

## Shirley Hiew (LKK Auto)

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Wednesday, 6 January 2021 3:55 pm  
**To:** Sim, Priscilla-LK  
**Cc:** Bryan Ang (LKKAuto); SUR  
**Subject:** RE: SMV 835M OD / 5081946845SG DOA - 26/10/2020

Dear Priscilla,

Apologize for the error.

Prelim Advice & Total Loss report submitted in Merimen.

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)

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**From:** Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>  
**Sent:** Wednesday, 6 January 2021 2:23 pm  
**To:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Subject:** RE: SMV 835M OD / 5081946845SG DOA - 26/10/2020

**SUPER URGENT**

Please move the claim status to next tab ' to enable me to do necessary.

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

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**From:** Sim, Priscilla-LK  
**Sent:** Wednesday, January 06, 2021 11:24 AM  
**To:** 'Shirley Hiew (LKK Auto)'  
**Cc:** Bryan Ang ([bryanang@lkkauto.com](mailto:bryanang@lkkauto.com))  
**Subject:** RE: SMV 835M OD / 5081946845SG DOA - 26/10/2020

Hi

Please do necessary in your Prelim Advice and tag ' total loss '

By copy to Bryan, is your Survey Team understand our policy terms and conditions pertaining total loss settlement ' NFOR '

Kindly advise to avoid the same mistake / inaccurate advice.

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  
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**From:** Sim, Priscilla-LK  
**Sent:** Tuesday, December 29, 2020 1:05 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 3<sup>rd</sup> 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 1<sup>st</sup> 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

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**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 3<sup>rd</sup> 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 1<sup>st</sup> 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](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

**Sent:** Tuesday, 22 December 2020 5:52 pm

**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>

**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto: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 3<sup>rd</sup> Prelim Advice.

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

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

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

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

**Sent:** Monday, 14 December 2020 6:39 pm

**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Koh, Victor-CK <[Victor-CK.Koh@aig.com](mailto:Victor-CK.Koh@aig.com)>; Lim, Kok-Chong <[Kok-Chong.Lim@aig.com](mailto:Kok-Chong.Lim@aig.com)>; Fong, Andy-SY <[Andy-SY.Fong@aig.com](mailto: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](mailto:priscilla-lk.sim@aig.com) | [www.aig.sg](http://www.aig.sg)



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**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

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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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**From:** Sim, Priscilla-LK <[Priscilla-LK.Sim@aig.com](mailto:Priscilla-LK.Sim@aig.com)>  
**Sent:** Monday, 30 November 2020 1:27 pm  
**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto: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](mailto:priscilla-lk.sim@aig.com) | [www.aig.sg](http://www.aig.sg)



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**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](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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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Thursday, 26 November 2020 5:31 pm  
**To:** 'Sim, Priscilla-LK' <[Priscilla-LK.Sim@aig.com](mailto:Priscilla-LK.Sim@aig.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto: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](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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