

Shiau Chan (LKKAuto)

From: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Sent: Friday, 6 November 2020 5:32 PM
To: SUR; Shiau Chan (LKKAuto); Bryan Ang (LKKAuto)
Cc: Lim, Kok-Chong; Fong, Andy-SY
Subject: RE: RE: own damage SJS986L doa 18/10/2020

Hi Adrian/Bryan,

Further to below I don't think it's the right way for you guys to just forward our mandate remarks to repairer and shift the responsibility to us.

What we are questioning is your adjustment make and allow. If you are not able to justify we will still approve on the given labour and take appropriate action against your side.

Kindly reply on below justification by end of the day.

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

From: Koh, Victor-CK
Sent: Friday, November 06, 2020 5:16 PM
To: sur@lkkauto.com; Shiau Chan (LKKAuto); Bryan Ang (LKKAuto)
Cc: Lim, Kok-Chong; Fong, Andy-SY
Subject: FW: [EXTERNAL] RE: own damage SJS986L doa 18/10/2020

Hi Adrian/Bryan,

Replacement of side window for A3 model ok.

Kindly justify on the \$3025 of spray painting given and settle on the issue below.

Thanks & Regards

Victor Koh
AIG

Claims Technical Controller
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120
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From: Claims [mailto:claims@premiumauto.com.sg]
Sent: Friday, November 06, 2020 1:46 PM

To: 'Shiau Chan (LKKAUTO)'; 'SUR'
Cc: Koh, Victor-CK; Lim, Kok-Chong; Fong, Andy-SY; 'Claims'
Subject: [EXTERNAL] RE: own damage SJS986L doa 18/10/2020

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Dear Shiau Chan and all,

We refer to your email below.

As there is conditions need to clarify pertaining to this case, kindly be-informed that we will not proceed with the repairs.

We are not agreeable for the adjustment of labour charges no.9 is at \$2,750.00. Our repair method is to carry out the spray is as the whole panel. Therefore our charge is as per breakdown below.

Kindly take note our charges per panel is S\$550.00. Over the last discussion on this particular job, we had compromise and agreed the charges from 4.5panels to 3.5panels for such repairs.

1. Rear Bumper – 1 panel
2. Rear Fender RH-1 panel
3. Rear Door RH – 1panel
4. Roof Channel – 1 panel
5. Sill Panel – 1 panel
6. Door Entrance – ½ panel
7. Drain Channel - ½ panel
8. Rear End Panel – ½ panel

The side window has to be replaced as the **locating pin and window rubber moldings** are attached to **window glass** itself. During the dismantling of the quarter glass to facilitate the fender renewal, the mentioned locating pin and moldings will be cut and there isn't any replacement part available. Therefore, it is necessary for the glass to be replace. I attached some photos of the locating pin and parts catalogue illustrations for your reference to justify there is no replacement parts.

I hope that this answers to all your queries. In the event the above is not agreeable. We seek for AIG recommendation or suggestions before we proceed further on the repairs.

Best Regards,
Kee Siang Lim
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Shiau Chan (LKKAUTO) [mailto:siewsc@lkkauto.com]

Sent: Wednesday, 4 November 2020 5:28 PM

To: Claims; SUR

Cc: nora.khai@premiumauto.com.sg

Subject: RE: own damage SJS986L doa 18/10/2020

Dear Kee Siang,

As instructed by our client, please proceed to repair the insured vehicle **SJS 986L** (Excess \$600/-).

Please take note that Labour 9 at \$2,750.00. Why side window necessary to replace?

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: Claims <claims@premiumauto.com.sg>

Sent: Wednesday, 4 November 2020 9:19 AM

To: 'Abu Kassim, Noor Mariesa' <NoorMariesa.AbuKassim@aig.com>; SUR <sur@lkkauto.com>

Cc: 'Parthiban, Theerthan' <Theerthan.Parthiban@aig.com>; 'Lim, Sheng Yang' <ShengYang.Lim@aig.com>; 'Mohd Rizal, Nur Mariah Huibrechts' <NurMariahHuibrechts.MohdRizal@aig.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>

Subject: RE: own damage SJS986L doa 18/10/2020

Dear Shiau Chan and all,

Enclosed above the interview form and undertaking letter as per your request.

**Best Regards,
Kee Siang Lim
Claims Advisor**

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From: Abu Kassim, Noor Mariesa [<mailto:NoorMariesa.AbuKassim@aig.com>]

Sent: Tuesday, 3 November 2020 11:25 AM

To: Claims; nora.khai@premiumauto.com.sg

Cc: Parthiban, Theerthan; Lim, Sheng Yang; Mohd Rizal, Nur Mariah Huibrechts

Subject: RE: own damage SJS986L doa 18/10/2020



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