

Shirley Hiew (LKK Auto)

From: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Sent: Monday, 24 August 2020 10:25 am
To: Shirley Hiew (LKK Auto)
Cc: SUR
Subject: RE: SGQ 313A OD / 6626332573SG DOA - 30/07/2020

Hi Shirley,

Noted. Repair cost at \$26,000.00. Repair limit at \$25,000.00.
Authorise repair. To upload email correspond in Merimen.

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 21, 2020 5:38 PM
To: Koh, Victor-CK
Cc: SUR
Subject: [EXTERNAL] RE: SGQ 313A OD / 6626332573SG DOA - 30/07/2020

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

Dear Victor,

Premium informed that insured is confirmed on the offer. He need to top up half of the balance \$ 1,000.00 which is \$ 500.00 before GST.

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, 18 August 2020 2:12 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Subject: RE: SGQ 313A OD / 6626332573SG DOA - 30/07/2020

Hi,

Kindly inform Insured that he will have to bear 50% of the additional amount (\$500 excluding excess) and repairer final amount at \$26,000.

Kindly revert if Insured is agreeable before we proceed.

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: Tuesday, August 18, 2020 9:08 AM
To: Koh, Victor-CK
Subject: [EXTERNAL] RE: SGQ 313A OD / 6626332573SG DOA - 30/07/2020

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

Dear Victor,

According to Premium, insured wants his vehicle to be repair so Premium counter propose \$26k to repair the vehicle.

Kindly advise.

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: Monday, 17 August 2020 12:25 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Subject: RE: SGQ 313A OD / 6626332573SG DOA - 30/07/2020

Hi

To revert as total loss.

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 3:38 PM
To: Koh, Victor-CK
Subject: [EXTERNAL] SGQ 313A OD / 6626332573SG DOA - 30/07/2020

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

Hi Victor,

Repairer is unable to undertake the repair cost at \$ 25K, they proposed \$ 28K to repair the vehicle.

Kindly advise.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

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.

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.