

Veron Chen (LKKAUTO)

From: Lim, Kok-Chong <Kok-Chong.Lim@aig.com>
Sent: Wednesday, 21 April 2021 7:37 PM
To: Denise Tay (LKKAUTO); Bryan Ang (LKKAUTO)
Cc: SUR
Subject: RE: OD / 7091002868SG / SKP9968J

Hi Denise,

Noted and thank you and team for proposing offer as requested.

Please proceed with the initial estimates discount rate for parts for this OD Claim. Moving forward, please encourage LKK surveyor team to propose cost +10% or cost +15% max. to all AIG Non-authorized workshop whom uses List Price for parts under Autoplan policy.

Hi Bryan,

We would need to dive in on how we can effectively initiate this strategically. Let's have a discussion soon.

Thanks

Kok Chong

From: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>
Sent: Wednesday, April 21, 2021 3:21 PM
To: Lim, Kok-Chong <Kok-Chong.Lim@aig.com>
Cc: SUR <sur@lkkauto.com>
Subject: [EXTERNAL] OD / 7091002868SG / SKP9968J

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Dear Kok Chong,

Refer to merimen mandate approval, (To negotiate with repairer to use Cost +10% for parts).

Our surveyor tried his hardest to negotiate with repairer at cost plus 10% or even at cost plus 15%

Repairer reject reasoning not under AIG authorise workshop.

Please advise.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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