

Veron Chen (LKKAUTO)

From: Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>
Sent: Thursday, 10 June 2021 5:10 PM
To: alvin.koh@mbmwheelpower.com.sg
Cc: danny.ong@mbmwheelpower.com.sg; shirley.lee@mbmwheelpower.com.sg; SUR;
Veron Chen (LKKAUTO)
Subject: aigencrypt RE: RE: RE: Own Damage Claim For SJJ1001U BMW M3 Sedan (AIG REF: 7140128801SG)

Hi Alvin,

Apologies as we were unable to identify the person from AIG who called Mr Simon at first. However, as you have mentioned the consultant was Cyril, I have since forwarded the document to her department.

Thank you

Best regards,

Mariesa Abu Kassim (Mariesa)
AIG

Claims Adjuster II
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel: 8001206556 | Ext: 1012202
NoorMariesa.AbuKassim@aig.com | www.aig.com

From: alvin.koh@mbmwheelpower.com.sg <alvin.koh@mbmwheelpower.com.sg>
Sent: Thursday, June 10, 2021 10:15 AM
To: alvin.koh@mbmwheelpower.com.sg; Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>
Cc: danny.ong@mbmwheelpower.com.sg; shirley.lee@mbmwheelpower.com.sg; sur@lkkauto.com; veronchen@lkkauto.com
Subject: RE: RE: RE: Own Damage Claim For SJJ1001U BMW M3 Sedan (AIG REF: 7140128801SG)

Dear Mariesa,

Our client received another phone call from the customer care consultant Cyril Encinas seeking for the modification letter for his car. (refer to below email conversation)

I've forwarded the after market exhaust letter to you on 08/06/2021

In total there are 3 persons from AIG who called my client pertaining this matter.

Appreciate you could help to sort out this matter as soon as possible and get back to me whether the relevant department had received the requested document.

From: "Do Not Reply" <do_not_reply@aig.com>

To: "skastono68@yahoo.com.sg" <skastono68@yahoo.com.sg>

Cc:

Sent: Wed, Jun 9, 2021 at 12:51 PM

Subject: AIG Request for LTA Letter [ref:_00D2w3JvT7._5002wKxGjO:ref]

Dear Mr. Kastono,

Thank you for taking our call.

As discussed, please forward us a copy of the LTA letter on your vehicle's modification.

Please submit the copy via our Contact Us Form by clicking [here](#),
or <https://secure.aig.com.sg/contactus/CustomerForm.aspx>

Should further clarification be required, you may wish to contact us at 6419 3000 from Mondays to Fridays, 9am to 5pm. .

Yours sincerely,

Cyril Encinas

Customer Care Consultant

AIG Asia Pacific Insurance Pte. Ltd.

AIG Building

78 Shenton Way

#09-16

Singapore 079120

www.aig.com.sg

(Please do not reply. Response will not be provided for emails sent to this mailbox.)

Best Regards

Alvin Koh

From: alvin.koh@mbmwheelpower.com.sg

Sent: Tue, 8 Jun 2021 05:10:41 +0000

To: NoorMariesa.AbuKassim@aig.com

Cc: danny.ong@mbmwheelpower.com.sg, shirley.lee@mbmwheelpower.com.sg, sur@lkkauto.com, veronchen@lkkauto.com, alvin.koh@mbmwheelpower.com.sg

Subject: RE: RE: RE: Own Damage Claim For SJJ1001U BMW M3 Sedan (AIG REF: 7140128801SG)

Dear Mariesa,

Please find attached aftermarket exhaust certificate as requested.

From: Abu Kassim, Noor Mariesa

Sent: Mon, 7 Jun 2021 06:18:08 +0000

To: alvin.koh@mbmwheelpower.com.sg

Cc: danny.ong@mbmwheelpower.com.sg, shirley.lee@mbmwheelpower.com.sg, sur@lkkauto.com, veronchen@lkkauto.com

Subject: RE: RE: RE: Own Damage Claim For SJJ1001U BMW M3 Sedan (AIG REF: 7140128801SG)

Hi Alvin,

Did you receive any letter or modification letter regarding this case?

Thank you,

Best regards,

Mariesa Abu Kassim (Mariesa)

AIG

Claims Adjuster II

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel: 8001206556 | Ext: 1012202

NoorMariesa.AbuKassim@aig.com | www.aig.com

From: alvin.koh@mbmwheelpower.com.sg <alvin.koh@mbmwheelpower.com.sg>

Sent: Friday, April 30, 2021 2:18 PM

To: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>

Cc: danny.ong@mbmwheelpower.com.sg; shirley.lee@mbmwheelpower.com.sg; sur@lkkauto.com; veronchen@lkkauto.com

Subject: RE: RE: RE: Own Damage Claim For SJJ1001U BMW M3 Sedan (AIG REF: 7140128801SG)

Hi Mariesa,

Able to let me know by today because our client has been chasing since 28/04/2021.

