

Veron Chen (LKKAuto)

From: Chew, Elizabeth <Elizabeth.Chew@sg.gaig.com>
Sent: Monday, 9 November 2020 4:14 PM
To: Veron Chen (LKKAuto); SUR; Admin-D (LKKAuto); Motor Claims
Subject: RE: RE: GAIC REF: CLMOMVP000001105 OWN DAMAGE CLAIM FOR SDZ8863P

Dear Veron,

You may proceed to authorise repair at Lump Sum \$5,800, thank you.

For all first claim notifications on Property & Casualty Claims (excluding Motor claims), please email to GeneralClaims@sg.gaig.com

For motor claims enquiries, please email to motorclaims@sg.gaig.com

For all first claim notifications on Marine Claims, please email to marineclaims@sg.gaig.com

Regards

Elizabeth Chew, Assistant Manager, Claims | P. +65 68047845 | F. +65 62353354 | elizabeth.chew@sg.gaig.com



Claims | 3 Temasek Avenue #16-01 Centennial Tower Singapore 039190



Moody's
A1 (Good)
Published December 2018

Standard & Poor's
A+ (Strong)
Affirmed February 23, 2018

For more information on our financial ratings, visit GAIG.com/FinancialStrength.

Thank you for your trust in us. We're proud to continue to serve you during this unprecedented time. As COVID-19 continues to affect us all, we assure you that we remain committed to providing the high level of service you deserve. [Read more.](#)

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: 09 November 2020 3:39 PM
To: Chew, Elizabeth <Elizabeth.Chew@sg.gaig.com>; SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Motor Claims <motorclaims@sg.gaig.com>
Subject: [External] FW: RE: GAIC REF: CLMOMVP000001105 OWN DAMAGE CLAIM FOR SDZ8863P

Dear Elizabeth,

Estimated Lump Sum \$5800.

Best Regards,

Veron Chen | Case Handler **ON BEHALF OF SHIRLEY**

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: Chew, Elizabeth <Elizabeth.Chew@sg.gaig.com>

Sent: Monday, 9 November 2020 3:22 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Motor Claims <motorclaims@sg.gaig.com>

Subject: RE: RE: GAIC REF: CLMOMVP000001105 OWN DAMAGE CLAIM FOR SDZ8863P

Dear Veron,

Please let us have your recommendation on the repair amount on a lump sum basis as we note that the vehicle is manufactured in year 2013.

OD excess is \$0.00.

Thank you.

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For motor claims enquiries, please email to motorclaims@sg.gaig.com

For all first claim notifications on Marine Claims, please email to marineclaims@sg.gaig.com

Regards

Elizabeth Chew, Assistant Manager, Claims | P. +65 68047845 | F. +65 62353354 | elizabeth.chew@sg.gaig.com



Claims | 3 Temasek Avenue #16-01 Centennial Tower Singapore 039190



A+ (Superior)
Affirmed August 17, 2018

Moody's
A1 (Good)
Published December 2018

Standard & Poor's
A+ (Strong)
Affirmed February 23, 2018

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From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Sent: 09 November 2020 2:20 PM

To: Ngian, Kelyvna <kelyvna.ngian@sg.gaig.com>; SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Motor Claims <motorclaims@sg.gaig.com>

Cc: Chew, Elizabeth <Elizabeth.Chew@sg.gaig.com>

Subject: [External] RE: RE: OWN DAMAGE CLAIM FOR SDZ8863P

Dear Kelvyna,

Enclosed preliminary revised of vehicle SDZ 8863P

Date of survey: 6/11/20

Number of days (estimated) : 6 days

We have Not authorise repair.

Kindly let us have your approval and advised policy excess.

Best Regards,

Veron Chen | Case Handler **ON BEHALF OF SHIRLEY**

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: Ngian, Kelvyna <kelvyna.ngian@sg.gaig.com>

Sent: Tuesday, 3 November 2020 2:48 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Motor Claims <motorclaims@sg.gaig.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Chew, Elizabeth <Elizabeth.Chew@sg.gaig.com>

Subject: RE: RE: OWN DAMAGE CLAIM FOR SDZ8863P

Hi Nivitha,

For this case, Please assist to conduct the survey at our insured's residence. Can you call him, Mark at 97600838 to arrange on the survey date and time.

For all first claim notifications on Property & Casualty Claims (excluding Motor claims), please email to GeneralClaims@sg.gaig.com

For motor claims enquiries, please email to motorclaims@sg.gaig.com

For all first claim notifications on Marine Claims, please email to marineclaims@sg.gaig.com

Regards

Kelvyna Ngian Claims Division | P. +65 68046059 | F. +65 62353354 | kelvyna.ngian@sg.gaig.com



Claims | 3 Temasek Avenue #16-01 Centennial Tower Singapore 039190



A+ (Superior)
Affirmed September 11, 2019

Moody's
A1 (Good)
Published April 2020

Standard & Poor's
A+ (Strong)
Affirmed March 5, 2020

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From: Nivitha (LKK Auto) <admin-d@lkkauto.com>
Sent: 03 November 2020 11:47 AM
To: Motor Claims <motorclaims@sg.gaig.com>; assignments@lkkauto.com; 'SUR' <sur@lkkauto.com>
Cc: Chew, Elizabeth <Elizabeth.Chew@sg.gaig.com>
Subject: [External] RE: OWN DAMAGE CLAIM FOR SDZ8863P

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer will arrange.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@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: Motor Claims
Sent: Tuesday, 3 November 2020 8:55 AM
To: peiyong@smemotor.com.sg; 'assignments@lkkauto.com'; 'Summer Lee (LKK Auto)'; 'SUR'
Cc: Chew, Elizabeth
Subject: FW: OWN DAMAGE CLAIM FOR SDZ8863P

Dear Peiyong,

Noted on your request.

Aside to LKK,

Please accept assignment for OD survey. Cross reference to your reference: CS/GAI20011821/T1vd3

Thank you.

For all first claim notifications on Property & Casualty Claims (excluding Motor claims), please email to GeneralClaims@sg.gaig.com

For motor claims enquiries, please email to motorclaims@sg.gaig.com

For all first claim notifications on Marine Claims, please email to marineclaims@sg.gaig.com

Regards

Shery Wong, Executive, Claims | P. +65 68046077 | F. +65 62353354 | shery.wong@sg.gaig.com



Claims | 3 Temasek Avenue #16-01 Centennial Tower Singapore 039190



A+ (Superior)
Affirmed September 11, 2019

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Published April 2020

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Affirmed March 5, 2020

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From: peiying@smemotor.com.sg <peiying@smemotor.com.sg>

Sent: 02 November 2020 11:51 AM

To: Motor Claims <motorclaims@sg.gaig.com>

Subject: [External] OWN DAMAGE CLAIM FOR SDZ8863P

Hi,

Forward all relevant documents to you. Kindly arrange your surveyor to inspect our client's vehicle.

Thanks.

Regards,
PeiYing

From: ptr2@smemotor.com.sg

Sent: Monday, November 2, 2020 10:40 AM

To: [Pei Ying](#)

Subject: Attached Image

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