

Shiau Chan (LKKAuto)

From: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Sent: Monday, 9 November 2020 10:04 AM
To: Shiau Chan (LKKAuto); SUR
Cc: Lim, Kok-Chong; Fong, Andy-SY
Subject: RE: RE: OD CLAIMS FOR SMV 8306 X

Hi,

The number plate double side tape was attach by the agent themselves which is not a standard fitting of the vehicle. I don't see why Insurance has to bear for replacing a number plate which was not damage in the first place. Also with 2 screw attach I don't see the number plate will be flying off as claim.



Andy/Kok Chong ,

Any input?

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 Dept [mailto:claims@premiumauto.com.sg]
Sent: Saturday, November 07, 2020 1:44 PM
To: 'Shiau Chan (LKKAuto)'; 'SUR'
Cc: Koh, Victor-CK; Lim, Kok-Chong; Fong, Andy-SY; 'Claims'
Subject: [EXTERNAL] RE: OD CLAIMS FOR SMV 8306 X

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

Dear Shiau Chan and all,

We refer to your email below dated 04.11.2020.

Pertaining to your queries to the re-spray of front fender lh, there was a scratch mark and we manage to polish it off. Therefore, there is no spray painting require on the front fender.

With regards to the issue regarding the front number plate, we would like to inform you that we do not recommend reusing the front number plate as it would be bent or have an uneven look on the surface.

To reuse the number plate, we would have to clean off the existing adhesive at the base. That requires man hours to get it properly removed.

We have to clean it off properly so that the new adhesive would hold strong to the grille. We do not want to run the risk of it popping out and flying off, hurting or damaging any vehicle or other road users in a unfortunate event.

Nevertheless, following your instruction for us to reuse the number plate, we attach the following supplementary list for your kind approval before we proceed as there will be some charges to perform such repairs.

Since AIG has to provide the mandate on the number plate approval, please note that we will not be able to release the vehicle to our client/ their insured before a decision is being make. This is also prevent any dispute during finalizations. Hence we shall wait for your favorable revert before completion of the repairs.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

· **PREMIUM AUTOMOBILES**

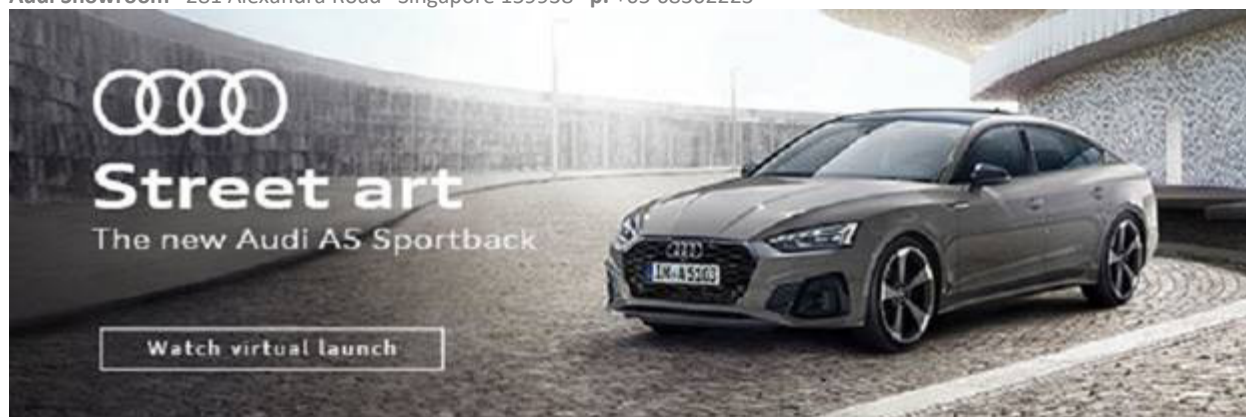
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Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



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From: Shiau Chan (LKKAuto) [mailto:siewsc@lkkauto.com]
Sent: Wednesday, 4 November 2020 11:56 AM
To: Claims Dept; SUR
Cc: nora.khai@premiumauto.com.sg
Subject: RE: OD CLAIMS FOR SMV 8306 X

Dear Tony,

As instructed by our client, please proceed to repair the insured vehicle **SMV 8306X** (Excess \$600/-).

Please take note that Number plate not damage to take out. Why the LH fender need to be respray?

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 Dept <claims@premiumauto.com.sg>
Sent: Wednesday, 4 November 2020 11:40 AM
To: 'Claims Dept' <claims@premiumauto.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: OD CLAIMS FOR SMV 8306 X

Dear all,

Any update on the repair approval?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 2 November 2020 9:48 PM
To: 'Claims'; 'Summer Lee (LKK Auto)'; sur@lkkauto.com; 'Admin A'
Subject: RE: OD CLAIMS FOR SMV 8306 X

Dear all,

Kindly assist follow up repair approval.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 2 November 2020 2:25 PM
To: 'Summer Lee (LKK Auto)'; sur@lkkauto.com; 'Admin A'

Cc: 'Claims'

Subject: RE: OD CLAIMS FOR SMV 8306 X

Dear all,

Attached is the estimate for your reference.

Best Regards,

Syafiq

Claims Admin Assistant

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Summer Lee (LKK Auto) <admin-d@lkkauto.com>

Sent: Monday, 2 November 2020 8:41 AM

To: 'Claims' <claims@premiumauto.com.sg>; sur@lkkauto.com; 'Admin A' <admin-a@lkkauto.com>

Subject: RE: OD CLAIMS FOR SMV 8306 X

Dear Raymond,

Noted with thanks.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@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: Saturday, 31 October, 2020 3:49 PM

To: sur@lkkauto.com; 'Summer Lee (LKK Auto)' <admin-d@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>

Cc: 'Premiumauto Claims' <claims@premiumauto.com.sg>

Subject: OD CLAIMS FOR SMV 8306 X

Dear All,

Kindly register OD claim for this vehicle. Attached is the GIA report for your reference.

We will forward you the estimate once it is available.

Kindly arrange survey on 02/11/2020@3:30PM at Benoi, vehicle in.

Thank You.

**Best Regards,
Raymond Ting**

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