

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Tuesday, 29 September 2020 3:50 PM
To: 'Don Bong Kiong Hua'; Admin-D (LKKAUTO)
Cc: Andre Chow En De; Coco Lu Ting; Edwin Abcede Caina; Kevin Leong Wai Kit; SUR
Subject: RE: SMM3996J OD AIG DOA 19.09.2020

Dear Don,

We have checked with AIG officer, the excess of above vehicle should be \$300/- instead of \$600/-.

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: Tuesday, 29 September 2020 3:00 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.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>; SUR <sur@lkkauto.com>
Subject: RE: SMM3996J OD AIG DOA 19.09.2020
Importance: High

FYI

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Tuesday, 29 September 2020 2:12 PM
To: 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>; SUR <sur@lkkauto.com>
Subject: RE: SMM3996J OD AIG DOA 19.09.2020

This email was sent from outside of your organisation

Dear Don,

Please refer to the below:

RE: SMM3996J / OD / 19/09/2020 / 3327728610SG

From: Azlan, Syazairdina
To: Shiau Chan (LKKAUTO)
Cc: Lim, Sheng Yang, Mohd Rizal, Nur Mariah Huibrechts
Sent: 29/9/2020 2:09:29 PM
Attachments:  Video - Accident (35).MP4

Dear Shiau Chan,

No excess waiver given as the video was taken after the accident happened and not from OI's in-car camera.

Thanks and regards,

Syaza Irdina Azlan
AIG

Express Claims Adjuster II, Singapore FNOL, Claims Operations – Auto
SG Claims Operations | AIG Asia Pacific Insurance Pte. Ltd.
Tel:8001206556 | Ext:1012205

Syazairdina.Azlan@aig.com | www.aig.sg

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: Tuesday, 29 September 2020 1:13 PM

To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.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>; SUR <sur@lkkauto.com>

Subject: RE: SMM3996J OD AIG DOA 19.09.2020

Hi Shiau Chan,

Please confirm any Excess waiver as customer did submit video footage of the accident. By right there is a Excess waiver on the policy.

Thanks

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339

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 Institute of Cycle & Carriage

From: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Tuesday, 29 September 2020 12:17 PM
To: 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>; SUR <sur@lkkauto.com>
Subject: RE: SMM3996J OD AIG DOA 19.09.2020

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Dear Don,

As instructed by our client, please proceed to repair the insured vehicle **SMM 3996J (Excess 600/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their rights **not to pay** if there is no valid approval obtained before 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: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Sent: Thursday, 24 September 2020 1:33 PM
To: Admin-D (LKKAuto) <admin-d@lkkauto.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>
Subject: RE: SMM3996J OD AIG DOA 19.09.2020
Importance: High

Too late customer going meeting after the survey done.

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



Exceptional Journeys

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

 A member of the Singapore Cycling Club

From: admin <admin-d@lkkauto.com>
Sent: Thursday, 24 September 2020 1:29 PM
To: 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>
Subject: RE: SMM3996J OD AIG DOA 19.09.2020

This email was sent from outside of your organisation

Dear Don,

May we arrange at 3pm instead?

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: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Sent: Thursday, 24 September 2020 1:17 PM
To: admin <admin-d@lkkauto.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>
Subject: RE: SMM3996J OD AIG DOA 19.09.2020
Importance: High

Hi Admin Officer,

Please assist to survey this vehicle tomorrow at 2.30 pm (Customer waiting).

Thanks

Don Bong
Claim Division Operations

209 Pandan Gardens
Singapore 609339



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 A member of the Singapore Cycle & Carriage Association

From: admin <admin-d@lkkauto.com>
Sent: Thursday, 24 September 2020 12:20 PM
To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Subject: SMM3996J OD AIG DOA 19.09.2020

This email was sent from outside of your organisation

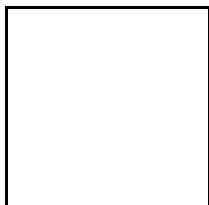
Dear Don,

Is the vehicle SMM 3996J in the wksp?

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
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