

**Shirley Hiew (LKK Auto)**

---

**From:** Shirley Hiew (LKK Auto)  
**Sent:** Thursday, 8 October 2020 2:03 pm  
**To:** Koh, Victor-CK  
**Cc:** SUR; Ng, Thaddaeus-HC; Lim, Kok-Chong; Fong, Andy-SY  
**Subject:** RE: SMD 8103J OD 0811751792SG Labour Check

Dear Victor,

Repairer noted the below parts and labour.

Kindly let us have your authorize approval.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**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.**

---

**From:** Koh, Victor-CK <Victor-CK.Koh@aig.com>  
**Sent:** Thursday, 8 October 2020 12:11 pm  
**To:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Ng, Thaddaeus-HC <Thaddaeus-HC.Ng@aig.com>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Fong, Andy-SY <Andy-SY.Fong@aig.com>  
**Cc:** SUR <sur@lkkauto.com>  
**Subject:** RE: SMD 8103J OD 0811751792SG Labour Check

Hi,

Below parts and labour?

- R/I Aircon Condenser & Radiator TBC
- R/I Frt Windscreen Photo TBC
- Apply Frt Windscreen Sealant TBC
- To Conduct Wheel Alignment Report Require TBC
- R/I Dashboard to facilitate repair TBC
- Parts - Panel Assy,Fr End damaged photo on vehicle before dismantle TBC
- Parts- Moulding, Windshield TBC
- Parts- Stopper, Windshield TBC
- Parts- Spacer, Windshield TBC
- Parts- Spacer, QTR Window TBC
- 09 Repair Days as per job in progress

Thanks & Regards

**Victor Koh**  
**AIG**  
Claims Technical Controller  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120  
Tel +65 6419 1785 | Fax +65 68357416  
[Victor-ck.koh@aig.com](mailto:Victor-ck.koh@aig.com) | [www.aig.com](http://www.aig.com)

---

**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Thursday, October 08, 2020 11:42 AM  
**To:** Ng, Thaddaeus-HC; Lim, Kok-Chong; Fong, Andy-SY; Koh, Victor-CK  
**Cc:** SUR  
**Subject:** [EXTERNAL] RE: SMD 8103J OD 0811751792SG Labour Check

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

Dear Sir/Madam,

Kindly let us have your authorize approval.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**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.**

---

**From:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Sent:** Tuesday, 6 October 2020 4:38 pm  
**To:** Ng, Thaddaeus-HC <[Thaddaeus-HC.Ng@aig.com](mailto:Thaddaeus-HC.Ng@aig.com)>; Lim, Kok-Chong <[Kok-Chong.Lim@aig.com](mailto:Kok-Chong.Lim@aig.com)>; Fong, Andy-SY <[Andy-SY.Fong@aig.com](mailto:Andy-SY.Fong@aig.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SMD 8103J OD 0811751792SG Labour Check

Dear Sir/Madam,

Kindly let us have your authorize approval.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**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.**

---

**From:** Shirley Hiew (LKK Auto)  
**Sent:** Monday, 5 October 2020 5:54 pm  
**To:** Ng, Thaddaeus-HC <[Thaddaeus-HC.Ng@aig.com](mailto:Thaddaeus-HC.Ng@aig.com)>  
**Cc:** Lim, Kok-Chong <[Kok-Chong.Lim@aig.com](mailto:Kok-Chong.Lim@aig.com)>; Fong, Andy-SY <[Andy-SY.Fong@aig.com](mailto:Andy-SY.Fong@aig.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SMD 8103J OD 0811751792SG Labour Check

Dear Thaddaeus,

Repairer accepted labour to revise @ \$450 x 5 = \$2,250/-.

Kindly let us have your authorize approval.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**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.**

---

**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Thursday, 1 October 2020 12:16 pm  
**To:** Ng, Thaddaeus-HC <[Thaddaeus-HC.Ng@aig.com](mailto:Thaddaeus-HC.Ng@aig.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Lim, Kok-Chong <[Kok-Chong.Lim@aig.com](mailto:Kok-Chong.Lim@aig.com)>; Fong, Andy-SY <[Andy-SY.Fong@aig.com](mailto:Andy-SY.Fong@aig.com)>  
**Subject:** FW: SMD 8103J OD 0811751792SG Labour Check

Dear Thaddaeus,

This case is under care of Shirley, she is on medical leave.

We will check and revert.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Ng, Thaddaeus-HC <[Thaddaeus-HC.Ng@aig.com](mailto:Thaddaeus-HC.Ng@aig.com)>  
**Sent:** Thursday, 1 October 2020 11:36 AM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Cc:** Lim, Kok-Chong <[Kok-Chong.Lim@aig.com](mailto:Kok-Chong.Lim@aig.com)>; Fong, Andy-SY <[Andy-SY.Fong@aig.com](mailto:Andy-SY.Fong@aig.com)>  
**Subject:** SMD 8103J OD 0811751792SG Labour Check

Hi,

Mandate not approve.

Labour & Parts to check and advise repairer accordingly.

- Front Support Panel TBC as Front Reinforcement replaceable labour to revise @ \$450 x 5 = \$2,250/-
- R/I Aircon Condenser & Radiator TBC
- R/I Frt Windscreen Photo TBC
- Apply Frt Windscreen Sealant TBC
- To Conduct Wheel Alignment Report Require TBC
- R/I Dashboard to facilitate repair TBC
- Parts - Panel Assy, Fr End damaged photo on vehicle before dismantle TBC
- Parts- Moulding, Windshield TBC
- Parts- Stopper, Windshield TBC
- Parts- Spacer, Windshield TBC
- Parts- Spacer, QTR Window TBC
- 09 Repair Days as per job in progress

**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](mailto:Thaddaeus-HC.Ng@AIG.com) | [www.AIG.com.sg](http://www.AIG.com.sg)

**IMPORTANT NOTICE:**

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

**IMPORTANT NOTICE:**

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.