

Shiau Chan (LKKAuto)

From: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Sent: Tuesday, 10 November 2020 11:02 AM
To: Shiau Chan (LKKAuto); SUR; Bryan Ang (LKKAuto)
Cc: Lim, Kok-Chong; Fong, Andy-SY
Subject: RE: RE: own damage SJS986L doa 18/10/2020

Hi Adrian,

As discuss standard practice throughout the industry is blending the top door frame, side sill and end panel only (0.5/panel) when replacing rear fender which is equivalent to 1.5 panels. As such we allow round to 2 panels for the blending job so where does the 2.5 panel come from? What is the technical reasoning that the whole top roof frame and side sill needed to be respray?

We only consider for special color such as pearl or matt color finishing to spray the whole top door frame and side sill. Or there is official memo from Principle that such procedure has to done.

Hope this clarify our stance on this issue and it is being followed.

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: Shiau Chan (LKKAuto) [mailto:siewsc@lkkauto.com]
Sent: Monday, November 09, 2020 5:22 PM
To: Koh, Victor-CK; SUR; Bryan Ang (LKKAuto)
Cc: Lim, Kok-Chong; Fong, Andy-SY
Subject: [EXTERNAL] RE: RE: own damage SJS986L doa 18/10/2020

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

Dear Victor,

As per our tele-conversation on Friday evening (06/11/2020), taking the example of SCW 999L, photos of the areas which are spray painted when the rear fender is replaced are documented and uploaded in the Merimen System.

For this particular case, the tabulation of the spray painting fees are as followed:

REAR BUMPER	1 panel
REAR DOOR	1 panel
REAR FENDER	1 panel
END PANEL	}
SILL PANEL	}
DRAIN CHANNEL	} 2.5 panel
DOOR ENTRANCE	}
DOOR FRAME	}

ETC }

A total of 5.5 panels of spray painting is awarded.

Hence $5.5 \times \$550 = \$3,025/-$

Best Regards,

Adrian Ling

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: Friday, 6 November 2020 5:16 PM

To: SUR <sur@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Cc: Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Fong, Andy-SY <Andy-SY.Fong@aig.com>

Subject: FW: 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

Tel +65 6419 1785 | Fax +65 68357416

Victor-ck.koh@aig.com | www.aig.com

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

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

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 to 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

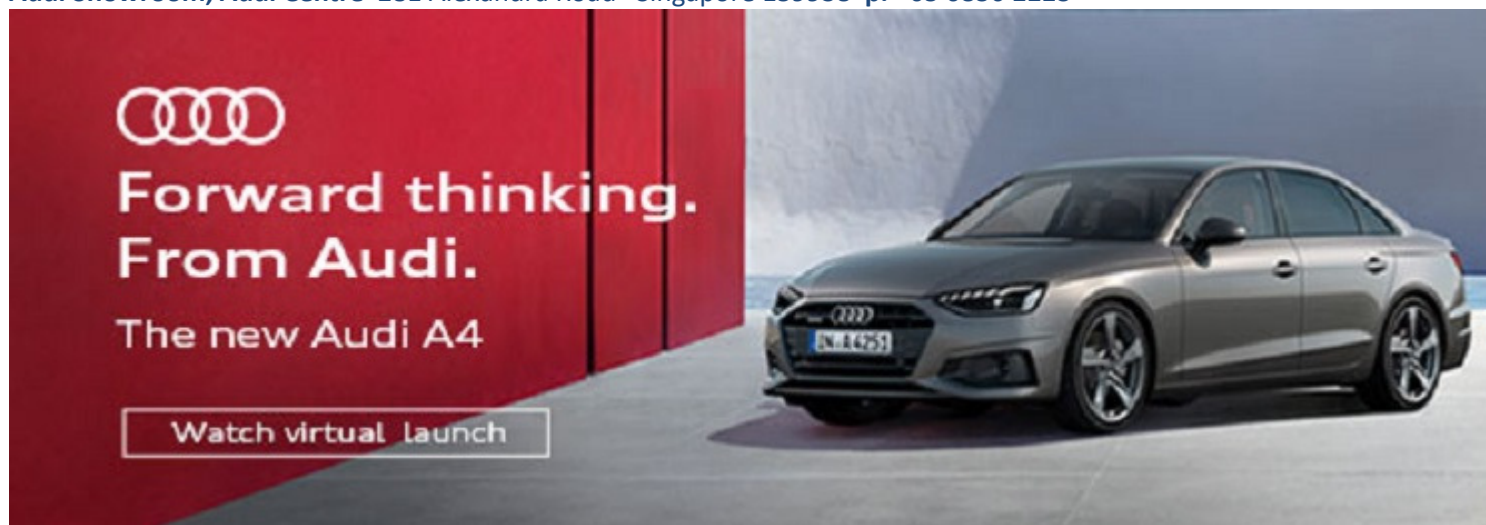
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

