

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Wednesday, 3 February 2021 12:47 PM
To: Claims
Cc: SUR
Subject: RE: AIGENCRYPT SF4376084 OC : 1906089627SG (ctc insd spouse @ 84448432)
Attachments: Revol Quotation SMR3066S.pdf

Dear Kee Siang,

Please proceed as attached.

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 <claims@premiumauto.com.sg>
Sent: Monday, 1 February 2021 9:43 PM
To: 'Claims' <claims@premiumauto.com.sg>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; 'Rumli, Sharizah' <Sharizah.Rumli@aig.com>
Cc: 'Nora Khai PA' <nora.khai@premiumauto.com.sg>; 'Azlan, Syzairdina' <Syzairdina.Azlan@aig.com>; 'Quek, Joyceline-CH' <JoycelineCH.Quek@aig.com>; 'Paramchand, Varsha' <Varsha.Paramchand@aig.com>; 'Tan, Grace' <Grace.Tan@aig.com>; 'Bacusa, Eamon' <Eamon.Bacusa@aig.com>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>
Subject: RE: AIGENCRYPT SF4376084 OC : 1906089627SG (ctc insd spouse @ 84448432)

Dear Shiau Chan and all,

Attached above is the revised quotation for the paint coating for your kind approval.

Best Regards,
Kee Siang Lim
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Friday, 29 January 2021 3:58 PM

To: 'Shiau Chan (LKKAUTO)'; 'Rumli, Sharizah'

Cc: 'Nora Khai PA'; 'Azlan, Syazairdina'; 'Quek, Joyceline-CH'; 'Paramchand, Varsha'; 'Tan, Grace'; 'Bacusa, Eamon'; 'Claims'

Subject: RE: AIGENCRYPT SF4376084 OC : 1906089627SG (ctc insd spouse @ 84448432)

Dear Shiau Chan and all,

Please informed that I have contacted Ms Ezan, she will be in touch with me regards to this matter.

She will check back with her painting company to assist her on the costing.

**Best Regards,
Kee Siang Lim
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

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From: Shiau Chan (LKKAuto) [<mailto:siewsc@lkkauto.com>]
Sent: Friday, 29 January 2021 3:21 PM
To: Rumli, Sharizah; 'Claims'
Cc: 'Nora Khai PA'; Azlan, Syazairdina; Quek, Joyceline-CH; Paramchand, Varsha; Tan, Grace; Bacusa, Eamon
Subject: RE: AIGENCRYPT SF4376084 OC : 1906089627SG (ctc insd spouse @ 84448432)

Dear Shasha,

Thank you for the email.

Dear Kee Siang,

Please contact the insd spouse immediately.

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: Rumli, Sharizah <Sharizah.Rumli@aig.com>
Sent: Friday, 29 January 2021 3:11 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Cc: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Tan, Grace <Grace.Tan@aig.com>; Bacusa, Eamon <Eamon.Bacusa@aig.com>
Subject: RE: AIGENCRYPT SF4376084 OC : 1906089627SG (ctc insd spouse @ 84448432)

Hi Shiau Chan,

As spoken kindly assist to chase the workshop to ctc insd spouse.

Thanks

Sharizah Rumli (Shasha)

AIG

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #10-16 Singapore 079120

Tel +(65) 6419-3000

www.aig.sg

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From: Rumli, Sharizah
Sent: Friday, January 29, 2021 10:11 AM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Cc: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Tan, Grace <Grace.Tan@aig.com>
Subject: RE: AIGENCRYPT SF4376084 OC : 1906089627SG (ctc insd spouse @ 84448432)

Hi Shiau Chan,

Kindly assist to ctc insd spouse and refer call ctr note.

Can chase the workshop for update.

Thanks

CALL CTR NOTE:-

ezan, spouse is so upset that nobody called her back.

refer to last request SF-4376084

Please assist to contact her before end of day.

She is asking if AIG has approved the polishing quote

pleas call her.

thanks

Sharizah Rumli (Shasha)

AIG

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #10-16 Singapore 079120

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From: Shiau Chan (LKKAuto) [<mailto:siewsc@lkkauto.com>]
Sent: Wednesday, January 27, 2021 11:59 AM
To: Rumli, Sharizah <Sharizah.Rumli@aig.com>
Cc: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Tan, Grace <Grace.Tan@aig.com>
Subject: [EXTERNAL] RE: AIGENCRYPT SF4376084 OC : 1906089627SG (ctc insd spouse @ 84448432)

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Dear Shasha,

According to the repairer, they will contact the owner on the matter.

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: Rumli, Sharizah <Sharizah.Rumli@aig.com>
Sent: Wednesday, 27 January 2021 11:15 AM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Cc: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Tan, Grace <Grace.Tan@aig.com>
Subject: AIGENCRYPT SF4376084 OC : 1906089627SG (ctc insd spouse @ 84448432)

Hi Shiau Chan,

Kindly assist to ctc insd spouse.

Thanks

Sharizah Rumli (Shasha)

AIG

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From: Shiau Chan (LKKAuto) [<mailto:siewsc@lkkauto.com>]

Sent: Wednesday, January 27, 2021 11:14 AM

To: Rumli, Sharizah <Sharizah.Rumli@aig.com>

Cc: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Tan, Grace <Grace.Tan@aig.com>

Subject: [EXTERNAL] RE: AIGENCRYPT SF4376084 OC : 1906089627SG (ctc insd spouse @ 84448432)

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Dear Shasha,

As spoken with you.

We are pending for repairer's updates.

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: Rumli, Sharizah <Sharizah.Rumli@aig.com>
Sent: Wednesday, 27 January 2021 11:05 AM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Cc: Azlan, Syzairdina <Syzairdina.Azlan@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Tan, Grace <Grace.Tan@aig.com>
Subject: AIGENCRYPT SF4376084 OC : 1906089627SG (ctc insd spouse @ 84448432)

Hi Shiau Chan,

As spoken kindly assist to ctc insd spouse and refer call ctr note.

Thanks

CALL CTR NOTE :-

Hi Team,

Ol's wife, Ms Ezan, is disputing the delay of the OD claim handling.

She said there is a pending car polishing quote that's waiting for approval for almost a month now and she cannot wait any longer.

She wants to speak directly with Claims.

Please assist.

Thanks!

CTC: 84448432

Claim Audit

<< Claim Subfolder

Get Detailed Audit

| AUDIT TRAIL | | | |
|-------------|----------------------|----------------------------------|--|
| No. | On | Audit | Remarks |
| 1 | 20 Nov 2020 18:21 | Clm Dtl Modified | Insured Name: -> KAN YEU FONG (JIAN YAOFENG). Insured ID |
| 2 | 20 Nov 2020 18:21 | Clm Veh Model Changed | |
| 3 | 20 Nov 2020 18:21 | Clm Created | Reg No: SMR3066S. Policy No: 1900261266. Acct Date: 2020/ nsurance Pte. Ltd. (SG). Ins.Status => Notification. Created fr |
| | 20 Nov | | |

Sharizah Rumli (Shasha)

AIG

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #10-16 Singapore 079120

Tel +(65) 6419-3000

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