

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Monday, 28 September 2020 12:38 PM
To: 'Coco Lu Ting'
Cc: SUR
Subject: RE: SME9496M Date of Loss: 24/09/2020 / AIG

Dear Coco,

As instructed by our client, please proceed to repair the insured vehicle **SME 9496M (Excess TBA)**.

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,

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: Shiau Chan (LKKAUTO)
Sent: Monday, 28 September 2020 12:32 PM
To: 'Coco Lu Ting' <coco.lu@cyclecarriage.com.sg>
Subject: RE: SME9496M Date of Loss: 24/09/2020 / AIG

Dear Coco,

Kindly provide us the clearly driver's driving license copy.

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: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Sent: Friday, 25 September 2020 4:15 PM
To: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>
Cc: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Subject: RE: SME9496M Date of Loss: 24/09/2020 / AIG

Done. Thank you

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre

209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Friday, 25 September, 2020 11:42 AM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Cc: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Subject: RE: SME9496M Date of Loss: 24/09/2020 / AIG

This email was sent from outside of your organisation

Dear Coco,

You have the amended GIA

The name is not tally with NIRC or DL

EZREIN SHAH BIN SALEMAT in GIA

NRIC is EZREIN SHAH BIN SELAMAT

AIG asking for amendment

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Sent: Friday, 25 September 2020 11:34 AM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Cc: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Subject: RE: SME9496M Date of Loss: 24/09/2020 / AIG

Hi Tay,

Attached

Regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Friday, 25 September, 2020 11:27 AM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Cc: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Subject: SME9496M Date of Loss: 24/09/2020 / AIG

This email was sent from outside of your organisation

Dear Coco,

According to AIG, they noticed the Insured/Driver's name in GIA report does not tally with the Certificate of Insurance and NRIC.

Also, kindly assist to provide a clearer version of driver's driving license as we are unable to view clearly the pass date and date of birth.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

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