

**Mei Kwan (LKKAUTO)**

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**From:** Mei Kwan (LKKAUTO)  
**Sent:** Monday, December 6, 2021 9:43 AM  
**To:** Syed-Yusoff, Saliha  
**Cc:** Cecilia Chong (LKK Auto); Admin A  
**Subject:** RE: aigencrypt PRE-REPAIR INSPECTION REQUEST – XB3232H vs GBF8507Y (OI) on D.O.A.: 29/12/2020 \*\*\* LKK REF: CC4/AIG21000654/ga3

Dear Saliha,

We refer to the above matter.

Please be informed that we are unable to conduct the inspection for **XB3232H** after some attempts to inform the workshop to present the vehicle.

This case has been pending for a long time due to unavailability of the owner, therefore we decided to temporarily close this case.

Kindly advise us if there is any arrangement made and will be glad to reopen the case accordingly.

***We will proceed to cancel the case in Merimen and bill Merimen fee \$11.00 (excl. gst).***

AUDIT TRAIL			
No.	On	Audit	Remarks
1	13 Jan 2021 18:17	Clm Dtl Modified	Insured Name: -> POPULAR RENT A CAR PTE LTD. Claim E SENG BUILDING MATERIA.
2	13 Jan 2021 18:17	Clm Veh Model Changed	(205309) SCANIA P360CB6X4MHZ 12.7 D (M).
3	13 Jan 2021 18:17	Clm Created	Reg No: XB3232H. Acct Date: 2020/12/29. Claim Type: Traffic Insurance Pte. Ltd. (SG). TP Insurer: AXA Insurance Pte. Ltd. K Kim Hin Automotive Pte Ltd ( )
4	13 Jan 2021 18:17	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):
5	13 Jan 2021 18:17	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/01/22
6	13 Jan 2021 18:17	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.
7	13 Jan 2021 18:17	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [200005] AIG Asia Pacific Insurance Pte. Ltd. (Express)
8	13 Jan 2021 18:18	Label Added	(19):Fastlane.
9	13 Jan 2021 18:18	Adj Adjuster Assigned	[None] -> KENNETH KONG
10	10 Feb 2021 07:54	Clm Registration Modified	Acct Time:16:00:00->00:00:00.

Date From    Date To     Aud

## ACTIVITY

No record

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto: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.*

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**From:** Admin-D (LKKAUTO)

**Sent:** Wednesday, January 13, 2021 4:57 PM

**To:** Subramaniam, Divyashni <Divyashni.Subramaniam@aig.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

**Cc:** Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>; Hor, Yinrul <Yinrul.Hor@aig.com>; Teo, Ericweihong <Ericweihong.Teo@aig.com>

**Subject:** Re: aigencrypt PRE-REPAIR INSPECTION REQUEST – XB3232H vs GBF8507Y (OI) on D.O.A.: 29/12/2020

Dear Sir/Madam,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

**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.**

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Subramaniam, Divyashni <[Divyashni.Subramaniam@aig.com](mailto:Divyashni.Subramaniam@aig.com)>

**Sent:** Wednesday, 13 January 2021 4:54 PM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Lim, Kok-Chong <[Kok-Chong.Lim@aig.com](mailto:Kok-Chong.Lim@aig.com)>; Abu Kassim, Noor Mariesa <[NoorMariesa.AbuKassim@aig.com](mailto:NoorMariesa.AbuKassim@aig.com)>; Hor, Yinrul <[Yinrul.Hor@aig.com](mailto:Yinrul.Hor@aig.com)>; Teo, Ericweihong <[Ericweihong.Teo@aig.com](mailto:Ericweihong.Teo@aig.com)>

**Subject:** RE: aigencrypt PRE-REPAIR INSPECTION REQUEST – XB3232H vs GBF8507Y (OI) on D.O.A.: 29/12/2020

PART 2 OF 3

Thanks & Regards,

**Divyashni Subramaniam**

**AIG**

FNOL Adjuster I

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

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**From:** Subramaniam, Divyashni  
**Sent:** Wednesday, January 13, 2021 4:51 PM  
**To:** [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Cc:** Lim, Kok-Chong <[Kok-Chong.Lim@aig.com](mailto:Kok-Chong.Lim@aig.com)>; Abu Kassim, Noor Mariesa <[NoorMariesa.AbuKassim@aig.com](mailto:NoorMariesa.AbuKassim@aig.com)>; Hor, Yinrul <[Yinrul.Hor@aig.com](mailto:Yinrul.Hor@aig.com)>; Teo, Ericweihong <[Ericweihong.Teo@aig.com](mailto:Ericweihong.Teo@aig.com)>  
**Subject:** aigencrypt PRE-REPAIR INSPECTION REQUEST – XB3232H vs GBF8507Y (OI) on D.O.A.: 29/12/2020

