

Re: Re: AIG Ref: 6189821337SG / Accident involving SLM9650D

Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Tue 17/11/2020 11:31 AM

To: Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>

Dear Priscilla,

Please assist to approval the mandate in order to submit the case

Thanks and regards,

Denise

Case handler

LKK Auto Consultants Pte Ltd

Tel: ☎ 62563561 Fax: ☎ 6256 4315

Email: ✉ sur@lkkauto.com

From: Denise Tay (LKKAuto)

Sent: Tuesday, 10 November 2020 2:38 PM

To: Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>

Subject: RE: Re: AIG Ref: 6189821337SG / Accident involving SLM9650D

Dear Priscilla,

Please assist to approval the mandate in order to submit the case

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>

Sent: Monday, 26 October 2020 8:49 AM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Subject: RE: Re: AIG Ref: 6189821337SG / Accident involving SLM9650D

Hi

Yes, do necessary in your IA and advise SME for no. of days recommended for repairs / etc.

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: Denise Tay (LKKAuto) [<mailto:denisetay@lkkauto.com>]

Sent: Friday, October 23, 2020 1:48 PM

To: Sim, Priscilla-LK

Subject: [EXTERNAL] RE: Re: AIG Ref: 6189821337SG / Accident involving SLM9650D

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

Hi Priscilla,

Just want to confirm with you. This case LKK to follow up on the tender?

Merimen e-Claims x Browse Reports x WhatsApp x +

singapore.merimen.com/claims/index.cfm?fusebox=MTRadjuster&fuseaction=dsp_clmheader&caseid=965100&extid=347142&CFID=78139321&

Apps Login VIEWS Master Page Merimen e-Claims Transfer Fee Enquiry PARF/COE Rebate E... audatex Buy Used Car & Us... AXA | Log

merimen **GI**

Main Menu Claims Home Personal In-Tray Compose Mail Help Logout

LKK Auto Consultants Pte Ltd (HQ)
DENISE TAY KWEE CHENG
23 Oct 2020 01:45 PM

...CLAIM SUBFOLDER...(Pending for Survey Report)

Claim Audit Activity Log Documents Review Reassign Case

Seek Mandate from Insurer Edit Adjuster Rpt >>

CLAIM SUBFOLDER TRACKING

| Case | Notified | Est Submitted | Adj Assigned | Adj Rpt | Adj Submitted | Ins Auth'ed | Status |
|------|---|----------------------------------|---|---------|---------------|-------------|---|
| Main | 22 Oct 2020 Sendback Est | 21 Oct 2020 13:11 S\$8,611.00 | 21 Oct 2020 14:59 Edit Adj Rpt | | | | Pending for Survey Cancel Case |

Main Reference Claim Details

CLAIM SUBFOLDER DETAILS

| | | | |
|-------------------|--|------------------------|--|
| Insured: | SOH BENSON, ID: S6914228A, Tel: +6593876824 | | |
| Vehicle Reg. No.: | SLM9650D | Date of Loss: | 27/09/2020 13:00 - :59 [41 Months and 8 Days From LTA Reg Dat |
| Claim Type: | OD / 6189821337SG | Policy/Cover Note No.: | 2100506984 (Comprehensive) |
| | | Excess: | S\$300.00 |
| Repairer: | SME Motor Pte Ltd (Kaki Bukit) 1 Kaki Bukit Ave 6 #02-15, AutoBay @ Kaki Bukit, 417883 Eunos - Tel: 6747 6106 (6 Lines) | | |
| Handling Insurer: | AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Mithoo Singh, Aashweenjeet Kaur] Aashweenjeetkaur.Mithoosingh@aig.c | | |
| Adjuster: | LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Final Rpt due 30/10/2020] | | |
| Driver/Custodian: | SOH BENSON (51), NRIC: S6914228A, Tel: +6593876824 Email: | | |
| Repair Tracker: | Mechanical & Electrical Work - 40% | | |

ASSOCIATED MAIL RECEIVED

There are no mail for this case.

ALL ASSOCIATED TASKS View

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Denise Tay (LKKAuto)

Sent: Friday, 23 October 2020 1:16 PM

To: Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>

Subject: RE: Re: AIG Ref: 6189821337SG / Accident involving SLM9650D

Dear priscilla,

Can call me 67413062

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Wednesday, 21 October 2020 1:35 PM

To: Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>; SUR <sur@lkkauto.com>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: RE: Re: AIG Ref: 6189821337SG / Accident involving SLM9650D

Dear Priscilla,

Noted on your below email.

