

## Summer Lee (LKK Auto)

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**From:** Motor Claims <motorclaims@sg.gaig.com>  
**Sent:** Monday, 24 August, 2020 4:20 PM  
**To:** Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis); Motor Claims; Selena Tan Lee See (Auto Svcs/Claims & IA/Claims & IA/Taxis); Kok Tuck Foo (Auto Svcs/ARC/ARC/Taxis); Chin Kim Ming (Auto Svcs/ARC/ARC/Taxis); Keith Ang Bang Kien (Auto Svcs/ARC/ARC/Taxis); Lim Wei Siong (Auto Svcs/Claims & IA/Claims & IA/Taxis); 'Summer Lee (LKK Auto)'; 'assignments@lkkauto.com'; 'sur@lkkauto.com'  
**Cc:** Ngian, Kelvyna  
**Subject:** RE: GAIG ref:CLMOMVC000003875, PC6798L Your insured and SHF381Z Our insured (GREAT AMERICAN INSURANCE)

### Without Prejudice

Dear Shanti,

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

Aside to LKK,

Please 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](mailto:GeneralClaims@sg.gaig.com)

For motor claims enquiries, please email to [motorclaims@sg.gaig.com](mailto:motorclaims@sg.gaig.com)

For all first claim notifications on Marine Claims, please email to [marineclaims@sg.gaig.com](mailto:marineclaims@sg.gaig.com)

Regards

**Shery Wong**, Executive, Claims | P. +65 68046077 | F. +65 62353354 | [shery.wong@sg.gaig.com](mailto:shery.wong@sg.gaig.com)

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



**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](https://www.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.](#)**

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**From:** Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis) <BThaiyalN@smrt.com.sg>

**Sent:** 24 August 2020 4:15 PM

**To:** Motor Claims <motorclaims@sg.gaig.com>; Selena Tan Lee See (Auto Svcs/Claims & IA/Claims & IA/Taxis) <TanSelena@smrt.com.sg>; Kok Tuck Foo (Auto Svcs/ARC/ARC/Taxis) <TuckFoo@smrt.com.sg>; Chin Kim Ming (Auto Svcs/ARC/ARC/Taxis) <kimming.chin@smrt.com.sg>; Keith Ang Bang Kien (Auto Svcs/ARC/ARC/Taxis) <ANGBANGKIEN@smrtlan.com.sg>; Lim Wei Siong (Auto Svcs/Claims & IA/Claims & IA/Taxis) <weisiong@smrt.com.sg>

**Cc:** Ngian, Kelvyna <kelvyna.ngian@sg.gaig.com>

**Subject:** [External] RE: GAIG ref:CLMOMVC000003875, PC6798L Your insured and SHF381Z Our insured (GREAT AMERICAN INSURANCE)

Dear Sir / Mdm,

Kindly arrange for LKK Auto Consultants to survey the vehicle.

Thank you & Regards

Shanti

SMRT Automotive Services PTE LTD

Accident Reporting Center (Claims Dept)

6866 2671/2 | [bthaiyaln@smrt.com.sg](mailto:bthaiyaln@smrt.com.sg)



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**From:** Motor Claims [<mailto:motorclaims@sg.gaig.com>]

**Sent:** 24/08/2020 15:47

**To:** Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis); Selena Tan Lee See (Auto Svcs/Claims & IA/Claims & IA/Taxis); Kok Tuck Foo (Auto Svcs/ARC/ARC/Taxis); Chin Kim Ming (Auto Svcs/ARC/ARC/Taxis); Keith Ang Bang Kien (Auto Svcs/ARC/ARC/Taxis); Lim Wei Siong (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**Cc:** Ngian, Kelvyna

**Subject:** GAIG ref:CLMOMVC000003875, PC6798L Your insured and SHF381Z Our insured (GREAT AMERICAN INSURANCE)

**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 and furnish the estimates for the survey to be carried out.

Please be reminded to update your records of our email to [motorclaims@sg.gaig.com](mailto:motorclaims@sg.gaig.com)

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

For motor claims enquiries, please email to [motorclaims@sg.gaig.com](mailto:motorclaims@sg.gaig.com)

For all first claim notifications on Marine Claims, please email to [marineclaims@sg.gaig.com](mailto:marineclaims@sg.gaig.com)

Regards

**Shery Wong**, Executive, Claims | P. +65 68046077 | F. +65 62353354 | [shery.wong@sg.gaig.com](mailto:shery.wong@sg.gaig.com)



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



**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](http://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:** Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[BThaiyalN@smrt.com.sg](mailto:BThaiyalN@smrt.com.sg)>