PART 1 OF 3

Hi,

Please refer to the enclosed request from **K. Kim Hin Auto Pte Ltd**.  
Kindly carry out Policy coverage verification **first** before conducting the pre-repair inspection within 48 hours

If you have any queries/concerns, please let us know.  
*Kindly assist to assign **Kenneth Kong** as Single Joint Expert as requested*

Thanks & Regards,

**Divyashni Subramaniam**  
**AIG**

FNOL Adjuster I  
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.  
Tel: 8001206556 | Ext: 1012103  
[Divyashni.Subramaniam@aig.com](mailto:Divyashni.Subramaniam@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** [service@kkimhin.com.sg](mailto:service@kkimhin.com.sg) <[service@kkimhin.com.sg](mailto:service@kkimhin.com.sg)>  
**Sent:** Wednesday, January 13, 2021 4:36 PM  
**To:** Subramaniam, Divyashni <[Divyashni.Subramaniam@aig.com](mailto:Divyashni.Subramaniam@aig.com)>  
**Cc:** Lim, Kok-Chong <[Kok-Chong.Lim@aig.com](mailto:Kok-Chong.Lim@aig.com)>; Abu Kassim, Noor Mariesa <[NoorMariesa.AbuKassim@aig.com](mailto:NoorMariesa.AbuKassim@aig.com)>; Hor, Yinrul <[Yinrul.Hor@aig.com](mailto:Yinrul.Hor@aig.com)>; Teo, Ericweihong <[Ericweihong.Teo@aig.com](mailto:Ericweihong.Teo@aig.com)>  
**Subject:** RE: (EXTERNAL) RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE GBF8507Y AND XB3232H ON 29/12/2020

Sorry for not being clear. We will choose LKK Kenneth from your list. Many thanks again.

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**From:** Subramaniam, Divyashni  
**Sent:** Wed, 13 Jan 2021 08:18:05 +0000  
**To:** [service@kkimhin.com.sg](mailto:service@kkimhin.com.sg)  
**Cc:** Lim, Kok-Chong, Abu Kassim, Noor Mariesa, Hor, Yinrul, Teo, Ericweihong  
**Subject:** (EXTERNAL) RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE GBF8507Y AND XB3232H ON 29/12/2020  
Dear Sir / Madam,

Kindly let us know whether your goodselves wish to appoint any of the surveyor from LKK .

Thanks & Regards,

**Divyashni Subramaniam**

**AIG**

FNOL Adjuster I

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel: 8001206556 | Ext: 1012103

[Divyashni.Subramaniam@aig.com](mailto:Divyashni.Subramaniam@aig.com) | [www.aig.sg](http://www.aig.sg)

**From:** [service@kkimhin.com.sg](mailto:service@kkimhin.com.sg) <[service@kkimhin.com.sg](mailto:service@kkimhin.com.sg)>

**Sent:** Wednesday, January 13, 2021 4:11 PM

**To:** Subramaniam, Divyashni <[Divyashni.Subramaniam@aig.com](mailto:Divyashni.Subramaniam@aig.com)>

**Cc:** Lim, Kok-Chong <[Kok-Chong.Lim@aig.com](mailto:Kok-Chong.Lim@aig.com)>; Abu Kassim, Noor Mariesa <[NoorMariesa.AbuKassim@aig.com](mailto:NoorMariesa.AbuKassim@aig.com)>; Hor, Yinrul <[Yinrul.Hor@aig.com](mailto:Yinrul.Hor@aig.com)>; Teo, Ericweihong <[Ericweihong.Teo@aig.com](mailto:Ericweihong.Teo@aig.com)>

**Subject:** RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE GBF8507Y AND XB3232H ON 29/12/2020

Vehicle is not in yet.

Can we choose LKK?

Thank you.

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**From:** Subramaniam, Divyashni

**Sent:** Wed, 13 Jan 2021 08:02:37 +0000

**To:** [service@kkimhin.com.sg](mailto:service@kkimhin.com.sg)

**Cc:** Lim, Kok-Chong, Abu Kassim, Noor Mariesa, Hor, Yinrul, Teo, Ericweihong

**Subject:** RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE GBF8507Y AND XB3232H ON 29/12/2020

Dear Sir/Madam,

We refer to our email below. We have not received your reply within stipulated period.

Pursuant to Appendix C of Pre-Action Protocol for NIMA cases, citation 2.4. We will proceed to appoint our appointed surveyor for the pre-repair inspection.

Kindly provide us with details of repairer's contact number and address.