Re-submitted amended IA in merimen

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>

Sent: Wednesday, 21 October 2020 12:16 PM

To: SUR <sur@lkkauto.com>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: RE: Re: AIG Ref: 6189821337SG / Accident involving SLM9650D

Hi

If NFOR is not applicable, please do not indicate in your Prelim Advice to avoid confusion.

NFOR is applicable 36 months below, accident due to collision only.

Kindly do necessary, will return IA

Preliminary Advice

| | | | |
|--------------------|--|-------------------------|--------------|
| Vehicle No | : SLM9650D | Accident Date | : 27/09/2020 |
| Make | : MITSUBISHI ATTRAGE | Policy No. | : 2100506984 |
| Assignment Date | : 29/09/2020 | Excess | : S\$600.00 |
| Date of Inspection | : 29/09/2020 | Est. Duration of Repair | : 17 |
| Inspection At | : CYCLE & CARRIAGE AUTOMOTIVE PTE LTD (PANDAN GARDENS) 209 PANDAN GARDENS SINGAPORE 609339 | | |

Point of Impact / General Description of Damages

The vehicle sustained impact / damages front portion and parts claimed are consistent to the accident.

| | | |
|-----------------------------|------|-----------|
| Repairer's Estimate (Gross) | :S\$ | 24,678.20 |
| Revised Amount | :S\$ | 15,620.80 |
| Check Items (Estimated) | :S\$ | 5,460.61 |
| Total | :S\$ | 21,081.41 |

| | | |
|-----------------|------|--|
| Lump Sum Repair | :S\$ | |
|-----------------|------|--|

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: Benson Soh [<mailto:benson.soh@gmail.com>]

Sent: Wednesday, October 21, 2020 11:47 AM

To: Gary Seah

Cc: Sim, Priscilla-LK; SUR (sur@lkkauto.com)

Subject: [EXTERNAL] Re: AIG Ref: 6189821337SG / Accident involving SLM9650D

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

Thanks Gary.

Priscilla in reading, please release the towing letter accordingly.

Rgds,

Benson

On Wed, Oct 21, 2020 at 11:44 AM Gary Seah <gary.seah@smemotor.com.sg> wrote:

Hi Mr Soh,

- We will requires 8 working days upon receiving your car to do the repair.
- Accident portion will be repaired up to road worthy condition, and be rest assured that safety features(Airbag system) will be replaced with brand new original parts.
- For servicing and maintenance of your car with cycle & carriage in future, i believe they are more than willing to do it for you as our repairs doesn't requires changing of your engine oil. I guess it's better for you to clarify this with cycle & carriage directly in case they have other concerns for you.

Hope the above clarifies.

Do feel free to give me a call should you require more details from me.

Thank you

Best Regards,
Gary

1 Kaki Bukit Ave 6
Autobay@kaki bukit
#02-15/16/17/18
S(417883)
Office: 67476106
Hp: 82288082

On 21/10/2020 11:16 am, Sim, Priscilla-LK wrote:

Dear Mr Soh

As far as technical issue is concerned, the repairer / surveyor will need to liaise and advised you accordingly.

By copt to Gary, kindly attend to owner Mr Soh's e-mail as below before we release the towing letter to you.

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: Benson Soh [<mailto:benson.soh@gmail.com>]
Sent: Wednesday, October 21, 2020 10:17 AM
To: Sim, Priscilla-LK
Subject: [EXTERNAL] Re: Re: Re: Re: Re: Re: AIG Ref: 6189821337SG / Accident involving SLM9650D

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

hi Priscilla,

besides some indication of how long the repairs will take, I would also like to confirm the following:

- a) that when the workshop undertakes an economical repair, the car will be repaired back to full usability state, especially in terms of safety features;
- b) how will the fact that the car is repaired by another workshop affect its future servicing and maintenance status with Cycle and Carriage, as I believe there is an agreement with C&C not to have the car serviced or repaired by other workshops?

Rgds,
Benson

On Wed, Oct 21, 2020 at 9:22 AM Benson Soh <benson.soh@gmail.com> wrote:

hi Priscilla,

yes pls proceed Priscilla.

will i be given any indication as to how it roughly it will take?

Rgds,
Benson

On Wed, 21 Oct 2020 at 8:45 AM, Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com> wrote:

Dear Mr Soh

The AIG Authorised Workshop is able to undertake economical repair, details as below.

Kindly confirm whether you are agreeable to proceed with repairs.

SME MOTOR PTE LTD

1 Kaki Bukit Ave 6 #02-15, AutoBay @ Kaki Bukit, Singapore 417883

Tel: 6747 6106 (6 Lines) Fax: 6744 2368

Email: service@smemotor.com.sg Website: www.smemotor.com.sg

Co. & GST Reg. No: 201119451E

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



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.