

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Tuesday, 23 February 2021 11:40 AM
To: Sbk E; SUR; assignments
Cc: Naz (LKKAUTO)
Subject: RE: UPDATE, Re: AUTHORIZE REPAIR FOR FBK5719X DOA: 9/11/20

Dear Mr Kwan,

As instructed by our client , please proceed to repair the **insured vehicle FBK 5719X, (Excess \$500/-).**

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.

Checked and Supplementary items to resurvey with CLEAR photos for damage and consistency.

After paint photos and NEW Parts required after 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)

From: Sbk E <sbk5643e@yahoo.com>
Sent: Monday, 15 February 2021 6:50 PM
To: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: Naz (LKKAUTO) <Naz@lkkauto.com>
Subject: RE: UPDATE, Re: AUTHORIZE REPAIR FOR FBK5719X AND FBR898H, Re: RE: POLICE REPORT, Re: Re: RE: URGENT ADVICE, Re: Re: Re: RE: NEW OD CLAIM - FBK5719X

Dear Veron,

Please assist to authorize repair and the damaged items required with after paint. Thanks.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Wednesday, February 10, 2021, 12:06:19 AM GMT+8, Sbk E <sbk5643e@yahoo.com> wrote:

Dear Veron,

Please authorize repair for FBK5719H. Please let me know the damaged items that need to be taken with after paint photos. Thanks.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Sunday, February 7, 2021, 06:46:32 PM GMT+8, Sbk E <sbk5643e@yahoo.com> wrote:

Dear Veron,

Please authorize repair for FBK5719H and FBR898H. Thanks.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Wednesday, January 27, 2021, 02:01:06 PM GMT+8, Sim, Priscilla-LK <priscilla-lk.sim@aig.com> wrote:

Dear Mr Mr Kwan

Thank you for sending the police report, kindly put up your estimate via merimen.

By copy to Survey Team / Lee Ying, kindly assist to assign to LKK.

By copy to Lee Ying

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 | www.aig.sg

From: Sbk E [<mailto:sbk5643e@yahoo.com>]
Sent: Wednesday, January 27, 2021 1:24 PM
To: SUR; assignments; Veron Chen (LKKAUTO); Sim, Priscilla-LK
Cc: Lim, Kok-Chong
Subject: [EXTERNAL] RE: POLICE REPORT, Re: Re: RE: URGENT ADVICE, Re: Re: Re: RE: NEW OD CLAIM - FBK5719X

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

Dear All,

Please refer to the attached file for the police report. Thanks.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Monday, January 25, 2021, 02:57:25 PM GMT+8, Sbk E <sbk5643e@yahoo.com> wrote:

Dear Priscilla,

Thank you very much for your kind understanding to waive the GIA reporting procedure. I will inform LKK once I take out the motorcycle. I will also get the police report form the wife. Thank you.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Monday, January 25, 2021, 01:26:25 PM GMT+8, Sim, Priscilla-LK <priscilla-lk.sim@aig.com> wrote:

Hi

Please enclose police report to enable us to review the matter.

However, LKK to proceed with survey once the bike is in your premises.

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 | www.aig.sg

From: Sbk E [<mailto:sbk5643e@yahoo.com>]
Sent: Monday, January 25, 2021 10:24 AM
To: SUR; assignments; Veron Chen (LKKAUTO); Sim, Priscilla-LK
Cc: Lim, Kok-Chong
Subject: [EXTERNAL] Re: RE: URGENT ADVICE, Re: Re: Re: RE: NEW OD CLAIM - FBK5719X

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Dear Priscilla,

Good Day. Will the police report be sufficient based on compassionate ground? It will be painful and inconvenience if the wife were to travel to make the accident report. The wife may not have the driving license and insurance. Please kindly advise. Thank you.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Monday, January 25, 2021, 09:27:08 AM GMT+8, Sim, Priscilla-LK <priscilla-lk.sim@aig.com> wrote:

Dear Mr Kwan

Yes, the family' representative need to bring the police report / insurance certificate / driving licence and file on behalf of the owner.