Thanks & Regards,

**Divyashni Subramaniam**

**AIG**

FNOL Adjuster I

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel: 8001206556 | Ext: 1012103

[Divyashni.Subramaniam@aig.com](mailto:Divyashni.Subramaniam@aig.com) | [www.aig.sg](http://www.aig.sg)

**From:** Subramaniam, Divyashni

**Sent:** Tuesday, January 12, 2021 11:22 AM

**To:** [service@kkinhin.com.sg](mailto:service@kkinhin.com.sg)

**Cc:** Lim, Kok-Chong <[Kok-Chong.Lim@aig.com](mailto:Kok-Chong.Lim@aig.com)>; Abu Kassim, Noor Mariesa <[NoorMariesa.AbuKassim@aig.com](mailto:NoorMariesa.AbuKassim@aig.com)>; Hor, Yinrul <[Yinrul.Hor@aig.com](mailto:Yinrul.Hor@aig.com)>; Teo, Ericweihong <[Ericweihong.Teo@aig.com](mailto:Ericweihong.Teo@aig.com)>

**Subject:** RE: aigencrypt PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE GBF8507Y AND XB3232H ON 29/12/2020

Dear Sir/Madam,

Reminder for pre-repair survey.

Kindly response to the email below whether agree to the appointment of any of these motor surveyors below as a single joint expert.

Thanks & Regards,

**Divyashni Subramaniam**

**AIG**

FNOL Adjuster I

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel: 8001206556 | Ext: 1012103

[Divyashni.Subramaniam@aig.com](mailto:Divyashni.Subramaniam@aig.com) | [www.aig.sg](http://www.aig.sg)

**From:** Subramaniam, Divyashni

**Sent:** Monday, January 11, 2021 9:02 AM

**To:** [service@kkinhin.com.sg](mailto:service@kkinhin.com.sg)

**Cc:** Lim, Kok-Chong <[Kok-Chong.Lim@aig.com](mailto:Kok-Chong.Lim@aig.com)>; Abu Kassim, Noor Mariesa <[NoorMariesa.AbuKassim@aig.com](mailto:NoorMariesa.AbuKassim@aig.com)>; Hor, Yinrul <[Yinrul.Hor@aig.com](mailto:Yinrul.Hor@aig.com)>; Teo, Ericweihong <[Ericweihong.Teo@aig.com](mailto:Ericweihong.Teo@aig.com)>

**Subject:** aigencrypt PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE GBF8507Y AND XB3232H ON 29/12/2020

Without Prejudice

Your Reference: XB3232H

Our Reference : GBF8507Y

Dear Sir/Madam,

We refer to your Notice of Accident of even date.

We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the attached list to conduct the joint pre-repair survey as a single joint expert:

**Name of Surveyor**

**Company Name**

Lawrence Ng Chun Kee  
Priority Services  
Jeffrey Ong Leng Kiat  
Priority Services  
Jimmy Lee  
Priority Services  
EC Looi  
Automobile Inspection Services Pte Ltd  
Pang Kiah Keen (Frankie)  
Formteam Adjusters Pte Ltd  
Ng You Han  
Formteam Adjusters Pte Ltd  
Soon HanXin (Gary)  
Formteam Adjusters Pte Ltd  
Chow Bo Xiong  
Formteam Adjusters Pte Ltd  
Chua Soo Teck (Benjamin)  
Formteam Adjusters Pte Ltd  
Steve Chen Tsue Yee  
LKK Auto Consultants Pte Ltd  
Xing Guo Qiang  
LKK Auto Consultants Pte Ltd  
Marcus Chua  
LKK Auto Consultants Pte Ltd  
Mohamad Taufikh  
LKK Auto Consultants Pte Ltd  
Adrian Ling  
LKK Auto Consultants Pte Ltd  
Mohammed Rasul  
LKK Auto Consultants Pte Ltd  
Kenneth Kong  
LKK Auto Consultants Pte Ltd

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select one or more of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert.

Thank you.

Thanks & Regards,

**Divyashni Subramaniam**

**AIG**

FNOL Adjuster I  
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.  
Tel: 8001206556 | Ext: 1012103

**From:** service <[service@kkinhin.com.sg](mailto:service@kkinhin.com.sg)>  
**Sent:** Saturday, January 09, 2021 5:29 PM  
**To:** AIG SGP, Claims-Survey <[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)>  
**Cc:** [service@kkinhin.com.sg](mailto:service@kkinhin.com.sg); Sandra (Gmail) <[sandrakhong@gmail.com](mailto:sandrakhong@gmail.com)>  
**Subject:** [EXTERNAL] Accident Involving XB 3232 H and GBF 8507 Y on 29 Dec 2020

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

Your Ref: GBF 8507 Y (AIG Asia)  
Our Ref: XB 3232 H

Dear Officer

Good day to you and Happy New Year.

Our client XB 3232 H was hit by your insured GBF 8507 Y on 29 Dec 2020.

Please kindly appoint list of surveyor for us to choose and advise liability of the case.

Vehicle is not in yet. Many thanks.

Best Regards  
Sandra  
6452 7018  
9622 2116  
K. Kim Hin Auto Pte Ltd  
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email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.