

**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 12:52:31 PM

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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](mailto:Syazairdina.Azlan@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Thursday, October 8, 2020 12:22 PM  
**To:** Koh, Victor-CK <[Victor-CK.Koh@aig.com](mailto:Victor-CK.Koh@aig.com)>; Azlan, Syazairdina <[Syazairdina.Azlan@aig.com](mailto:Syazairdina.Azlan@aig.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto: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](mailto:siewsc@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Shiau Chan (LKKAuto)  
**Sent:** Wednesday, 7 October 2020 5:03 PM  
**To:** Koh, Victor-CK <[Victor-CK.Koh@aig.com](mailto:Victor-CK.Koh@aig.com)>; Azlan, Syazairdina <[Syazairdina.Azlan@aig.com](mailto:Syazairdina.Azlan@aig.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto: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](mailto:siewsc@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Wednesday, 7 October 2020 12:06 PM  
**To:** Koh, Victor-CK <[Victor-CK.Koh@aig.com](mailto:Victor-CK.Koh@aig.com)>; SUR <[sur@lkkauto.com](mailto: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](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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**From:** Koh, Victor-CK <[Victor-CK.Koh@aig.com](mailto:Victor-CK.Koh@aig.com)>  
**Sent:** Wednesday, 7 October 2020 11:50 AM  
**To:** SUR <[sur@kkauto.com](mailto:sur@kkauto.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

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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](mailto:Syazairdina.Azlan@aig.com) | [www.aig.sg](http://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](mailto:Victor-ck.koh@aig.com) | [www.aig.com](http://www.aig.com)

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