

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Friday, 19 February 2021 9:31 AM
To: Khoo, Kay-Eng
Subject: RE: OD 2881247159SG-001 || MARKET VALUE AND OR REPAIR LIMIT FOR FBN2485Z

Dear Kay Eng,

Noted with thanks.

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: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Sent: Friday, 19 February 2021 9:10 AM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Subject: RE: OD 2881247159SG-001 || MARKET VALUE AND OR REPAIR LIMIT FOR FBN2485Z

Hi Shiau Chan

This is done, thank you.

Khoo Kay Eng

Manager – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1026
kay-eng.khoo@aig.com | www.AIG.sg

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From: Shiao Chan (LKKAuto) [<mailto:siewsc@lkkauto.com>]
Sent: Friday, February 19, 2021 9:04 AM
To: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Cc: Fong, Andy-SY <Andy-SY.Fong@aig.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Ng, Thaddaeus-HC <Thaddaeus-HC.Ng@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: [EXTERNAL] RE: OD 2881247159SG-001 || MARKET VALUE AND OR REPAIR LIMIT FOR FBN2485Z

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Dear Sir,

Kindly assist to send back the adjusted report to us via Merimen System.

Best Regards,

Shiao 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: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Sent: Friday, 19 February 2021 9:02 AM
To: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: Fong, Andy-SY <Andy-SY.Fong@aig.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Ng, Thaddaeus-HC <Thaddaeus-HC.Ng@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: RE: OD 2881247159SG-001 || MARKET VALUE AND OR REPAIR LIMIT FOR FBN2485Z

Dear M/S LKK Auto Consultants,

Thank you for coordinating this case with our colleague Mr Bennie Tan.

As per email below, offer to repair has been accepted by M/S Bike Production.

Upon repair completion, please proceed to upload relevant DV and repair bill etc to Merimen.

Thank you.

Khoo Kay Eng

Manager – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1026
kay-eng.khoo@aig.com | www.AIG.sg

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From: Shiao Chan (LKKAuto) [<mailto:siewsc@lkkauto.com>]
Sent: Thursday, February 4, 2021 3:54 PM
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: Fong, Andy-SY <Andy-SY.Fong@aig.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Ng, Thaddaeus-HC <Thaddaeus-HC.Ng@aig.com>
Subject: [EXTERNAL] RE: OD 2881247159SG-001 || MARKET VALUE AND OR REPAIR LIMIT FOR FBN2485Z

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Dear Bennie,

Noted with thanks.

Best Regards,

Shiao 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: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Thursday, 4 February 2021 2:53 PM
To: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: Fong, Andy-SY <Andy-SY.Fong@aig.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Ng, Thaddaeus-HC <Thaddaeus-HC.Ng@aig.com>
Subject: OD 2881247159SG-001 || MARKET VALUE AND OR REPAIR LIMIT FOR FBN2485Z

Hi LKK Team

Please be informed Bike Production agreed to repair at \$4,650 (**Nett** – All-in) after Excess and inclusive of GST.

Your needed assistance to follow up on the below email pls.

Best Regards

Bennie Tan

Senior Complex Claims Examiner - Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1718
Bennie-WZ.Tan@aig.com | www.AIG.sg

Advanced Leave Notification:

If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.

From: Sbk E <sbk5643e@yahoo.com>
Sent: Thursday, February 4, 2021 12:07 PM

To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Cc: Fong, Andy-SY <Andy-SY.Fong@aig.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Bryan Ang LKK <bryanang@lkkauto.com>; Ng, Thaddaeus-HC <Thaddaeus-HC.Ng@aig.com>

Subject: [EXTERNAL] Re: Re: Re: CEO322: AMICABLE SOLUTION, Re: Re: RE: YOUR KIND ASSISTANCE, Re: RE: DISCUSSION, Re: MARKET VALUE AND OR REPAIR LIMIT FOR FBN2485Z / OD 2881247159SG-001

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Dear Bennie,

Good Day. I agree to the repair cost of \$4,650.00 after Excess and inclusive of GST. Please kindly confirm that this repair, only after paint photos are required upon completion of the repair. Thank you.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Thursday, February 4, 2021, 11:35:49 AM GMT+8, Tan, Bennie-WZ <bennie-wz.tan@aig.com> wrote:

Dear Mr. Kwan

Reference to the above subject.

I have reviewed this matter in totality. Based on all available sources / research on Market Value etc, my colleague, Priscilla's previous offer to Insured: \$4,450 (Nett) is reasonable taking into consideration of insured's wish to repair his bike instead of TOTAL LOSS.

Noted you have earlier contacted my colleague, Thaddaeus on said matter. For sake of amicable settlement, our best offer: \$4,650 (**Nett** – All-in – after less off excess & inclusive GST [if applicable]).

*Above settlement shall not be taken as precedent to future cases

Kindly let us have insured's acceptance.

Thank you.

Best Regards

Bennie Tan

Senior Complex Claims Examiner - Auto Property Damage Claims

AIG Asia Pacific Insurance Pte. Ltd.

AIG Building

78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.AIG.sg

Advanced Leave Notification:

If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.

From: Sbk E <skb5643e@yahoo.com>

Sent: Tuesday, February 2, 2021 6:11 PM

To: Fong, Andy-SY <Andy-SY.Fong@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Bryan Ang LKK <bryanang@lkkauto.com>

Subject: [EXTERNAL] Re: Re: CEO322: Re: Re: Re: RE: AMICABLE SOLUTION, Re: Re: RE: YOUR KIND ASSISTANCE, Re: RE: DISCUSSION, Re: MARKET VALUE AND OR REPAIR LIMIT FOR FBN2485Z / OD 2881247159SG

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Dear Bennie,

Good Day. I will wait for your reply and inform the Insured. Thanks.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

On Tuesday, February 2, 2021, 04:55:21 PM GMT+8, Tan, Bennie-WZ <bennie-wz.tan@aig.com> wrote:

Dear Mr. Kwan

Reference to the above matter and Andy's email.

I am currently still reviewing this matter entirely. Will revert to you in due course.

Thank you.

Best Regards

Bennie Tan

Senior Complex Claims Examiner - Auto Property Damage Claims

AIG Asia Pacific Insurance Pte. Ltd.

AIG Building

78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.AIG.sg

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If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.

From: Sbk E <sbk5643e@yahoo.com>
Sent: Thursday, January 28, 2021 9:57 AM
To: Fong, Andy-SY <Andy-SY.Fong@aig.com>
Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>; Bryan Ang LKK <bryanang@lkkauto.com>
Subject: [EXTERNAL] Re: CEO322: Re: Re: Re: RE: AMICABLE SOLUTION, Re: Re: RE: YOUR KIND ASSISTANCE, Re: RE: DISCUSSION, Re: MARKET VALUE AND OR REPAIR LIMIT FOR FBN2485Z / OD 2881247159SG

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Dear Andy,

Thank you very much your arrangement.

Regards,

Kwan S. H.

Director
Bike Production Pte Ltd

On Thursday, January 28, 2021, 09:54:16 AM GMT+8, Fong, Andy-SY <andy-sy.fong@aig.com> wrote:

Mr Kwan

We have reassigned the handling of this loss to Mr Bennie Tan (in copy). He will reach out to you once he has reviewed the matter in totality.

Andy Fong

Head Of Claims – Auto

AIG Asia Pacific Insurance Pte. Ltd.

AIG Building

78 Shenton Way, Level 10

Singapore 079120

Andy-SY.Fong@AIG.com | www.aig.sg

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