

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Friday, 16 July 2021 5:28 PM
To: Tan, Bennie-WZ
Cc: SUR
Subject: RE: AIG REF: 6399049750SG-003 || TP veh: SMU2475K (DOA: 25/12/2020) - Survey queries [ceramic coating]

Dear Bennie,

Surveyor who surveyed the vehicle is no longer with LKK.

The notes from this case indicate that no mentioned of ceramic coating before 25 February 2021 when our office called workshop to check after your email on this dated 23/02/2021.

Ceramic coating is similar to wax coating, there will not be any obvious physical signs unlike paint protection film where there will be a layer of film.

For this vehicle, the paint of the TP vehicle during first survey did seems glossy and reflective which suggest that there was ceramic coating.

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: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Wednesday, 14 July 2021 8:33 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Sun Pin (LKK Auto) <sunpin@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: AIG REF: 6399049750SG-003 || TP veh: SMU2475K (DOA: 25/12/2020) - Survey queries [ceramic coating]
Importance: High

Dear All

Reference to the above subject matter.

Attached correspondent furnished by TP lawyer. Please confirm if there is any previous update or even correspondent made by repairer pertaining the presence of ceramic coating on TP vehicle at the time of pre-accident.

Your urgent attention/response is greatly appreciated.

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: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Thursday, 25 February 2021 12:32 pm
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Cc: SUR <sur@lkkauto.com>
Subject: [EXTERNAL] RE: AIG REF: 6399049750SG-003 || TP veh: SMU2475K (DOA: 25/12/2020) - Survey queries

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

Dear Bennie,

According to our surveyor, TP workshop did not informed him about ceramic coating at the time of his inspection.

The ceramic coating quotation of \$250.00 is reasonable.

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: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Thursday, 25 February 2021 12:56 AM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Sun Pin (LKK Auto) <sunpin@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: AIG REF: 6399049750SG-003 || TP veh: SMU2475K (DOA: 25/12/2020) - Survey queries

Hi All

I am following up on our email dated 23/02/2021.

May I have your urgent reply.

Thank you.

Best Regards

Bennie Tan

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

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Tel +(65) 6419 1718
Bennie-WZ.Tan@aig.com | www.AIG.sg

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

Sent: Tuesday, February 23, 2021 2:26 PM

To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>; Sun Pin (LKK Auto) <sunpin@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: [EXTERNAL] FW: AIG REF: 6399049750SG-003 || TP veh: SMU2475K (DOA: 25/12/2020) - Survey queries

Importance: High

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

Dear Bennie,

Thank you for the email.

We will check and revert to you.

Dear Sun Pin,

FYNA.

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

Sent: Tuesday, 23 February 2021 1:12 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: AIG REF: 6399049750SG-003 || TP veh: SMU2475K (DOA: 25/12/2020) - Survey queries

Importance: High

Hi Shiau Chan

Reference to the above SJE survey conducted by your good office.

TP has submitted claim on ceramic coating to their vehicle.

Seeking your surveyor's confirmation if this is present on TP damaged vehicle at time of survey as well as if the quoted amount is reasonable.

Thank you.

Best Regards

Bennie Tan

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

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Tel +(65) 6419 1718

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