Kindly upload both police report / e-file to merimen and inform LKK to conduct survey once the bike is towed to your premises.

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 | www.aig.sg

From: Sbk E [<mailto:sbk5643e@yahoo.com>]
Sent: Friday, January 22, 2021 1:47 PM
To: SUR; assignments; Veron Chen (LKKAUTO); Sim, Priscilla-LK
Cc: Lim, Kok-Chong
Subject: [EXTERNAL] RE: URGENT ADVICE, Re: Re: Re: RE: NEW OD CLAIM - FBK5719X

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Dear Priscilla,

Good Day. Since the Insured has passed away, please confirm if there is still a need to make the GIA report for this matter? Or a police report will be sufficient? I will towing out the motorcycle today. Please advise urgently. Thanks.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Monday, December 21, 2020, 11:13:37 AM GMT+8, Sim, Priscilla-LK <priscilla-lk.sim@aig.com> wrote:

Dear Mr Kuan

Thank you very much for your update.

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: Sbk E [<mailto:sbk5643e@yahoo.com>]
Sent: Friday, December 18, 2020 6:22 AM
To: Sim, Priscilla-LK; SUR; assignments; Veron Chen (LKKAuto)
Cc: Lim, Kok-Chong
Subject: [EXTERNAL] Re: Re: RE: NEW OD CLAIM - FBK5719X

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Dear Priscilla,

Good Day. The motorcycle is still in TP Compound. I have spoken to the IO and they have yet given me a release date. I will follow up with her and update you. Thanks.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Thursday, December 17, 2020, 04:56:08 PM GMT+8, Veron Chen (LKKAuto) <veronchen@lkkauto.com> wrote:

Dear Ms Sim,

Thank you for the email.

Dear Assignment Team,

Kindly assist.

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)

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

Sent: Thursday, 17 December 2020 4:50 PM

To: SUR <sur@lkkauto.com>

Cc: Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; sbk5643e@yahoo.com

Subject: RE: Re: RE: NEW OD CLAIM - FBK5719X

Hi LKK

Kindly advise survey conducted ? kindly upload Bike Production's estimate once copy is available.

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: Sim, Priscilla-LK

Sent: Monday, November 16, 2020 3:17 PM

To: SUR (sur@lkkauto.com)

Cc: Lim, Kok-Chong (Kok-Chong.Lim@aig.com)

Subject: RE: [EXTERNAL] Re: RE: NEW OD CLAIM - FBK5719X

Hi

As per e-mail below, kindly contact / liaise Bike Production once repair estimate and GIA Report are available.

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: Lim, Kok-Chong
Sent: Monday, November 16, 2020 12:20 PM
To: Sim, Priscilla-LK
Cc: Chin, Lee-Ying; Fong, Andy-SY; Tan, Mary; Khoo, Kay-Eng; Mavis, Chew
Subject: Re: [EXTERNAL] Re: RE: NEW OD CLAIM - FBK5719X

Hi Priscilla,

LKK to survey the motorbike at Bike Production.

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

kok-chong.lim@aig.com | www.AIG.sg

From: Sbk E <sbk5643e@yahoo.com>
Sent: Thursday, November 12, 2020 5:45 PM
To: AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>
Subject: [EXTERNAL] Re: RE: NEW OD CLAIM - FBK5719X

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Dear Sir,

As mentioned, the owner has passed away. He would not be able to file a GIA report. Please advise. Thank you.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Thursday, November 12, 2020, 02:14:10 PM GMT+8, AIG SGP, Claims-Survey
<aigsgp_claimssurvey@aig.com> wrote:

Hi Mr. Kwan,

GIA report and repair estimate.

Thanks.

AIG Claims Survey

From: Sbk E <sbk5643e@yahoo.com>
Sent: Thursday, November 12, 2020 1:58 PM
To: AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>
Subject: [EXTERNAL] RE: NEW OD CLAIM - FBK5719X

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

Dear Sir,

Good Day. The Insured had an accident and passed away during the accident. Please advise what are the documents required from your side to file an own damage claim? Thank you.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

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