Appreciate your prompt assistance on this matter.

From: Azlan, Syazairdina

Sent: Fri, 30 Apr 2021 05:50:26 +0000

To: Abu Kassim, Noor Mariesa

Cc: 'Danny Ong ', 'shirley.lee', SUR, alvin.koh@mbmwheelpower.com.sg, Veron Chen (LKKAuto)

Subject: RE: RE: RE: Own Damage Claim For SJJ1001U BMW M3 Sedan (AIG REF: 7140128801SG)

Hi Mariesa,

Kindly assist.

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: Wednesday, April 28, 2021 1:16 PM

To: alvin.koh@mbmwheelpower.com.sg; Azlan, Syazairdina <Syazairdina.Azlan@aig.com>

Cc: 'Danny Ong ' <danny.ong@mbmwheelpower.com.sg>; 'shirley.lee' <shirley.lee@mbmwheelpower.com.sg>; SUR <sur@lkkauto.com>

Subject: [EXTERNAL] RE: RE: RE: Own Damage Claim For SJJ1001U BMW M3 Sedan (AIG REF: 7140128801SG)

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

Dear Alzan,

Kindly assist on enquiry email below.

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: alvin.koh@mbmwheelpower.com.sg <alvin.koh@mbmwheelpower.com.sg>

Sent: Wednesday, 28 April 2021 1:15 PM

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

Cc: 'Danny Ong ' <danny.ong@mbmwheelpower.com.sg>; 'shirley.lee' <shirley.lee@mbmwheelpower.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: RE: RE: Own Damage Claim For SJJ1001U BMW M3 Sedan

Dear Veron,

Able to check if our customer NCD will be affected for this own damage claim?

Thank you & Best regards

Alvin Koh | Claims Advisor



T 6262 8888 | **F** 6452 5333 | **M** 8138 7188

Email: alvin.koh@mbmwheelpower.com.sg

MBM Wheelpower Pte Ltd

160 Sin Ming Drive • #06-02

Sin Ming AutoCity • Singapore 575722

www.mbmwheelpower.com.sg

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

Sent: Monday, 26 April 2021 12:59 PM

To: alvin.koh@mbmwheelpower.com.sg

Cc: 'Danny Ong ' <danny.ong@mbmwheelpower.com.sg>; 'shirley.lee' <shirley.lee@mbmwheelpower.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: RE: RE: Own Damage Claim For SJJ1001U BMW M3 Sedan

Dear Alvin,

As instructed by our client , please proceed to repair the **insured vehicle SJJ 1001U, on Lump Sum Repair (Excess \$0-).**

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their rights **not to pay** if there is no valid approval obtained before repair.

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: Veron Chen (LKKAuto)

Sent: Thursday, 22 April 2021 7:17 AM

To: alvin.koh@mbmwheelpower.com.sg

Cc: 'Danny Ong ' <danny.ong@mbmwheelpower.com.sg>; 'shirley.lee' <shirley.lee@mbmwheelpower.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: RE: RE: Own Damage Claim For SJJ1001U BMW M3 Sedan

Dear Alvin,

Vehicle under investigation.

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: alvin.koh@mbmwheelpower.com.sg <alvin.koh@mbmwheelpower.com.sg>

Sent: Tuesday, 20 April 2021 1:30 PM

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

Cc: 'Danny Ong ' <danny.ong@mbmwheelpower.com.sg>; 'shirley.lee' <shirley.lee@mbmwheelpower.com.sg>

Subject: FW: RE: RE: Own Damage Claim For SJJ1001U BMW M3 Sedan

Dear Veron,

Kindly advise on the claim status soonest

Thank you & Best regards

Alvin Koh | Claims Advisor

T 6262 8888 | **F** 6452 5333 | **M** 8138 7188

Email: alvin.koh@mbmwheelpower.com.sg

MBM Wheelpower Pte Ltd

160 Sin Ming Drive • #06-02

Sin Ming AutoCity • Singapore 575722

www.mbmwheelpower.com.sg

From: AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>

Sent: Sunday, 18 April 2021 8:03 PM

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

Cc: alvin.koh@mbmwheelpower.com.sg

Subject: FW: RE: RE: Own Damage Claim For SJJ1001U BMW M3 Sedan

Hi LKK,

Kindly assist.

