

**Veron Chen (LKKAUTO)**

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**From:** Lim, Kok-Chong <Kok-Chong.Lim@aig.com>  
**Sent:** Wednesday, 18 November 2020 11:41 AM  
**To:** Daniel Lim; Kumar, Uthaya  
**Cc:** TPY Insurance Team; Mohamed Isman; Daniel Jude; Veron Chen (LKKAUTO); SUR  
**Subject:** RE: SMR 5668S-DOA: 10/11/20 (AIG OD)

Dear Daniel,

As spoken, please proceed with the repair and we shall review on our end.

Hi Kumar,

Kindly review and let LKK have your opinion on labour.

Thank you

Best Regards,

**LIM KOK CHONG**  
**AIG**

Senior Motor Surveyor  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way, #08-16, Singapore 079120  
Mobile +(65) 8876 5437

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**From:** Daniel Lim [mailto:daniellim@motorimage.net]  
**Sent:** Wednesday, November 18, 2020 11:29 AM  
**To:** Daniel Jude; Veron Chen (LKKAUTO); SUR  
**Cc:** TPY Insurance Team; Mohamed Isman; Lim, Kok-Chong  
**Subject:** [EXTERNAL] RE: SMR 5668S-DOA: 10/11/20 (AIG OD)

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Dear Lim Kok Chong

Please advise on this dispute of labour rate ,we need to settle it by today so that we can proceed with the repair.

Regards

Daniel Lim

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**From:** Daniel Jude  
**Sent:** Wednesday, 18 November 2020 11:18 am  
**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** TPY Insurance Team <tpyinsteam@tanchong.org>; Mohamed Isman <isman@motorimage.net>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>  
**Subject:** RE: SMR 5668S-DOA: 10/11/20 (AIG OD)

Hi Lkk,

We strongly disagree with the labour cost that is given to us.

Labour 1:

- 1)bumper
- 2)bonnet
- 3)radiator support panel
- 4)right frt fender
- 5)right frt door

Total 5 panels x \$250 = \$1250.00 but we only seek \$1125.00 since right frt door need minor repairs

Why are we being cut for labour 1 and being given \$375.00 only?

Kindly advise soonest as we are pending to be given proper authorization to proceed with this claim.

Thank You.

Best Regards

*Daniel A Jude*

Service Executive

Motor Image Enterprises Pte Ltd

19 Lorong 8 Toa Payoh Singapore 319255

HP: 8611 3195

Email: [danieljude@motorimage.net](mailto:danieljude@motorimage.net)

Website: [www.tanchong.com](http://www.tanchong.com) : [www.motorimage.net](http://www.motorimage.net)



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**From:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Tuesday, 17 November 2020 3:48 pm  
**To:** Daniel Jude <[danieljude@motorimage.net](mailto:danieljude@motorimage.net)>; Ooi Siow Hooi <[hooi@motorimage.net](mailto:hooi@motorimage.net)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** SMR 5668S-DOA: 10/11/20 (AIG OD)

Dear Daniel,

We refer to our conversation this afternoon, **Labour 1 at 1.5 -\$375.00**

As instructed by our client , please proceed to repair the **insured vehicle SMR 5668S, (Excess \$3400).**

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,

**Veron Chen** | 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)

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