

RE: RE: SMR296P

From: Azlan, Syazairdina
To: Shiau Chan (LKKAUTO), Lim, Sheng Yang, assignments, Koh, Victor-CK
Cc: SUR, Mohd Rizal, Nur Mariah Huibrechts, Parthiban, Theerthan
Sent: 19/10/2020 8:53:38 AM

Dear Shiau Chan,

Excess has been updated in Merimen.

Thank you.

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

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Friday, October 16, 2020 5:10 PM
To: Lim, Sheng Yang <ShengYang.Lim@aig.com>; assignments <assignments@lkkauto.com>; Koh, Victor-CK <Victor-CK.Koh@aig.com>
Cc: SUR <sur@lkkauto.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>; Azlan, Syazairdina <Syazairdina.Azlan@aig.com>
Subject: [EXTERNAL] RE: RE: SMR296P

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

Dear Sheng Yang and Victor,

Please be informed that the IA of TWO claims of above vehicle are submitted via Merimen System.

Kindly advise on authorisation and excess.

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.

Thanks & Regards,

Shiau Chan (Ms)
LKK Auto Consultants Pte Ltd

From: Lim, Sheng Yang [<mailto:ShengYang.Lim@aig.com>]
Sent: Friday, 16 October 2020 1:35 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>;

Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Koh, Victor-CK <Victor-CK.Koh@aig.com>

Subject: RE: RE: SMR296P

Hi Shiau Chan,

Noted on this. Please inform us once claim submitted in Merimen so that we can review by today.

Thank you.

Best Regards,

Lim Sheng Yang

AIG

Senior Claim Adjuster II

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel 8001206556 | Ext: 1012101

ShengYang.Lim@aig.com | www.AIG.com

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

Sent: Friday, 16 October, 2020 12:15 PM

To: Lim, Sheng Yang <ShengYang.Lim@aig.com>; assignments <assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>;

Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Koh, Victor-CK <Victor-CK.Koh@aig.com>

Subject: [EXTERNAL] RE: RE: SMR296P

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Dear Sheng Yang,

Please be informed that we have received the said estimate from repairer. We will open the 2nd claim of above vehicle in Merimen shortly.

Dear Assignment Team,

FYNA.

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: Lim, Sheng Yang <ShengYang.Lim@aig.com>

Sent: Friday, 16 October 2020 12:11 PM

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

Cc: SUR <sur@lkkauto.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>;

Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Koh, Victor-CK <Victor-CK.Koh@aig.com>

Subject: RE: RE: SMR296P

Hi Shiau Chan,

Was informed by insured that Kee Siang had submitted the claim documents around 11:45am, kindly advise whether documents received for claim creation in Merimen.

Thank you.

Best Regards,

Lim Sheng Yang

AIG

Senior Claim Adjuster II

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel 8001206556 | Ext: 1012101

ShengYang.Lim@aig.com | www.AIG.com

From: Lim, Sheng Yang

Sent: Friday, 16 October, 2020 10:18 AM

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

Cc: SUR <sur@lkkauto.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>; Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Koh, Victor-CK <Victor-CK.Koh@aig.com>

Subject: RE: RE: SMR296P

Hi Shiau Chan,

Any update from repairer on the 2nd OD claim submission?

Thank you.

Best Regards,

Lim Sheng Yang

AIG

Senior Claim Adjuster II

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel 8001206556 | Ext: 1012101

ShengYang.Lim@aig.com | www.AIG.com

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>

Sent: Thursday, 15 October, 2020 5:16 PM

To: Lim, Sheng Yang <ShengYang.Lim@aig.com>

Cc: SUR <sur@lkkauto.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>; Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Koh, Victor-CK <Victor-CK.Koh@aig.com>

Subject: [EXTERNAL] RE: RE: SMR296P

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Dear Sheng Yang,

Noted with thanks.

