

Shiau Chan (LKKAUTO)

From: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>
Sent: Thursday, 21 January 2021 4:53 PM
To: Coco Lu Ting
Cc: Mithoosingh, Aashweenjeetkaur; Abu Kassim, Noor Mariesa; Lim, Sheng Yang; Shiau Chan (LKKAUTO); Parthiban, Theerthan; Mohd Rizal, Nur Mariah Huibrechts
Subject: aigencrypt RE: ADDENDUM FOR VEHICLE SMS8076A [ref:_00D2w3JvT7._5002wEQGXt:ref]

Dear Coco,

Please be informed that excess has been update to \$300.

Sorry for any inconvenience caused.

Thanks and regards,

Syaza Irdina Azlan
AIG

Express Claims Adjuster II, Singapore FNOL, Claims Operations – Auto
SG Claims Operations | AIG Asia Pacific Insurance Pte. Ltd.
[Tel:8001206556](tel:8001206556) | Ext:1012205

Syazairdina.Azlan@aig.com | www.aig.sg

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Thursday, January 21, 2021 12:38 PM
To: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Mithoosingh, Aashweenjeetkaur <Aashweenjeetkaur.Mithoosingh@aig.com>; Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>; Lim, Sheng Yang <ShengYang.Lim@aig.com>
Subject: [EXTERNAL] FW: ADDENDUM FOR VEHICLE SMS8076A [ref:_00D2w3JvT7._5002wEQGXt:ref]

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

Dear Sir/Madam,

Kindly assist as below email.

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: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Sent: Thursday, 21 January 2021 10:19 AM
To: 'AIGSGP_ClaimsSurvey@aig.com' <AIGSGP_ClaimsSurvey@aig.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Subject: RE: ADDENDUM FOR VEHICLE SMS8076A [ref:_00D2w3JvT7._5002wEQGXt:ref]

Dear officer in charge,

Our customer have video footage. She asked How come the excess is \$600 ? attached the 14/01/2021 email for reference.

FW: ADDENDUM FOR VEHICLE SMS8076A [ref:_00D2w3JvT7_5002wEQGXt:ref]

**Coco Lu Ting**
To: 'AIGSGP_ClaimsSurvey@aig.com'
Cc: Andre Chow En De; Don Bong Kiong Hua; Edwin Abcede Caina; Kevin Leong Wai Kit

Reply Reply All Forward

Thu 14/1/2021 3:58 PM

 SMS8076A.pdf
949 KB

 [Untitled].pdf
114 KB

 My Movie.mp4
3 MB

Dear officer in charge,

Please arrange survey for our customer car.

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



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From: Coco Lu Ting

Sent: Thursday, 14 January, 2021 3:58 PM

To: 'AIGSGP_ClaimsSurvey@aig.com' <AIGSGP_ClaimsSurvey@aig.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: FW: ADDENDUM FOR VEHICLE SMS8076A [ref:_00D2w3JvT7_5002wEQGXt:ref]

Dear officer in charge,

Please arrange survey for our customer car.

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



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From: AIG SGP, CCU Referral <AIGSGPCCUReferral@aig.com>
Sent: Thursday, 14 January, 2021 3:46 PM
To: AIG SGP, CCU Referral <AIGSGPCCUReferral@aig.com>
Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Mabel Tan Shieh Yuen <mabel.tan@cyclecarriage.com.sg>
Subject: RE: ADDENDUM FOR VEHICLE SMS8076A [ref: _00D2w3JvT7._5002wEQGXt:ref]

This email was sent from outside of your organisation

Hi Mabel,

Pls see attached amended GIA report, please be advised we are unable to upload videos in GEARS.

Rgds,

Varsha Paramchand
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: AIG SGP, CCU Referral
Sent: Thursday, January 14, 2021 3:03 PM
To: mabel.tan@cyclecarriage.com.sg
Cc: coco.lu@cyclecarriage.com.sg
Subject: RE: ADDENDUM FOR VEHICLE SMS8076A [ref:_00D2w3JvT7._5002wEQGXt:ref]

Hi Mabel,

I only see the Addendum form, no sketch plan attached. Pls fwd sketch plan too. Pls reply to this email
AIGSGPCCUREFERRAL@AIG.COM

Thks

Varsha

From: noreply@salesforce.com [<mailto:noreply@salesforce.com>] **On Behalf Of** Contact Centre
Sent: Thursday, January 14, 2021 12:54 PM
To: mabel.tan@cyclecarriage.com.sg; Paramchand, Varsha <Varsha.Paramchand@aig.com>
Cc: coco.lu@cyclecarriage.com.sg; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>
Subject: RE: ADDENDUM FOR VEHICLE SMS8076A [ref:_00D2w3JvT7._5002wEQGXt:ref]

Hi Maybel,

We will forward below email to Varsha.

Aside to Varsha,

Please assist on the below.

SF-4352610 has been escalated to claims.

Thank you

Yours sincerely,

Alex Cajés
Customer Experience Executive, Contact Centre

AIG Asia Pacific Insurance Pte. Ltd.
AIG Building
78 Shenton Way
#09-16
Singapore 079120

----- Original Message -----

From: Mabel Tan Shieh Yuen [mabel.tan@cyclecarriage.com.sg]
Sent: 14/1/2021, 12:29 pm
To: cc.svc.amb@aig.com
Cc: coco.lu@cyclecarriage.com.sg
Subject: ADDENDUM FOR VEHICLE SMS8076A

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

Dear Paramchand Vashar,

Please help to amend the report for vehicle SMS8076A

- Change to own damage claim
- Amend sketch plan
- Add accident Video Footage

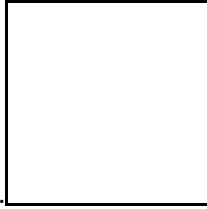
Regards,
Mabel Tan
CYCLE & CARRIAGE KIA PTE LTD
Claims Department Division
209 Pandan Gardens
Singapore 609339

DID: 65 6568 4501
Fax: 65 6565 1240



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