

Shirley Hiew (LKK Auto)

From: Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>
Sent: Tuesday, 29 December 2020 1:16 pm
To: Bryan Ang (LKKAuto); Shirley Hiew (LKK Auto)
Cc: Khoo, Kay-Eng; SUR
Subject: RE: SMV 835M OD / 5081946845SG DOA - 26/10/2020

Hi Bryan

Kindly enlighten, is LKK well verse of our NFOR's terms and conditions ? The reply below is not acceptable and incorrect.

LKK's reply below :

Kindly advise why insured's old car purchased price was used instead of the new car price in your 3rd Prelim Advice.

Purchase price was used as new for old because sales agreement was provided.

Please refer to your 2nd Prelim Advice, new car price was used instead.

Repair cost potential total loss.

Please refer to your 1st Prelim Advice, pre-accident market value was used.

No estimate provided at the time of survey.

Priscilla Sim LK
Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building 78 Shenton Way, Level 10
Singapore 079120

Tel +(65) 6419 1755
priscilla-lk.sim@aig.com | www.aig.sg

From: Shirley Hiew (LKK Auto) [mailto:ShirleyHiew@lkkauto.com]
Sent: Wednesday, December 23, 2020 6:00 PM
To: Sim, Priscilla-LK
Cc: Bryan Ang (LKKAuto); Khoo, Kay-Eng; SUR
Subject: [EXTERNAL] RE: SMV 835M OD / 5081946845SG DOA - 26/10/2020

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

Dear Priscilla,

Kindly advise why insured's old car purchased price was used instead of the new car price in your 3rd Prelim Advice.

Purchase price was used as new for old because sales agreement was provided.

Please refer to your 2nd Prelim Advice, new car price was used instead.

Repair cost potential total loss.

Please refer to your 1st Prelim Advice, pre-accident market value was used.
No estimate provided at the time of survey.

"Best Wishes for Merry Christmas & Happy New Year 2021"

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>
Sent: Tuesday, 22 December 2020 5:52 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Subject: RE: SMV 835M OD / 5081946845SG DOA - 26/10/2020

SUPER URGENT

Hi

Kindly advise why insured's old car purchased price was used instead of the new car price in your 3rd Prelim Advice.

Please refer to your 2nd Prelim Advice, new car price was used instead.

Please refer to your 1st Prelim Advice, pre-accident market value was used.

From: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]
Sent: Tuesday, December 15, 2020 9:44 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

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

Dear Priscilla,

Kindly inform based on the Margin for Repair (New for Old Value) is economical for repair.

"Best Wishes for Merry Christmas & Happy New Year 2021"

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>
Sent: Monday, 14 December 2020 6:39 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Koh, Victor-CK <Victor-CK.Koh@aig.com>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Fong, Andy-SY <Andy-SY.Fong@aig.com>
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
priscilla-lk.sim@aig.com | www.aig.sg



From: Shirley Hiew (LKK Auto) [<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

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

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 | 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.

From: Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>
Sent: Monday, 30 November 2020 1:27 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: SMV 835M OD / 5081946845SG DOA - 26/10/2020

Hi

Yes, you do not need to re-issue another survey report as the repair was authorized as tender amount.

Just upload your total loss IA will don.

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 | www.aig.sg



From: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]
Sent: Monday, November 30, 2020 1:24 PM
To: Sim, Priscilla-LK
Cc: SUR
Subject: [EXTERNAL] RE: SMV 835M OD / 5081946845SG DOA - 26/10/2020

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

Dear Priscilla,

Kindly advise whether we can submit our report accordingly?

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: 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.

From: Shirley Hiew (LKK Auto)
Sent: Thursday, 26 November 2020 5:31 pm
To: 'Sim, Priscilla-LK' <Priscilla-LK.Sim@aig.com>
Cc: SUR <sur@lkkauto.com>
Subject: SMV 835M OD / 5081946845SG DOA - 26/10/2020

Dear Priscilla,

Please be inform that the above vehicle is recommend total loss, kindly inform insured.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: 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.

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.

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.