Assessor

LKK Auto Consultants

Phone: 6256 3561 | Email: SteveChen@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shirley Hiew (LKK Auto)
Sent: Thursday, September 17, 2020 2:15 PM
To: Steve Chen (LKK Auto)
Cc: SUR
Subject: FW: SJL6813A - Supplementary labour

Hi Steve,

Kindly assist the below email from AIG.

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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From: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Sent: Thursday, 17 September 2020 2:06 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Fong, Andy-SY <Andy-SY.Fong@aig.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: SJL6813A - Supplementary labour

Hi,

How could the dashboard treble speaker and trims damage be consistent with the accident?

TABLE SPEAKER	Cracked	192.00 FS
168	1	*RETAINING FRAME FOR LOUDSPEAKER TRIM LH/RH
169	1	*LOUDSPEAKER TRIM LH/RH

To remove.

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, September 17, 2020 11:30 AM
To: Fong, Andy-SY

Cc: SUR; Koh, Victor-CK

Subject: [EXTERNAL] FW: SJL6813A - Supplementary labour

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

Dear Andy,

Based on your instruction to refer email and re-adjust the labour due to mandate maintain in Merimen, kindly refer to the below email for the labour updated by our surveyor.

Kindly let us have your mandate approval.

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

Sent: Thursday, 27 August 2020 1:45 pm

To: Koh, Victor-CK <Victor-CK.Koh@aig.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: SJL6813A - Supplementary labour

Dear Victor,

We refer to your below email above matter.

According to our surveyor, after discuss with Premium Service advisor, the labour of supplementary 1 revised as below.

Labour 1 – The labour \$ 1,400.00 need to be maintain due to safety issue (caught fire) to be dismantle before we start replace A - pillar with sill panel RHS. (Please see resurvey photos)

Labour 2 – Premium can accept adjust the labour to \$ 1,500.00.

Labour 3 – Accept adjust the spray labour to \$ 1,100.00.

The damage photos of fender support (wheelhouse) submitted in Merimen. Please refer to the photo no. 221 – 229 in Merimen.

Kindly let us have your mandate approval.

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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From: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Sent: Friday, 14 August 2020 1:45 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: SJL6813A - Supplementary labour

Hi,

Labour to be adjusted before mandate approve.

Damage photos of fender support (wheelhouse) to be submitted – where is the damage photos? Labour is given for repair.

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: Friday, August 14, 2020 10:08 AM
To: Koh, Victor-CK
Cc: SUR
Subject: [EXTERNAL] RE: SJL6813A - Supplementary labour

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

Dear Victor,

Refer to your below email above matter. Our surveyor still negotiate the repair cost with Premium.

We are seeking your approval of the supplementary 2.

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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From: Koh, Victor-CK <Victor-CK.Koh@aig.com>

Sent: Thursday, 6 August 2020 3:42 pm

To: SUR <sur@lkkauto.com>

Subject: RE: SJL6813A - Supplementary labour

TO REMOVE AND REINSTALL RHS FRONT SEAT, FLOOR CARPETS, ELECTRONIC COMPONENTS AND FUSE TRAYS- not necessary this labour for replacement of side sill.

From: Koh, Victor-CK

Sent: Thursday, August 06, 2020 3:36 PM

To: SUR

Subject: SJL6813A - Supplementary labour

Hi,

TO CUT OUT AND WELD RHS A-PILLAR AND RHS SILL PANEL – replacement of a pillar at 2 day \$1000.

TO RESPRAY RHS A-PILLAR AND RHS SILL PANEL AND DOOR ENTRANCES – Spray paint at 2 panel \$1100.

Damage photos of fender support (wheelhouse) to be submitted.

B/f paint needed.

Kindly adjust labour in report.

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

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