

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 2 October 2020 12:14 PM  
**To:** 'Lee, Ming-Yao'  
**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 Ming Yao,

We refer to your below email.

Third party repairer is unable to accept labour for 3days as it is not sufficient for them to complete the repair work. We have tried to negotiate with third party repairer and they proposed for 5 repair days which means the labour cost is \$9,600.00.

Kindly advise after review the matter.

Separately, kindly advise the offer for Loss of use as third party claimant is asking. Thanks.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

S(408933)

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**From:** Lee, Ming-Yao <MingYao.Lee@aig.com>  
**Sent:** Thursday, 1 October 2020 5:43 PM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**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]

Hello Hsiao Tong,

We are of the view that repair should take approximately 3 days. Hence for labour cost, should be \$5,760.00

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

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** 30 September 2020 10:18

**To:** Lee, Ming-Yao <[MingYao.Lee@aig.com](mailto:MingYao.Lee@aig.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** [EXTERNAL] 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]

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Hi Ming Yao,

We refer to your below email.

Kindly refer to the photos 7-9 in Merimen show the misalignment of the front bumper and photo 27 shows the upper inner of the front bumper cracked. For the labour items, please refer to the below: -

- Labour Rate per day?
  - Labour rate per day is \$1,920.00.
- Spraying Painting Rate per day?
  - Spray paint rate per day is \$3,750.00 but surveyor did reduce it to \$3,500.00.
- What are the stickers for front bumper sticker?
  - The sticker is necessary and its stucked the whole car, but due to accident it sticks on front bumper only and that's include diagnostic.

Kindly let us have your mandate/ instruction after review the matter.

Thanks.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

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**From:** Lee, Ming-Yao <[MingYao.Lee@aig.com](mailto:MingYao.Lee@aig.com)>

**Sent:** Thursday, 24 September 2020 2:42 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**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.

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Tel +(65) 6419 1769

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** 17 September 2020 16:49

**To:** Lee, Ming-Yao <[MingYao.Lee@aig.com](mailto:MingYao.Lee@aig.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto: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]

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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**

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**From:** Valenzuela Crizbert Chua <[crizbertchua@italauto.com.sg](mailto:crizbertchua@italauto.com.sg)>

**Sent:** Thursday, 17 September 2020 3:18 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto: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

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**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](mailto: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](mailto:celinefong@lkkauto.com) | fax: 6256-4315

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**From:** Valenzuela Crizbert Chua <[crizbertchua@italauto.com.sg](mailto:crizbertchua@italauto.com.sg)>

**Sent:** Thursday, 17 September 2020 2:46 PM

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

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



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**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



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

**Sent:** Friday, 11 September 2020 4:02 pm

**To:** Valenzuela Crizbert Chua

**Cc:** [assignments@lkkauto.com](mailto: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](mailto:assignments@lkkauto.com) | fax: 6256-4315

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**From:** Valenzuela Crizbert Chua <[crizbertchua@italauto.com.sg](mailto:crizbertchua@italauto.com.sg)>

**Sent:** Friday, 11 September 2020 3:58 PM

**To:** admin <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** [assignments@lkkauto.com](mailto: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



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**From:** admin [<mailto:admin-d@lkkauto.com>]  
**Sent:** Friday, 11 September 2020 3:36 pm  
**To:** Valenzuela Crizbert Chua  
**Cc:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Subject:** PRE-REPAIR INSPECTION REQUEST - SMP99C vs SFD3A (OI) on D.O.A.: 06/09/2020

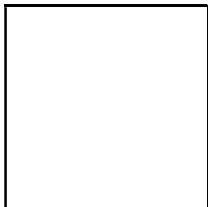
Dear Chris,

Is the vehicle SMP 99C in the workshop?

G.NIVITHA  
LKK Auto Consultants Pte Ltd

*\* 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](mailto:assignments@lkkauto.com) | fax: 6256-4315  
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