

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Wednesday, 23 December 2020 9:33 AM
To: Lee, Ming-Yao; Mei Kwan (LKKAUTO)
Cc: Khoo, Kay-Eng; Admin A; SUR
Subject: FW: Our Ref : 2828444162SG-003 | Finalization of Repair on SBS8429X DOA 06/09/2020 *** LKK REF: CS3/AIG20009671/Qvf3e2
Attachments: Q20091162-SBS A (8429X) (3).pdf; CBR.pdf

Dear Ming Yao,

Will check and revert.

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: Lee, Ming-Yao <MingYao.Lee@aig.com>
Sent: Wednesday, 23 December 2020 9:22 AM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Our Ref : 2828444162SG-003 | Finalization of Repair on SBS8429X DOA 06/09/2020 *** LKK REF: CS3/AIG20009671/Qvf3e2

Hi Veron,

Upon checking with SBS, we were informed that attached quotation was given during PRI.

As for the claim of damages, they are claiming at :

Workshop labour: \$192.00

Contractor charges: \$550.00

Livery/spray painting: \$585.00

Overhead charges: \$222.60

Total: \$1,549.60

May I have your surveyor view on this?

Regards,

Lee Ming Yao, George

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 1769

Ming-Yao.Lee@AIG.com | www.AIG.sg

From: Lee, Ming-Yao

Sent: 26 October 2020 10:16

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: Our Ref : 2828444162SG-003 | Finalization of Repair on SBS8429X DOA 06/09/2020 *** LKK REF: CS3/AIG20009671/Qvf3e2

Hi Veron,

Thank you for clarifying.

Regards,

Lee Ming Yao, George

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769

Ming-Yao.Lee@AIG.com | www.aig.sg

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Sent: 26 October 2020 09:07

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Lee, Ming-Yao <MingYao.Lee@aig.com>

Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: [EXTERNAL] RE: Our Ref : 2828444162SG-003 | Finalization of Repair on SBS8429X DOA 06/09/2020 *** LKK REF: CS3/AIG20009671/Qvf3e2

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

Dear Ming Yao,

Please be informed that there was no estimate provided by repairer.

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Friday, 23 October 2020 6:07 PM

To: Lee, Ming-Yao <MingYao.Lee@aig.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: Our Ref : 2828444162SG-003 | Finalization of Repair on SBS8429X DOA 06/09/2020 *** LKK REF: CS3/AIG20009671/Qvf3e2

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Veron,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted

From: Lee, Ming-Yao <MingYao.Lee@aig.com>

Sent: Friday, 23 October, 2020 5:22 PM

To: Admin A <admin-a@lkkauto.com>

Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>

Subject: Our Ref : 2828444162SG-003 | Finalization of Repair on SBS8429X DOA 06/09/2020

Hi Team,

Regarding above mentioned case, we have reviewed on the PRS report and noticed that there was no estimate provided nor finalization on repair cost.

May we know if there was no estimate provided by repairer or if the repair cost was not agreed?

Regards,

Lee Ming Yao, George

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769

Ming-Yao.Lee@AIG.com | www.aig.sg

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