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

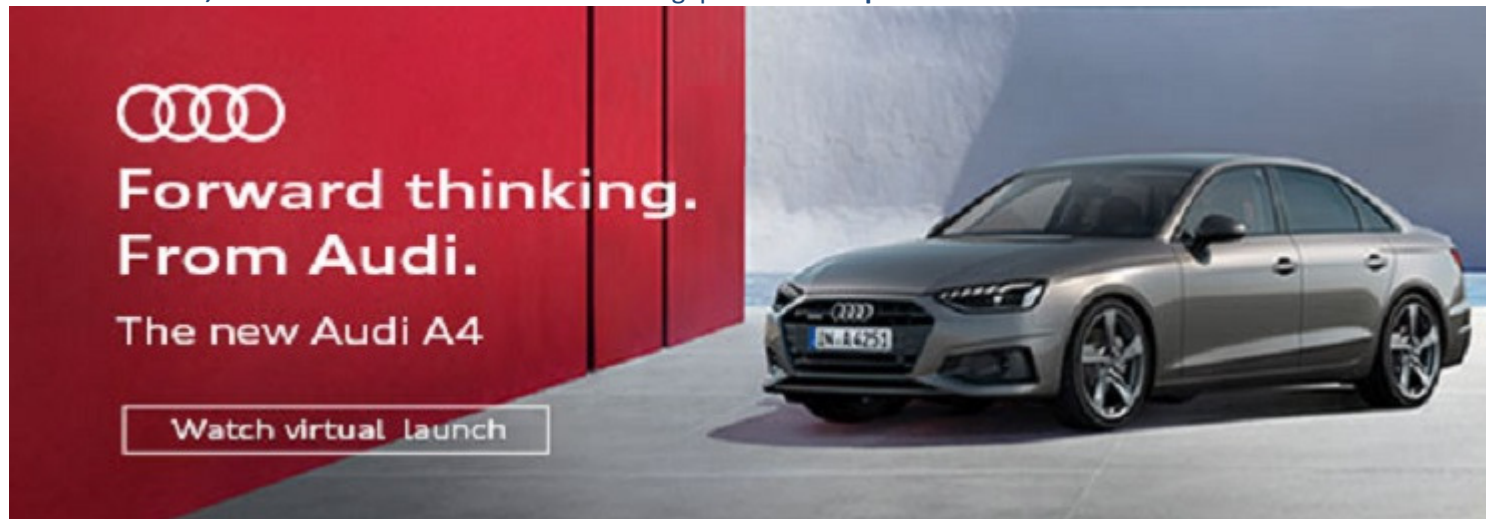
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

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



This is a secure, encrypted message. To read it, open the attachment.

这是安全加密信息。如要阅读此信息，请开启附件。

นี่คือการรักษาความปลอดภัยข้อความที่เข้ารหัสลับ
เพื่ออ่านมันให้เปิดไฟล์ที่แนบมา

이것은 안전하고 암호화된 메시지입니다. 그것을
읽으려면 첨부 파일을 엽니다.

Ini adalah pesan, aman terenkripsi. Untuk membacanya,
membuka attachment.

[Click here](#) by 2020-11-10 11:24 +08 to read your message.
After that, open the attachment.

[More Info](#)

Disclaimer: This email and its content are confidential and intended solely for the use of the addressee. Please notify the sender if you have received this email in error or simply delete it.

Secured by Proofpoint Encryption, Copyright © 2009-2019 Proofpoint, Inc. All rights reserved.

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.