

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Friday, 4 June 2021 8:03 AM
To: Lim, Kok-Chong; Adrian Ling (LKKAUTO)
Cc: SUR
Subject: RE: SMU 5810G-DOA: 16/4/21 (AIG REF: 5346966071SG)

Dear Kok Chong,

Please be informed that insured had excepted the offer of \$600 for spray painting.

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: Lim, Kok-Chong [mailto:Kok-Chong.Lim@aig.com]
Sent: Thursday, 3 June 2021 5:06 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: SMU 5810G-DOA: 16/4/21 (AIG REF: 5346966071SG)

Hi Veron,

Adrian's recommendations are of a closer rate match in our local market and I am agreed with his proposed amount. Kindly relay the same to OI to see if he is agreeable.

If yes, OI has to resubmit a quotation as per Adrian's input value for further review and approval. Then have it upload into Merimen for documentation for the reimbursement.

Let me know

Thanks

Best Regards,

Kok Chong

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

Sent: Thursday, June 3, 2021 4:44 PM

To: Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: [EXTERNAL] RE: SMU 5810G-DOA: 16/4/21 (AIG REF: 5346966071SG)

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Dear Kok Chong,

According to surveyor as below:

Spray painting should be 3 pieces at \$550 each and 2 door handle at \$100 each.

Therefore total spray painting is $(3 \times \$550) + (2 \times \$100) = \$1850/-$

As for the supplementary spray painting, if the job is done at Premium Automobile, the breakdown will be as follow:

Front bumper spoiler=\$300

Front wheel arch cover = \$200 x2=\$400

Rear LHS wheel arch cover=\$200

Front and rear door cover=\$250 x2=\$500

Therefore total should be $= \$300 + \$400 + \$200 + \$500 = \$1400/-$

However, if the supplementary spray painting is to be done by an independent workshop, his opinion is as follow:

Front bumper spoiler=\$150

Front wheel arch cover=2 x \$80=\$160

Rear LHS wheel arch cover=\$80

Front and rear door cover=2 x \$100=\$200

Therefore total should be $= \$150 + \$160 + \$80 + \$200 = \$590/-$

Best Regards,

Veron Chen | Case Handler

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Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Lim, Kok-Chong [<mailto:Kok-Chong.Lim@aig.com>]

Sent: Thursday, 3 June 2021 12:11 PM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: SMU 5810G-DOA: 16/4/21 (AIG REF: 5346966071SG)

Dear Veron,

Thanks for bringing this matter to our attention.

As per my review in OI policy, there is a F&A coverage and respray of the parts in the supplementary is part of the OD Claim repairs. Having said that, I opine the quotation provided by OI's preferred workshop / vendor is on a high side.

Hi Adrian,

Noticed the initial spray painting is over awarded, total 5 panels. Should be 3 main panels plus 2 door handle. Please revise this in the estimate again. Can I have your input what would be the amount you would award for the parts mentioned in the supplementary for our further consideration for OI's appeal.

Thanks and await for your reply soon.

Best Regards,

Kok Chong

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

Sent: Thursday, June 3, 2021 8:29 AM

To: Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; SUR <sur@lkkauto.com>

Subject: [EXTERNAL] SMU 5810G-DOA: 16/4/21 (AIG REF: 5346966071SG)

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

Dear Kok Chong,

According to surveyor, the supplementary list for spray painting are actually for items which are originally black in colour and no spray paint is required.

However, owner spray painted the whole vehicle white in colour and also request that the mentioned parts in the supplementary list to be spray painted as well.

As Premium Automobile are not willing to undertake the job, owner is asking to be reimbursed as he will take the vehicle to his own workshop to do the spray painting job.

For your approval.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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