RE: RE: SMR296P

From: Azlan, Syazairdina
To: Shiau Chan (LKKAuto), Koh, Victor-CK
Cc: SUR, Lim, Sheng Yang, Mohd Rizal, Nur Mariah Huibrechts, Parthiban, Theerthan
Sent: 8/10/2020 5:33:37 PM

Hi Shiau Chan,

Please be informed that this accident is considered as 2 separate claims/2 separate excess.

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: Azlan, Syazairdina
Sent: Thursday, October 8, 2020 12:53 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: aigencrypt RE: SMR296P

Hi Shiau Chan,

We have called insured and explained to her, however she requested this claim to be reconsidered.

We will revert on the outcome the soonest.

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: Thursday, October 8, 2020 12:22 PM
To: Koh, Victor-CK <Victor-CK.Koh@aig.com>; Azlan, Syazairdina <Syazairdina.Azlan@aig.com>
Cc: SUR <sur@lkkauto.com>
Subject: [EXTERNAL] RE: SMR296P
Importance: High

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

Dear Sir/Madam,

According to the repairer, the owner keep calling to chase them on authorisation. Have anyone contact the owner and explain to her.

Please note that the owner is Chinese speaking.

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: Wednesday, 7 October 2020 5:03 PM
To: Koh, Victor-CK <Victor-CK.Koh@aig.com>; Azlan, Syazairdina <Syazairdina.Azlan@aig.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: SMR296P

Dear Sir/Madam,

Please refer to the below as replied from M/s: Premium Automotives Pte Ltd.

''On the day of accident reporting, we have mention to her that this is under two claims. However she does not agree that it's two claims.

Today upon speaking to her again, she is would like to appeal for AIG to consider that this is one accident.

She is requesting someone from AIG to contact her, Please note that she is Chinese speaking.''

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) <siewsc@lkkauto.com>
Sent: Wednesday, 7 October 2020 12:06 PM
To: Koh, Victor-CK <Victor-CK.Koh@aig.com>; SUR <sur@lkkauto.com>
Subject: RE: SMR296P

Dear Victor,

Noted. 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: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Sent: Wednesday, 7 October 2020 11:50 AM
To: SUR <sur@lkkauto.com>
Subject: SMR296P

Hi,

Kindly refer to below. 2 separate accidents kindly advise repairer to put up as 2 claims and re-submit for mandate approval.

RE: OD SMR296P DOA 2 Oct 2020

Azlan, Syazairdina

Sent:	Wed 07/10/2020 11:37 AM
To:	Koh, Victor-CK; Fong, Andy-SY; Kaur, Baljit
Cc:	Khoo, Kay-Eng; Lim, Sheng Yang; Mohd Rizal, Nur Mariah Huibrechts; Parthiban, Theerthan

Hi Victor,

LKK need to submit 2 estimates for this, one for the sideswipe against the wall when turning, another one for reverse and hit the wall & TP vehicle.

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

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 | www.aig.com