

Hsiao Tong (LKKAUTO)

From: Lee, Ming-Yao <MingYao.Lee@aig.com>
Sent: Thursday, 24 September 2020 2:42 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: RE: <Seek Mandate> AIG Ref: 8911495960SG[PRE-REPAIR INSPECTION REQUEST - SMP99C vs SFD3A (OI) on D.O.A.: 06/09/2020 THIRD PARTY CLAIM AGAINST AIG INSURANCE]

Hi Hsiao Tong,

Wish to obtain photo of COMPL. FRONT BUMPER and seek clarification on labour items:

- Labour Rate per day?
- Spraying Painting Rate per day?
- What are the stickers for front bumper sticker?

Thank you.

Regards,
Lee Ming Yao, George
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769

Ming-Yao.Lee@AIG.com | www.aig.sg

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: 17 September 2020 16:49
To: Lee, Ming-Yao <MingYao.Lee@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] <Seek Mandate> AIG Ref: 8911495960SG[PRE-REPAIR INSPECTION REQUEST - SMP99C vs SFD3A (OI) on D.O.A.: 06/09/2020 THIRD PARTY CLAIM AGAINST AIG INSURANCE]

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

AIG Ref: **8911495960SG**
LKK Ref: CC4/AIG20009762/R1pa3

Hi Ming Yao,

We refer to the above matter.

We have conducted survey on 15/09/2020 and third party proposed DS with AIG.

In view of high quantum on repair cost, we would like to seek you mandate before liaise with third party repairer. Attached is a copy of Adjuster Immediate Advice for your easy reference.

Kindly let us have you mandate in Merimen. Thanks.

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: Valenzuela Crizbert Chua <crizbertchua@italauto.com.sg>

Sent: Thursday, 17 September 2020 3:18 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: PRE-REPAIR INSPECTION REQUEST - SMP99C vs SFD3A (OI) on D.O.A.: 06/09/2020 THIRD PARTY CLAIM AGAINST AIG INSURANCE

Hi Hsiao Tong,

Attached is the Surveyor adjustment on the Quotation. Please let us know if the liability is cleared and can proceed direct settlement with AIG Insurance.

Please let us know the Loss of Use per day.

Thank you

Crizbert Chua Valenzuela

Service Advisor



OFFICIAL FERRARI IMPORTER SINGAPORE

Ital Auto Pte Ltd

Ital Auto Pte Ltd 30 Leng Kee Road, Singapore 159100

T (+65) 64751118 M (+65) 97688010

E crizbertchua@italauto.com.sg

W www.italauto.com.sg | facebook.com/Ferrari | twitter.com/Ferrari / Instagram/Ferrari

From: Celine Fong (LKKAuto) [<mailto:celinefong@lkkauto.com>]

Sent: Thursday, 17 September 2020 3:11 pm

To: Valenzuela Crizbert Chua; Admin-D (LKKAuto); Hsiao Tong (LKKAuto)

Cc: assignments; Lim, Sheng Yang; Baljit.Kaur@aig.com; Pauline Neo May Fong; Lee Wei Chen; Andrew Teo (Ital Auto)

Subject: RE: PRE-REPAIR INSPECTION REQUEST - SMP99C vs SFD3A (OI) on D.O.A.: 06/09/2020

Dear Sir,

Thank you for the email.

You may liaise with our Case Handler Hsiao Tong.

Dear Hsiao Tong,

Please assist. Your Ref: CC4/AIG20009762/R1pa3

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Valenzuela Crizbert Chua <crizbertchua@italauto.com.sg>

Sent: Thursday, 17 September 2020 2:46 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: assignments <assignments@lkkauto.com>; Lim, Sheng Yang <ShengYang.Lim@aig.com>; Baljit.Kaur@aig.com; Pauline Neo May Fong <paulineneo@italauto.com.sg>; Lee Wei Chen <leewc@italauto.com.sg>; Andrew Teo (Ital Auto) <andrewteo@italauto.com.sg>

Subject: RE: PRE-REPAIR INSPECTION REQUEST - SMP99C vs SFD3A (OI) on D.O.A.: 06/09/2020

Dear Nivitha,

Survey done just now by Surveyor Rasul. May I know who is the Officer In Charge of this case I can liaise with?

