

## Shirley Hiew (LKK Auto)

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**From:** Tiffany <tiffanyictan@gmail.com>  
**Sent:** Tuesday, 15 December 2020 12:48 pm  
**To:** Sim, Priscilla-LK  
**Cc:** tanchunchong; SUR; Shirley Hiew (LKK Auto)  
**Subject:** Re: RE: SMV 835M OD / 5081946845SG DOA - 26/10/2020  
**Attachments:** image001.png

Dear Priscilla,

I have not communicated with the workshop or LKK from the time you sent the email on the 1st Dec (informing me that the car would be replaced) and this subsequent email (possibility of a repair).

My communication during that period stated above was only with you and any indications otherwise of my preference is not from me nor my husband and would be a case of misrepresentation.

Therefore, to be clear and transparent, we have never indicated any preference to repair the vehicle and have always understood it would be replaced from the day we received your email on the 1st Dec 2020. Kindly proceed with the new car replacement process.

Thank you.

Best regards,

Dr Tiffany Yap

On Tue, 15 Dec 2020, 09:54 Sim, Priscilla-LK, <[Priscilla-LK.Sim@aig.com](mailto:Priscilla-LK.Sim@aig.com)> wrote:

Dear Mr Tan

The e-mail from the surveyor LKK was copied to you to avoid confusion.

From the date of the advice from LKK, the surveyor / repairer has given inaccurate advice to AIG.

Kindly enlighten did the repairer advise you pertaining the repair as per LKK's e-mail dated 14 December sent to me after my 1<sup>st</sup> Advice to you on

1 December 2020.

Kindly understand the claim will need to go by stages takes 4 – 6 weeks to conclude if deemed as total loss.

Will contact you to verify the above.

Aside to LKK

By copy to LKK, what transpired between LKK / workshop ? kindly verify and copy all parties to avoid misunderstanding.

PS : On schedule leave 11 – 15 December 2020.

Priscilla Sim LK

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1755

[priscilla-lk.sim@aig.com](mailto:priscilla-lk.sim@aig.com) | [www.aig.sg](http://www.aig.sg)



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**From:** tanchunchong [mailto:[tanchunchong@yahoo.co.uk](mailto:tanchunchong@yahoo.co.uk)]  
**Sent:** Monday, December 14, 2020 7:24 PM  
**To:** Sim, Priscilla-LK  
**Cc:** Tiffany  
**Subject:** [EXTERNAL] RE: SMV 835M OD / 5081946845SG DOA - 26/10/2020

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

Hi Priscilla,

You had confirmed in writing to us the following... "We refer to the above accident claim and wish to advise that the vehicle has been surveyed and confirmed beyond economical repair. As per surveyors' recommendation, the claim will be settled as total loss as per policy terms and conditions."

Please explain the intent of this email. I am uncomfortable that a workshop I am not familiar with is planning to charge less than what the surveyor has deemed reasonable.

Again, I ask you to confirm when the new car will be available. As you can understand, this whole episode has caused my family a great deal of distress. Thank you.

Regards,

Chun Chong

On-the-go

----- Original message -----

From: "Sim, Priscilla-LK" <[Priscilla-LK.Sim@aig.com](mailto:Priscilla-LK.Sim@aig.com)>

Date: 14/12/2020 6:50 pm (GMT+08:00)

To: tanchunchong <[tanchunchong@yahoo.co.uk](mailto:tanchunchong@yahoo.co.uk)>, Tiffany <[tiffanyictan@gmail.com](mailto:tiffanyictan@gmail.com)>

Subject: RE: SMV 835M OD / 5081946845SG DOA - 26/10/2020

+ Mr Tan / Tiffany

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**From:** Sim, Priscilla-LK  
**Sent:** Monday, December 14, 2020 6:24 PM  
**To:** 'Shirley Hiew (LKK Auto)'  
**Cc:** SUR; Koh, Victor-CK; Lim, Kok-Chong; Fong, Andy-SY  
**Subject:** RE: SMV 835M OD / 5081946845SG DOA - 26/10/2020

SUPER URGENT

Hi All

Kindly confirm whether the car is economical to repair instead of pending owner's decision.

Priscilla Sim LK

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1755

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**From:** Shirley Hiew (LKK Auto) [mailto:[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)]  
**Sent:** Monday, December 14, 2020 9:30 AM  
**To:** Sim, Priscilla-LK  
**Cc:** SUR; Koh, Victor-CK; Lim, Kok-Chong; Fong, Andy-SY  
**Subject:** [EXTERNAL] RE: SMV 835M OD / 5081946845SG DOA - 26/10/2020

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Dear Priscilla,

According to the repairer, they are able to repair the vehicle within L/S \$50,000.00 but still pending owner decision.

Kindly advise further instruction.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**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.**

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