

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 26 October 2020 8:25 AM
To: Pauline Neo May Fong; Valenzuela Crizbert Chua
Cc: Andrew Teo (Ital Auto); Rasul (LKKAuto)
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]
Attachments: DV_SMP99C.pdf

Without Prejudice

Dear Sirs/Mdm,

Thank you for your email.

We confirm settlement as follows: -

1. Cost of Repair (w/GST)	\$ 45,594.67
2. Loss of Use (6days x \$200.00)	\$ 1,200.00
Total	\$ 46,794.67

Please duly sign the DV enclosed and return to us (LKK) for our necessary action.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

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: Pauline Neo May Fong <paulineneo@italauto.com.sg>
Sent: Saturday, 24 October 2020 11:23 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Valenzuela Crizbert Chua <crizbertchua@italauto.com.sg>
Cc: Andrew Teo (Ital Auto) <andrewteo@italauto.com.sg>; Rasul (LKKAuto) <Rasul@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,

Attached are for Ms Leow Hsin Kah Toyar SMP99C Portofino Ferrari File 3rd Party Claim against SFD3A.

1. Invoice
2. DV
3. LOD
4. LOA

Please kindly go through the documents to confirm the COR and LOU.

Upon confirmation, the original documents will be mailed out accordingly.

Many Thanks

Kind Regards

Pauline Neo

Aftersales Administrator



OFFICIAL FERRARI IMPORTER SINGAPORE

Ital Auto Pte Ltd

Ital Auto Pte Ltd 30 Leng Kee Road Singapore 159100

T (+65) 6475.1118 F (+65) 6474.3336

E paulineneo@italauto.com.sg

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

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

Sent: Tuesday, 13 October 2020 4:54 PM

To: Valenzuela Crizbert Chua

Cc: Andrew Teo (Ital Auto); Pauline Neo May Fong; Rasul (LKKAUTO)

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]

Without Prejudice

Hi Crizbert,

Yes. We propose LOU at \$200/day x 6days = \$1,200.00.

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: Tuesday, 13 October 2020 3:58 PM

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

Cc: Andrew Teo (Ital Auto) <andrewteo@italauto.com.sg>; Pauline Neo May Fong <paulineneo@italauto.com.sg>;
Rasul (LKKAuto) <Rasul@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,

Thanks I will check with the customer, please confirm its \$200 x 6 (Days). Thank you

Crizbert Chua Valenzuela

Service Advisor



OFFICIAL FERRARI IMPORTER SINGAPORE

Ital Auto Pte Ltd

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E crizbertchua@italauto.com.sg

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

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

Sent: Tuesday, 13 October 2020 8:40 am

To: Valenzuela Crizbert Chua

Cc: Andrew Teo (Ital Auto); Pauline Neo May Fong; Rasul (LKKAuto)

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]

Without Prejudice

(save as to costs)

Hi Crizbert,

We refer to your below email.

For LOU, we are prepare to revise our offer at \$200.00/day.

Please confirm acceptance. Thanks.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

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, 8 October 2020 10:39 AM

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

Cc: Andrew Teo (Ital Auto) <andrewteo@italauto.com.sg>; Pauline Neo May Fong <paulineneo@italauto.com.sg>;
Rasul (LKKAuto) <Rasul@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,

We appreciate your prompt action on the labour cost and we will proceed accordingly to continue the repairs.

However the LOU proposed by AIG will not be accepted by our client because she is expecting not less than \$300 LOU per day. Please put in to consideration that this is 2020 model with 3K mileage.

I proposed we go by the highest NIMA benchmark \$240 per day as per Surveyor approved number of days (6 days as per attached) we will do the explanation on our end to our customer.

Kindly please confirm the LOU once approved.

Thank you

This is an estimate only and does not represent a contract for services. This estimate is based on the scope of the work to be completed for the job as described above. This estimate is based on our evaluation of the requirements necessary to complete the job and does not include material price increases or additional labor and material which may be required should unforeseen problems arise after the work has started. This quotation is valid for thirty (30) days only.

