

Veron Chen (LKKAUTO)

From: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>
Sent: Thursday, 4 February 2021 3:41 PM
To: Veron Chen (LKKAUTO)
Cc: Lim, Kok-Chong; Tan, Lily (AIG); Admin-D (LKKAUTO); Chin, Lee-Ying; assignments; SUR; Parthiban, Theerthan; Mohd Rizal, Nur Mariah Huibrechts
Subject: RE: aigencrypt SLC2800L AIG OD DOA 20.01.2021

Dear Veron,

This is noted. You may proceed to submit Adjuster Invoice using the "Disable" button and revert once done so we can close the claim in the system.

Thank you.

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: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Thursday, February 4, 2021 12:35 PM
To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Chin, Lee-Ying <Lee-Ying.Chin@aig.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Azlan, Syazairdina <Syazairdina.Azlan@aig.com>
Cc: Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Tan, Lily (AIG) <Lily.Tan@aig.com>
Subject: [EXTERNAL] RE: aigencrypt SLC2800L AIG OD DOA 20.01.2021

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

Dear Azlan,

According to repairer, OI would like to cancel Own Damage claim and change to reporting only.

We will submit our report in merimen and bill according using "disable" button.

Attach addendum report.

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Thursday, 4 February 2021 9:02 AM
To: Chin, Lee-Ying <Lee-Ying.Chin@aig.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>;
Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: Lim, Kok-Chong <Kok-Chong.Lim@aig.com>
Subject: Re: aigencrypt SLC2800L AIG OD DOA 20.01.2021

Dear Sir/Madam,

Thank you for your email.

Dear Veron,

Kindly assist.

FYNA Our Ref : CS/AIG21001047/Evf3

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 | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Chin, Lee-Ying <Lee-Ying.Chin@aig.com>
Sent: Wednesday, 3 February 2021 5:51 PM
To: assignments <assignments@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: Lim, Kok-Chong <Kok-Chong.Lim@aig.com>
Subject: aigencrypt SLC2800L AIG OD DOA 20.01.2021

Hi LKK,

FYNA.

Thanks.

Best Regards,

Lee Ying, Chin

Senior Claims Associate – Auto
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1947
Lee-Ying.Chin@AIG.com | www.aig.sg

From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Sent: Wednesday, February 03, 2021 5:25 PM
To: AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: [EXTERNAL] RE: SLC2800L AIG OD DOA 20.01.2021
Importance: High

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Hi Officer,

Customer would like to cancel Own Damage claim and change to reporting only.

Thanks

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865202 • www.cyclecarriage.com.sg

 A member of the Landmark Cycle & Carriage Group

From: AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>
Sent: Friday, 22 January 2021 11:21 AM
To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: SLC2800L AIG OD DOA 20.01.2021

This email was sent from outside of your organisation

Hi Don,

We'll appoint LKK to conduct survey.

Thanks.

AIG Claims Survey

From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Sent: Friday, January 22, 2021 10:03 AM
To: AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: [EXTERNAL] FW: SLC2800L AIG OD DOA 20.01.2021
Importance: High

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

Dear All,

Our client would like to proceed an OD claim.

Attached is the estimate repair cost & GIA Report.

Kindly arrange for survey **TUESDAY 26.01.2021** TIME 11.00 AM as **vehicle in workshop for survey only** .

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



Exceptional Journeys

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