

Shirley Hiew (LKK Auto)

From: Veron Chen (LKKAuto)
Sent: Friday, 28 August 2020 11:26 am
To: Ng, Thaddaeus-HC; Shirley Hiew (LKK Auto)
Cc: SUR; Lim, Kok-Chong; Fong, Andy-SY
Subject: RE: SLZ 663H OD / 6863380555SG DOA - 15/08/2020 - Spray Painting & Remarks

Dear Thaddaeus,

We have spoken to repairer, they agree, Labour Renew/ Repair (Rear) -Revise 12 days x \$450 = \$5,400.00

Kindly let us have your approval in merimen please.

Best Regards,

Veron Chen | Case Handler **ON BEHALF OF SHIRLEY**

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)

From: Ng, Thaddaeus-HC <Thaddaeus-HC.Ng@aig.com>
Sent: Friday, 28 August 2020 10:15 AM
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Fong, Andy-SY <Andy-SY.Fong@aig.com>
Subject: RE: SLZ 663H OD / 6863380555SG DOA - 15/08/2020 - Spray Painting & Remarks

Hi Shirley,

For your general info, **Cycle & Carriage Automotive Pte Ltd (Pandan Gardens) & Borneo Motors (S) Pte Ltd (Pandan)** are under my account station survey with both Scheme Partner and AIG has tie down survey agreed requirement (Parts Authorization, Parts & Labour Pricing). Labour revise may seek advise of how we work with. Kindly assist to maintain or not much different revise to mislead repairer.

- 1) **Labour Spray Painting (Rear)** as calculated of \$350 x 7 Portions = \$2450.00 ----- **8 portions \$2800.00 – Proceed**
- 2) **2) Labour Renew/ Repair (Rear)** as calculated of \$450 x 10 = \$4,500/ ----- **13 days \$5850.00 For goodwill we give in 1 day. (renew both rear Fender 5 days, rear end panel with rear compartment 5 days, renew right chassis 3 days, repair left chassis renew both lamp housing, both fender top panel and pulling 2 days, total about 15days) - Renew RH Chassis Part No Raise. As Such, Treated As Repair. Revise 12 days x \$450 = \$5,400.00 to update**

Thank You

Regards,
Thaddaeus Ng
AIG
Motor Claims Surveyor
Claims|AIG Asia Pacific Insurance Pte. Ltd.
78 Shenton Way #08-16 Singapore 079120
Hp +(65) 8876 5433
Thaddaeus-HC.Ng@AIG.com | www.AIG.com.sg

From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Thursday, August 27, 2020 6:21 PM
To: Ng, Thaddaeus-HC <Thaddaeus-HC.Ng@aig.com>
Cc: SUR <sur@lkkauto.com>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Fong, Andy-SY <Andy-SY.Fong@aig.com>
Subject: [EXTERNAL] RE: SLZ 663H OD / 6863380555SG DOA - 15/08/2020 - Spray Painting & Remarks

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Hi Thaddaeus,

Report updated in Merimen.

Please refer to the repairer explanation on the labour as below.

1) Labour Spray Painting (Rear) as calculated of \$350 x 7 Portions = \$2450.00 ----- 8 portions \$2800.00
(2 fender end panel, rear compartment, rear bumper, rear bootlid, 2 for door, other small panels like chassis, lamp housing, top panel etc.)

2) Labour Renew/ Repair (Rear) as calculated of \$450 x 10 = \$4,500/ ----- 13 days \$5850.00 For goodwill we give in 1 day.
(renew both rear Fender 5 days, rear end panel with rear compartment 5 days, renew right chassis 3 days, repair left chassis renew both lamp housing, both fender top panel and pulling 2 days, total about 15days)

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)

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: Ng, Thaddaeus-HC <Thaddaeus-HC.Ng@aig.com>

Sent: Wednesday, 26 August 2020 12:33 pm

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

Cc: SUR <sur@lkkauto.com>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Fong, Andy-SY <Andy-SY.Fong@aig.com>

Subject: RE: SLZ 663H OD / 6863380555SG DOA - 15/08/2020 - Spray Painting & Remarks

Hi,

Not Authorize as Below

- Prelim Repair Cost not accurate as per revise report not updated parts discount
- Extensive damaged require net loss email for acceptance to revert
- Parts Discount less 23% not update
- Diagnostic Check & Wheel Alignment Report TBC
- Parts Damaged TBC: Fan Cooling, LH, Shield, Fr Wheelhousing RH, LH
- Labour Renew/ Repair (Rear) \$6,300 how it derive as calculated of \$450 x 10 = \$4,500/- to revise
- Labour Spray Painting (Rear) advise as per email \$2,450/- to update
- Check & Supplementary damaged expected photos to update

Thanks

Regards,
Thaddaeus Ng
AIG

Motor Claims Surveyor
Claims|AIG Asia Pacific Insurance Pte. Ltd.
78 Shenton Way #08-16 Singapore 079120
Hp +(65) 8876 5433
Thaddaeus-HC.Ng@AIG.com | www.AIG.com.sg

From: Ng, Thaddaeus-HC
Sent: Wednesday, August 26, 2020 12:18 PM
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Fong, Andy-SY <Andy-SY.Fong@aig.com>
Subject: RE: SLZ 663H OD / 6863380555SG DOA - 15/08/2020 - Spray Painting

Hi,

Kindly advise your surveyor to take note on the spray painting as advise below to update.

\$350 x 7 Portions = \$2450.00

Thanks

Regards,
Thaddaeus Ng
AIG

Motor Claims Surveyor
Claims|AIG Asia Pacific Insurance Pte. Ltd.
78 Shenton Way #08-16 Singapore 079120
Hp +(65) 8876 5433
Thaddaeus-HC.Ng@AIG.com | www.AIG.com.sg

From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Wednesday, August 26, 2020 12:04 PM
To: Ng, Thaddaeus-HC <Thaddaeus-HC.Ng@aig.com>
Cc: SUR <sur@lkkauto.com>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>
Subject: [EXTERNAL] RE: SLZ 663H OD / 6863380555SG DOA - 15/08/2020

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Dear Thaddaeus,

Kindly refer to the email below.

According to our surveyor, please refer to the breakdown below for Labour Spray Painting (Rear).

REAR AIRDAM (1)
REAR BUMPER (1)
REAR END PANEL (1)
BOOTLID (1)
REAR FLOOR COMPARTMENT (1)
REAR BOTH FENDER LH & RH (2)
REAR BOTH LAMP HOUSING PANEL LH & RH (1) – Small Panel are to combine together with End Panel as 01 portion. Not require for this spray paint request
REAR BOTH QUARTER TOP RH & LH (1) – Small Panel are to combine together with Both Rear Fenders portion as 01 portion. Not require for this spray paint request

TOTAL 9 PANEL
350 X 9 = 3150

Please let us have your mandate approval.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

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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: Tuesday, 25 August 2020 10:47 am
To: Lim, Kok-Chong <Kok-Chong.Lim@aig.com>
Cc: SUR <sur@lkkauto.com>
Subject: SLZ 663H OD / 6863380555SG DOA - 15/08/2020

Dear Kok Chong,

Kindly inform Sales Agreement & amended estimate for add on Labour Spray Painting (Rear) submitted in Merimen. IA updated, sundry removed.

According to our surveyor, please refer to the breakdown below for Labour Renew/Repair (Rear).

- Replace both rear fender (6 days)
- Replace rear end panel (3 days)
- Replace bootlid (1day)
- Rear bumper (1 day)
- Spare tyre panel (2 days)
- Repair both chassis (1 day)

Please let us have your mandate approval.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

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