Steve (Resumy)
30/9/20

Rasul
Hp 90010068
6 days
17/09/2020 @ 1430
Resumy before print

Page 1 of 1

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: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]

Sent: Thursday, 8 October 2020 10:10 am

To: Valenzuela Crizbert Chua

Cc: Andrew Teo (Ital Auto); Pauline Neo May Fong; Rasul (LKKAUTO)

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]

Without Prejudice

Hi Crizbert,

For labour, AIG had approved 5days which means the labour cost is \$9,600.00.

For LOU, we propose \$180.00/day.

Kindly proceed with your necessary action. Thanks.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: Hsiao Tong (LKKAuto)

Sent: Wednesday, 7 October 2020 5:25 PM

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

Cc: Andrew Teo (Ital Auto) <andrewteo@italauto.com.sg>; Pauline Neo May Fong <paulineneo@italauto.com.sg>;

Rasul (LKKAuto) <Rasul@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]

Without Prejudice

Dear Crizbert,

We refer to your below email.

We have spoken to AIG claim officer, we will get back to you by tomorrow. Thanks.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

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Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

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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: Wednesday, 7 October 2020 4:01 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Andrew Teo (Ital Auto) <andrewteo@italauto.com.sg>; Pauline Neo May Fong <paulineneo@italauto.com.sg>;
Rasul (LKKAuto) <Rasul@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,

Any news from AIG ? As mentioned we need to finalised the approved cost of repairs first before we can continue to carry on the job.

In order to help with the finalisation I have previously spoken to Rasul and has further reduced the labour days to 5 days already I believe this should help and hope to get it settled soon.

Thank you

Crizbert Chua Valenzuela
Service Advisor



OFFICIAL FERRARI IMPORTER SINGAPORE

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

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Monday, 5 October 2020 2:13 pm
To: Valenzuela Crizbert Chua
Cc: Andrew Teo (Ital Auto); Pauline Neo May Fong; Rasul (LKKAuto)
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]

Without Prejudice

Dear Crizbert,

We are pending mandate/instruction from our principal.

We are following up and will get back to you asap.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: Monday, 5 October 2020 2:01 PM

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

Cc: Andrew Teo (Ital Auto) <andrewteo@italauto.com.sg>; Pauline Neo May Fong <paulineneo@italauto.com.sg>

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]

Dear Hsiao Tong/Rasul,

Any news on this please? Thank you

Crizbert Chua Valenzuela

Service Advisor



OFFICIAL FERRARI IMPORTER SINGAPORE

Ital Auto Pte Ltd

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E crizbertchua@italauto.com.sg

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

From: Rasul (LKKAuto) [<mailto:Rasul@lkkauto.com>]

Sent: Friday, 2 October 2020 10:16 am

To: Valenzuela Crizbert Chua

Cc: Hsiao Tong (LKKAuto)

Subject: FW: <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 Criz,

Kindly refer to the email below from AIG. With regards to this case, we regret that the labour of \$ 11,520 and no. of repair days that was 6 days is not approved by AIG.

As was mentioned below email, AIG can only approved at \$ 5,760 for the labour and 3 days of repair only.

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,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Save the Earth. Print only when necessary.

From: Hsiao Tong (LKKAuto)

Sent: Friday, 2 October, 2020 8:11 AM

To: Rasul (LKKAuto)

Subject: FW: <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 Rasul,

Kindly refer to the below email from AIG, mandate from AIG:

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

For your necessary action. 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: 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

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

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

Sent: 30 September 2020 10:18

To: Lee, Ming-Yao <MingYao.Lee@aig.com>

Cc: Admin A <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]

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

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

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: Lee, Ming-Yao <MingYao.Lee@aig.com>

Sent: Thursday, 24 September 2020 2:42 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]

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

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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



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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

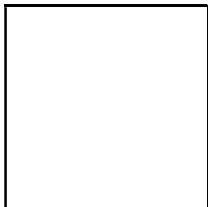
Dear Chris,

Is the vehicle SMP 99C in the workshop?

G.NIVITHA
LKK Auto Consultants Pte Ltd

** 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)



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