

Denise Tay (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 24 June 2020 5:51 PM
To: Boyogan, Joane (Joane.Boyogan@aig.com); Investigation
Cc: Bryan Ang (LKKAUTO); assignments; SUR
Subject: FW: #4234576161SG004#027#For Investigation - Height Measurement //LKK REF: CS3/AIG19021393/Atd3e2
Attachments: SJV7171J_JB repair invoice.pdf; SJV7171J_SG repair survey.pdf; SJV7171J_FWD.pdf; SKN1018P_AIG.pdf; SJV7171J_PAL Appraiser Survey Photos.pdf

Hi Joane,

Thank you for your email.

Hi Investigation Team,

Kindly assist on the below email. Thank you.

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,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Boyogan, Joane <Joane.Boyogan@aig.com>
Sent: Wednesday, 24 June 2020 5:45 PM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: #4234576161SG004#027#For Investigation - Height Measurement

Dear Hsiao Tong,

With reference to above matter

Understand from Merimen that your firm has conducted PRS of third party vehicle SJV7171J. We have since received PD LOD from third party's solicitor. However, OI insists that there was no contact/accident between his vehicle and third party vehicle.

On this note, please assist on the following:

- 1) Height measurement and investigation. This is to confirm whether the damages on third party vehicle is consistent to damages on our insured's vehicle (if any) as well as to confirm if there was any recent repairs/touch up done on our insured's vehicle.
- 2) To conduct paper resurvey of third party's survey photos & reports.

- 3) Third party has also provided invoice from a workshop in Johor Bahru. To review the said invoice and let us know if these repairs were necessary or reasonable.

Please feel free to call me should you have further clarifications on the above matter

Thank you

Regards,

Joane Boyogan (Ms)

AIG

Senior Complex Claims Examiner

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78 Shenton Way AIG Building #10-00 Singapore 079120

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