**Sent:** 24 August 2020 12:16 PM

**To:** Ngian, Kelvyna <[kelvyna.ngian@sg.gaig.com](mailto:kelvyna.ngian@sg.gaig.com)>; Selena Tan Lee See (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[TanSelena@smrt.com.sg](mailto:TanSelena@smrt.com.sg)>; Motor Claims <[motorclaims@sg.gaig.com](mailto:motorclaims@sg.gaig.com)>

**Cc:** Kok Tuck Foo (Auto Svcs/ARC/ARC/Taxis) <[TuckFoo@smrt.com.sg](mailto:TuckFoo@smrt.com.sg)>; Chin Kim Ming (Auto Svcs/ARC/ARC/Taxis) <[kimming.chin@smrt.com.sg](mailto:kimming.chin@smrt.com.sg)>; Keith Ang Bang Kien (Auto Svcs/ARC/ARC/Taxis) <[ANGBANGKIEN@smrtlan.com.sg](mailto:ANGBANGKIEN@smrtlan.com.sg)>; Lim Wei Siong (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[weisiong@smrt.com.sg](mailto:weisiong@smrt.com.sg)>

**Subject:** [External] RE: PC6798L Your insured and SHF381Z Our insured (GREAT AMERICAN INSURANCE)

Dear Kelvyna.

Accident report attached.

Aside to Ah Foo/Kim Ming

Kindly attach repair estimate.

Thank you & Regards  
Shanti  
SMRT Automotive Services PTE LTD  
Accident Reporting Center (Claims Dept)  
6866 2671/2 | [bthaiyaln@smrt.com.sg](mailto:bthaiyaln@smrt.com.sg)



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**From:** Ngian, Kelvyna [<mailto:kelvyna.ngian@sg.gaig.com>]  
**Sent:** 24/08/2020 11:16  
**To:** Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis); Selena Tan Lee See (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Cc:** Kok Tuck Foo (Auto Svcs/ARC/ARC/Taxis); Chin Kim Ming (Auto Svcs/ARC/ARC/Taxis); Keith Ang Bang Kien (Auto Svcs/ARC/ARC/Taxis); Lim Wei Siong (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Subject:** RE: PC6798L Your insured and SHF381Z Our insured (GREAT AMERICAN INSURANCE)

WITHOUT PREJUDICE

Dear Shanti,

Please let us have your accident report/ repair estimates. When is the accident? Our insured has not reported.

Michael Tay is no longer with Great American. Going forward, for motor claims related matters, you may email us at [motorclaims@sg.gaig.com](mailto:motorclaims@sg.gaig.com) instead.

Thanks & Regards  
Kelvyna  
68046059

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**From:** Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[BThaiyalN@smrt.com.sg](mailto:BThaiyalN@smrt.com.sg)>  
**Sent:** 22 August 2020 10:12 AM  
**To:** Ngian, Kelvyna <[kelvyna.ngian@sg.gaig.com](mailto:kelvyna.ngian@sg.gaig.com)>; Selena Tan Lee See (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[TanSelena@smrt.com.sg](mailto:TanSelena@smrt.com.sg)>  
**Cc:** Tay, Michael <[Michael.Tay@sg.gaig.com](mailto:Michael.Tay@sg.gaig.com)>; Kok Tuck Foo (Auto Svcs/ARC/ARC/Taxis) <[TuckFoo@smrt.com.sg](mailto:TuckFoo@smrt.com.sg)>; Chin Kim Ming (Auto Svcs/ARC/ARC/Taxis) <[kimming.chin@smrt.com.sg](mailto:kimming.chin@smrt.com.sg)>; Keith Ang Bang Kien (Auto Svcs/ARC/ARC/Taxis) <[ANGBANGKIEN@smrtlan.com.sg](mailto:ANGBANGKIEN@smrtlan.com.sg)>; Lim Wei Siong (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[weisiong@smrt.com.sg](mailto:weisiong@smrt.com.sg)>  
**Subject:** [External] RE: PC6798L Your insured and SHF381Z Our insured (GREAT AMERICAN INSURANCE)

Dear Sir / Mdm,

Kindly arrange to survey the vehicle **SHF381Z** 48 hours according to GIA guide line, involving your insured **PC9798L**

Insurance Company : **Great American Insurance Company**  
Vehicle in **Woodlands. SMRT Depot**

Thank you & Regards  
Shanti  
SMRT Automotive Services PTE LTD  
Accident Reporting Center (Claims Dept)  
6866 2671/2 | [bthaiyaln@smrt.com.sg](mailto:bthaiyaln@smrt.com.sg)



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