Thanks.

From: alvin.koh@mbmwheelpower.com.sg <alvin.koh@mbmwheelpower.com.sg>

Sent: Friday, April 16, 2021 6:02 PM

To: AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>

Cc: 'Danny Ong' <danny.ong@mbmwheelpower.com.sg>; shirley.lee@mbmwheelpower.com.sg

Subject: [EXTERNAL] RE: RE: Own Damage Claim For SJJ1001U BMW M3 Sedan

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

Dear AIG,

Kindly advise on the claim status?

Thank you & Best regards

Alvin Koh | Claims Advisor

T 6262 8888 | **F** 6452 5333 | **M** 8138 7188

Email: alvin.koh@mbmwheelpower.com.sg

MBM Wheelpower Pte Ltd

160 Sin Ming Drive • #06-02

Sin Ming AutoCity • Singapore 575722

MailScanner has detected a possible fraud attempt from "urldefense.proofpoint.com" claiming to be www.mbmwheelpower.com.sg

From: alvin.koh@mbmwheelpower.com.sg <alvin.koh@mbmwheelpower.com.sg>

Sent: Tuesday, 13 April 2021 1:34 PM

To: 'AIG SGP, Claims-Survey' <AIGSGP_ClaimsSurvey@aig.com>

Cc: 'Danny Ong' <danny.ong@mbmwheelpower.com.sg>; 'shirley.lee@mbmwheelpower.com.sg' <shirley.lee@mbmwheelpower.com.sg>

Subject: RE: RE: Own Damage Claim For SJJ1001U BMW M3 Sedan

Dear AIG,

Kindly advise when will the investigator coming over to inspect the car again?

Thank you & Best regards

Alvin Koh | Claims Advisor

T 6262 8888 | **F** 6452 5333 | **M** 8138 7188

Email: alvin.koh@mbmwheelpower.com.sg

MBM Wheelpower Pte Ltd

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From: AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>

Sent: Thursday, 8 April 2021 12:21 PM

To: alvin.koh@mbmwheelpower.com.sg

Cc: 'Danny Ong' <danny.ong@mbmwheelpower.com.sg>; shirley.lee@mbmwheelpower.com.sg

Subject: RE: RE: Own Damage Claim For SJJ1001U BMW M3 Sedan

Hi Alvin,

We'll appoint LKK to conduct survey.

Thanks.

AIG Claims Survey

From: alvin.koh@mbmwheelpower.com.sg <alvin.koh@mbmwheelpower.com.sg>

Sent: Thursday, April 8, 2021 12:10 PM

To: AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>

Cc: 'Danny Ong' <danny.ong@mbmwheelpower.com.sg>; shirley.lee@mbmwheelpower.com.sg

Subject: [EXTERNAL] RE: Own Damage Claim For SJJ1001U BMW M3 Sedan

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

Dear all,

Please find attached repair estimate and arrange for survey tomorrow.

The car is in the workshop.

Thank you & Best regards

Alvin Koh | Claims Advisor

T 6262 8888 | **F** 6452 5333 | **M** 8138 7188

Email: alvin.koh@mbmwheelpower.com.sg

MBM Wheelpower Pte Ltd

160 Sin Ming Drive • #06-02

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From: AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>

Sent: Sunday, 4 April 2021 5:01 PM

To: alvin.koh@mbmwheelpower.com.sg

Cc: 'Danny Ong' <danny.ong@mbmwheelpower.com.sg>; shirley.lee@mbmwheelpower.com.sg

Subject: RE: Own Damage Claim For SJJ1001U BMW M3 Sedan

Hi Alvin,

Please attach repair estimate.

Thanks.

AIG Claims Survey

From: alvin.koh@mbmwheelpower.com.sg <alvin.koh@mbmwheelpower.com.sg>

Sent: Saturday, April 3, 2021 1:32 PM

To: AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>

Cc: 'Danny Ong' <danny.ong@mbmwheelpower.com.sg>; shirley.lee@mbmwheelpower.com.sg

Subject: [EXTERNAL] Own Damage Claim For SJJ1001U BMW M3 Sedan

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

Dear all,

Kindly refer to the GIA report and arrange for survey.

Thank you & Best regards

Alvin Koh | Claims Advisor

T 6262 8888 | **F** 6452 5333 | **M** 8138 7188

Email: alvin.koh@mbmwheelpower.com.sg

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