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: Lim, Sheng Yang <ShengYang.Lim@aig.com>

Sent: Thursday, 15 October 2020 5:12 PM

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

Cc: SUR <sur@lkkauto.com>; Mohd Rizal, Nur Mariah Huibrechts

<NurMariahHuibrechts.MohdRizal@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>;

Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Koh, Victor-CK <Victor-CK.Koh@aig.com>

Subject: RE: RE: SMR296P

Hi Shiau Chan,

Noted on below. During earlier call with insured today, insured agree to submit 2 separate claims using the same accident report. I had contacted insured just now to contact workshop on this, it could be workshop wants insured to confirm with them. Please follow up with workshop on the status.

Thank you.

Best Regards,

Lim Sheng Yang

AIG

Senior Claim Adjuster II

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel 8001206556 | Ext: 1012101

ShengYang.Lim@aig.com | www.AIG.com

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

Sent: Thursday, 15 October, 2020 3:32 PM

To: Lim, Sheng Yang <ShengYang.Lim@aig.com>

Cc: SUR <sur@lkkauto.com>; Mohd Rizal, Nur Mariah Huibrechts

<NurMariahHuibrechts.MohdRizal@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>;

Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Koh, Victor-CK <Victor-CK.Koh@aig.com>

Subject: [EXTERNAL] RE: RE: SMR296P

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Dear Sheng Yang,

According to the repairer, the owner aware this have 2 separate claim but she not agreeable and still considering on it.

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: Lim, Sheng Yang <ShengYang.Lim@aig.com>
Sent: Thursday, 15 October 2020 3:06 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>; Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Koh, Victor-CK <Victor-CK.Koh@aig.com>
Subject: RE: RE: SMR296P

Hi Shiau Chan,

Please keep us posted once informed repairer to do so. Insured is asking for update so that insured herself can follow up or chase repairer from her side.

Thank you.

Best Regards,

Lim Sheng Yang
AIG

Senior Claim Adjuster II
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.
Tel 8001206556 | Ext: 1012101
ShengYang.Lim@aig.com | www.AIG.com

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Thursday, 15 October, 2020 2:30 PM
To: Lim, Sheng Yang <ShengYang.Lim@aig.com>
Cc: SUR <sur@lkkauto.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>; Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Koh, Victor-CK <Victor-CK.Koh@aig.com>
Subject: [EXTERNAL] RE: RE: SMR296P

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Dear Sheng Yang,

Thank you for the email.

We will inform repairer accordingly.

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: Lim, Sheng Yang <ShengYang.Lim@aig.com>
Sent: Thursday, 15 October 2020 2:14 PM

To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>; Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Koh, Victor-CK <Victor-CK.Koh@aig.com>
Subject: RE: RE: SMR296P
Importance: High

Hi Shiau Chan,

As spoken over the call just now, we'll be using the same accident report and separate this into 2 different accidents. I had contacted insured earlier and she's aware of this.

Please inform repairer to separate the estimate and submit the claim in Merimen for our review by today if possible as insured would like to active LOU by tomorrow.

Thank you.

Best Regards,

Lim Sheng Yang

AIG

Senior Claim Adjuster II

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel 8001206556 | Ext: 1012101

ShengYang.Lim@aig.com | www.AIG.com

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Thursday, 8 October, 2020 5:36 PM
To: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Koh, Victor-CK <Victor-CK.Koh@aig.com>
Cc: SUR <sur@lkkauto.com>; Lim, Sheng Yang <ShengYang.Lim@aig.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>
Subject: [EXTERNAL] RE: RE: SMR296P

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

Dear Azlan,

Noted with thanks.

We will inform repairer accordingly.

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: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>
Sent: Thursday, 8 October 2020 5:34 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Koh, Victor-CK <Victor-CK.Koh@aig.com>

Cc: SUR <sur@lkkauto.com>; Lim, Sheng Yang <ShengYang.Lim@aig.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>
Subject: RE: RE: SMR296P



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