

Summer Lee (LKK Auto)

From: Motor Claims <motorclaims@sg.gaig.com>
Sent: Tuesday, 28 July, 2020 9:05 AM
To: Don Bong Kiong Hua; 'Summer Lee (LKK Auto)'; 'assignments@lkkauto.com'; 'sur@lkkauto.com'
Cc: Andre Chow En De; Coco Lu Ting; Edwin Abcede Caina; Kevin Leong Wai Kit; Chew, Elizabeth
Subject: RE: Our Ref:CLMOMVC000003864, SMM3307Z AGAINTS GBF270G DOA 27.07.2020 (VEHICLE IN OUR WORKSHOP) URGENT**
Attachments: [Untitled].pdf

Without Prejudice

Hi Don,

Noted on your request, as our client has not reported the accident we will survey on a without prejudice basis.

Aside to LKK,

Kindly accept assignment for TP survey.

Thank you.

For all first claim notifications on Property & Casualty Claims (excluding Motor claims), please email to GeneralClaims@sg.gaig.com

For motor claims enquiries, please email to motorclaims@sg.gaig.com

For all first claim notifications on Marine Claims, please email to marineclaims@sg.gaig.com

Regards

Shery Wong, Executive, Claims | P. +65 68046077 | F. +65 62353354 | shery.wong@sg.gaig.com



Claims | 3 Temasek Avenue #16-01 Centennial Tower Singapore 039190



A+ (Superior)
Affirmed September 11, 2019

Moody's
A1 (Good)
Published April 2020

Standard & Poor's
A+ (Strong)
Affirmed March 5, 2020

For more information on our financial ratings, visit GAIG.com/FinancialStrength.

Thank you for your trust in us. We're proud to continue to serve you during this unprecedented time. As COVID-19 continues to affect us all, we assure you that we remain committed to providing the high level of service you deserve. [Read more.](#)

From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Sent: 27 July 2020 5:48 PM
To: Motor Claims <motorclaims@sg.gaig.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Chew, Elizabeth <Elizabeth.Chew@sg.gaig.com>
Subject: [External] RE: Our Ref:CLMOMVC000003864, SMM3307Z AGAINTS GBF270G DOA 27.07.2020 (VEHICLE IN OUR WORKSHOP) URGENT**
Importance: High

Hi Officer,

We choose 5. LKK Auto Consultants

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865202 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Motor Claims <motorclaims@sg.gaig.com>
Sent: Monday, 27 July 2020 5:31 PM
To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Chew, Elizabeth <Elizabeth.Chew@sg.gaig.com>
Subject: RE: Our Ref:CLMOMVC000003864, SMM3307Z AGAINTS GBF270G DOA 27.07.2020 (VEHICLE IN OUR WORKSHOP) URGENT**

This email was sent from outside of your organisation

Without Prejudice

Dear Sirs,

Our client has not reported accident.

We append the following list of our panel surveyors:-

1. AJAX Adjusters & Surveyors Pte Ltd
2. A-PAC Adjusters & Surveyors Pte. Ltd.
3. Priority Services
4. RT Appraisal Pte Ltd
5. LKK Auto Consultants

Kindly let us know which SJE is selected for the survey to be carried out.

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For motor claims enquiries, please email to motorclaims@sg.gaig.com

For all first claim notifications on Marine Claims, please email to marineclaims@sg.gaig.com

Regards

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From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Sent: 27 July 2020 5:13 PM

To: Motor Claims <motorclaims@sg.gaig.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting

<coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Chew, Elizabeth <Elizabeth.Chew@sg.gaig.com>

Subject: [External] RE: Our Ref:CLMOMVC000003864, SMM3307Z AGAINTS GBF270G DOA 27.07.2020 (VEHICLE IN OUR WORKSHOP) URGENT**

Importance: High

Hi Officer,

Kindly advise attached List of Surveyor for us to arrange for survey as soon as possible.

Thanks

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
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From: Motor Claims <motorclaims@sg.gaig.com>
Sent: Monday, 27 July 2020 4:57 PM
To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Chew, Elizabeth <Elizabeth.Chew@sg.gaig.com>
Subject: Our Ref:CLMOMVC000003864, SMM3307Z AGAINTS GBF270G DOA 27.07.2020
(VEHICLE IN OUR WORKSHOP) URGENT**

This email was sent from outside of your organisation

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Don,

We refer to your email below.

Please be advised that our insured has not reported the accident. We are following up with our insured on the non-reporting.

In view of the above, we are unable to advise liability for this accident.

Kindly confirm if you would like us to arrange for survey for your client's vehicle.

Thank you.

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For motor claims enquiries, please email to motorclaims@sg.gaig.com

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Regards

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From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Sent: 27 July 2020 3:37 PM

To: Motor Claims <motorclaims@sg.gaig.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: [External] FW: TP GREAT AMERICAN INSURANCE CLAIM SMM3307Z AGAINTS GBF270G DOA 27.07.2020 (VEHICLE IN OUR WORKSHOP) URGENT**

Importance: High

Dear Officer In-Charge,

This email is with regards to the above accident which has been reported by our customer. We have since been instructed by him/her (motor vehicle number **SMM3307Z**) to submit a claim on his/her behalf as we are the authorised repair workshop for his/her car.

We note that you are the insurer (3rd party) of the (motor vehicle number **GBF270G**) involved. As such we are proposing for a Direct Settlement with regards to the repair costs and other consequential losses.

We appreciate your assistance in this matter and look forward to your agreement on this direct settlement.

Do let me know the liability at the soonest possible.

*******VEHICLE IN OUR WORKSHOP & WAITING FOR SURVEY*******

Don Bong
Claim Division Operations



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