

Shiau Chan (LKKAuto)

From: Lim, Kok-Chong <Kok-Chong.Lim@aig.com>
Sent: Friday, 16 October 2020 4:33 PM
To: Bryan Ang (LKKAuto); Rasul (LKKAuto)
Cc: Shiau Chan (LKKAuto); Fong, Andy-SY; Ng, Thaddaeus-HC
Subject: RE: SMM3996J (MIT) - FINALIZE OD CLAIM (AIG) - Further Resurvey Photos

Hi Bryan,

Please inform the attending surveyor to further assess for Front Reinforcement with outer bracket for C&C Pandan Garden cases. As per Thad's usual assessment, Front Reinforcement Outer Bracket is repaired unless the main frame beam is bent. Thus, take this as a guideline for future cases.

Hi Rasul,

You may tidy up the survey report and finalize with Don as we have approved for the Front Reinforcement.

Thank you

Best Regards,

LIM KOK CHONG
AIG

Senior Motor Surveyor
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way, #08-16, Singapore 079120
Mobile +(65) 8876 5437

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From: Lim, Kok-Chong
Sent: Monday, October 12, 2020 4:26 PM
To: Rasul (LKKAuto); Bryan Ang (LKKAuto)
Cc: siewsc@lkkauto.com; Fong, Andy-SY; Ng, Thaddaeus-HC
Subject: RE: SMM3996J (MIT) - FINALIZE OD CLAIM (AIG) - Further Resurvey Photos

Hi Rasul,

Please liaise with Thad to have the correct rejected part (Main Reinforcement) before informing Don to avoid such misunderstanding moving forward. We noted authorization for repair is given to repairer before seeking mandate for this case.

Hi Bryan,

For this case, this situation could have been avoided.

Kindly ensure that all attending survey is to seek mandate before providing authorization to repairer.

Thank you

Best Regards,

LIM KOK CHONG
AIG

Senior Motor Surveyor
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way, #08-16, Singapore 079120
Mobile +(65) 8876 5437

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From: Ng, Thaddaeus-HC
Sent: Monday, October 12, 2020 4:03 PM
To: Lim, Kok-Chong; Don Bong Kiong Hua
Cc: Andre Chow En De; Coco Lu Ting; Edwin Abcede Caina; Kevin Leong Wai Kit; siewsc@lkkauto.com; Rasul (LKKAuto)
Subject: RE: SMM3996J (MIT) - FINALIZE OD CLAIM (AIG) - Further Resurvey Photos

Repairable damaged photo for your attention.

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: Monday, October 12, 2020 3:59 PM
To: Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; siewsc@lkkauto.com; Rasul (LKKAuto) <Rasul@lkkauto.com>
Subject: RE: SMM3996J (MIT) - FINALIZE OD CLAIM (AIG)

Hi KC,

Rejected was referring to Main Reinforcement both side bracket has being all while practice and repairer with understanding it repairable lest the main reinforcement bent damaged shown.

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: Lim, Kok-Chong <Kok-Chong.Lim@aig.com>

Sent: Monday, October 12, 2020 3:50 PM

To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Ng, Thaddaeus-HC <Thaddaeus-HC.Ng@aig.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; siewsc@lkkauto.com; Rasul (LKKAuto) <Rasul@lkkauto.com>

Subject: FW: SMM3996J (MIT) - FINALIZE OD CLAIM (AIG)

Importance: High

Hi Don,

Thank you for taking time to provide detailed photos for the mentioned part. We shall review it and do the needy.

Hi Thad,

For your review and necessary action.

Best Regards,

LIM KOK CHONG
AIG

Senior Motor Surveyor
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way, #08-16, Singapore 079120
Mobile +(65) 8876 5437

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From: Don Bong Kiong Hua [<mailto:kionghua.bong@cyclecarriage.com.sg>]
Sent: Monday, October 12, 2020 3:29 PM
To: Lim, Kok-Chong
Cc: Andre Chow En De; Coco Lu Ting; Edwin Abcede Caina; Kevin Leong Wai Kit; Shiau Chan (LKKAuto); Rasul (LKKAuto); admin
Subject: [EXTERNAL] FW: SMM3996J (MIT) - FINALIZE OD CLAIM (AIG)
Importance: High

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

Hi Kok Chong,

Would like to bring this case to your attention.

According to LKK, "The supplementary "REINFORCEMENT, FR BUMPER" not approve by AIG surveyor due to reinforcement both outer bracket cover to repair."

As can be seen from the photos, the damage to the panel is rather substantial, whereby the reinforcement has lost its shape.

We would like hence to seek for your opinion on the matter, and if necessary, the opinion of a higher authority and/or another independent surveyor.

We hope that we have AIG's understanding that rejecting this part at this juncture is extremely cumbersome as we need to update and inform customer of AIG's decision not to pay for the part.

Hope to hear from you soon.

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



Exceptional Journeys

Cycle & Carriage Singapore · 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 · F: +65 6565 1240 · H: +65 91865202 · www.cyclecarriage.com.sg

A member of the Landmark Cycle & Carriage Group

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Monday, 12 October 2020 2:42 PM
To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng

<jojo.cheng@cyclecarriage.com.sg>; Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>

Subject: RE: SMM3996J (MIT) - FINALIZE OD CLAIM (AIG)

This email was sent from outside of your organisation

Dear Don,

Yes.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Sent: Monday, 12 October 2020 2:39 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>

Subject: RE: SMM3996J (MIT) - FINALIZE OD CLAIM (AIG)

Importance: High

Hi Shiau Chan,

Let us know which part supplementary not agreed by AIG. Is REINFORCEMENT, FR BUMPER which retail price \$134 Before discounts.

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



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T: +65 6568 4501 · F: +65 6565 1240 · H: +65 91865202 · www.cyclecarriage.com.sg

 A member of the Landmark Cycle & Carriage Group

From: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Monday, 12 October 2020 2:37 PM

To: Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>

Subject: RE: SMM3996J (MIT) - FINALIZE OD CLAIM (AIG)

This email was sent from outside of your organisation

Dear Don,

As spoken with you.

The supplementary "REINFORCEMENT, FR BUMPER" not approve by AIG surveyor due to reinforcement both outer bracket cover to repair.

Best Regards,

Shiao Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Monday, 12 October 2020 2:08 PM

To: Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Subject: RE: SMM3996J (MIT) - FINALIZE OD CLAIM (AIG)

Dear Larry,

WITHOUT PREJUDICE

Please be informed that the supplementary "REINFORCEMENT, FR BUMPER" not approve by AIG.

Offer final fig \$5,289.86 before excess \$300.00 & GST and 5 repair days.

Kindly check and confirm.

Best Regards,

Shiao Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>

Sent: Friday, 9 October 2020 11:08 AM

To: Rasul (LKKAuto) <Rasul@lkkauto.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Subject: RE: SMM3996J (MIT) - FINALIZE OD CLAIM (AIG)

Additional photos

Best regards,

Larry Songcuan
Customer Service



Cycle & Carriage Singapore · 209 Pandan Gardens, Singapore 609339
T: +65 6568 4658 · F: +65 6565 1240 · www.cyclecarriage.com.sg

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From: Songcuan JR Lauro Araos
Sent: 09 October 2020 11:07 AM
To: Rasul (LKKAuto) <Rasul@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Subject: SMM3996J (MIT) - FINALIZE OD CLAIM (AIG)

Dear Rasul,

Pls. refer to attached files and photos.

Kindly confirm finalized amount of \$ **5,393.04** before Gst.

Thank you so much.

Best regards,

Larry Songcuan
Customer Service



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