Rasul mentioned to liaise with Hsiaotong ? shall we liaise with you or can we directly liaise with AIG Claims Officer ?

Thank you

Crizbert Chua Valenzuela

Service Advisor



OFFICIAL FERRARI IMPORTER SINGAPORE

Ital Auto Pte Ltd

Ital Auto Pte Ltd 30 Leng Kee Road, Singapore 159100

T (+65) 64751118 M (+65) 97688010

E crizbertchua@italauto.com.sg

W www.italauto.com.sg | facebook.com/Ferrari | twitter.com/Ferrari | Instagram/Ferrari

From: Valenzuela Crizbert Chua

Sent: Thursday, 17 September 2020 10:07 am

To: 'admin'

Cc: 'assignments@lkkauto.com'; 'Lim, Sheng Yang'; 'Baljit.Kaur@aig.com'

Subject: RE: PRE-REPAIR INSPECTION REQUEST - SMP99C vs SFD3A (OI) on D.O.A.: 06/09/2020

Good Morning Nivitha,

When are you sending your Surveyor for the price adjustment ? Please send it in ASAP. Thank you

Crizbert Chua Valenzuela

Service Advisor



OFFICIAL FERRARI IMPORTER SINGAPORE

Ital Auto Pte Ltd

Ital Auto Pte Ltd 30 Leng Kee Road, Singapore 159100

T (+65) 64751118 M (+65) 97688010

E crizbertchua@italauto.com.sg

W www.italauto.com.sg | facebook.com/Ferrari | twitter.com/Ferrari / Instagram/Ferrari

From: admin [<mailto:admin-d@lkkauto.com>]

Sent: Friday, 11 September 2020 4:02 pm

To: Valenzuela Crizbert Chua

Cc: assignments@lkkauto.com

Subject: RE: PRE-REPAIR INSPECTION REQUEST - SMP99C vs SFD3A (OI) on D.O.A.: 06/09/2020

Dear Chris,

Noted with thanks.

G.NIVITHA

LKK Auto Consultants Pte Ltd

** 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*

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Valenzuela Crizbert Chua <crizbertchua@italauto.com.sg>

Sent: Friday, 11 September 2020 3:58 PM

To: admin <admin-d@lkkauto.com>

Cc: assignments@lkkauto.com

Subject: RE: PRE-REPAIR INSPECTION REQUEST - SMP99C vs SFD3A (OI) on D.O.A.: 06/09/2020

Hi Nivitha,

Yes it is. When are you sending your Surveyor ?

Crizbert Chua Valenzuela

Service Advisor



OFFICIAL FERRARI IMPORTER SINGAPORE

Ital Auto Pte Ltd

Ital Auto Pte Ltd 30 Leng Kee Road, Singapore 159100

T (+65) 64751118 M (+65) 97688010

E crizbertchua@italauto.com.sg

W www.italauto.com.sg | facebook.com/Ferrari | twitter.com/Ferrari | Instagram/Ferrari

From: admin [<mailto:admin-d@lkkauto.com>]

Sent: Friday, 11 September 2020 3:36 pm

To: Valenzuela Crizbert Chua

Cc: assignments@lkkauto.com

Subject: PRE-REPAIR INSPECTION REQUEST - SMP99C vs SFD3A (OI) on D.O.A.: 06/09/2020

Dear Chris,

Is the vehicle SMP 99C in the workshop?

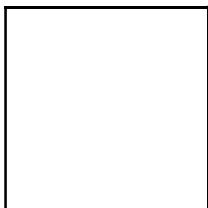
G.NIVITHA

LKK Auto Consultants Pte Ltd

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