

## Shiau Chan (LKKAUTO)

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**From:** Bryan Ang (LKKAUTO)  
**Sent:** Thursday, 14 October 2021 11:33 am  
**To:** Shiau Chan (LKKAUTO); Steve Chen (LKK Auto); Simon Ho (LKKAUTO)  
**Cc:** SUR  
**Subject:** RE: #8736734813SG003#023# Accident involving SMT504D and FBQ9455Z on 29/04/2021 along Montreal Dr LKK REF : CS/AIG21005336/Eqf3

Please proceed.

Best Regards,  
**Bryan Ang**  
**LKK Auto Consultants Pte Ltd**  
phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Shiau Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Thursday, 14 October 2021 11:25 AM  
**To:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>; Simon Ho (LKKAUTO) <[SimonHo@lkkauto.com](mailto:SimonHo@lkkauto.com)>; Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: #8736734813SG003#023# Accident involving SMT504D and FBQ9455Z on 29/04/2021 along Montreal Dr LKK REF : CS/AIG21005336/Eqf3

Dear Bryan & Simon,

Please review as below as Steve's comments.

Dear Steve,

How much the MV should I put in report?

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Sent:** Wednesday, 13 October 2021 7:30 pm  
**To:** Shiau Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Simon Ho (LKKAUTO) <[SimonHo@lkkauto.com](mailto:SimonHo@lkkauto.com)>; Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Subject:** #8736734813SG003#023# Accident involving SMT504D and FBQ9455Z on 29/04/2021 along Montreal Dr LKK REF : CS/AIG21005336/Eqf3

Hi Shiau Chan,

We have review the resurvey photo. Subject motorcycle chassis frame was bent and twisted. For the motorcycle is unfit for repair and not safe to drive in the road. And this is type of double cradle frame design for handles heavy forces generated during hard braking and high lean angles fairly well. Is unable back to good handling condition. Hence the subject motorcycle propose total loss basis.

Thanks.

Best Regards,  
**Steve Chen** | Automotive Assessor  
**LKK Auto Consultants Pte Ltd**  
Phone: 81117723/6256-3561 | email: [stevenfoong@lkkauto.com](mailto:stevenfoong@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Olea, Maricel <[Maricel.Olea@aig.com](mailto:Maricel.Olea@aig.com)>  
**Sent:** Wednesday, 13 October 2021 2:41 pm  
**To:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Simon Ho (LKKAuto) <[SimonHo@lkkauto.com](mailto:SimonHo@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Subject:** #8736734813SG003#023# Accident involving SMT504D and FBQ9455Z on 29/04/2021 along Montreal Dr  
LKK REF : CS/AIG21005336/Eqf3

Hi Steve,

Including the attached file, that's all I have. They did not submit dismantled parts photos.

Can you obtain this from workshop? Let me know.

Otherwise, I will request from third party lawfirm and forward to you upon receipt.

*If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.*

Best Regards,  
**Maricel Olea**  
Senior Complex Claims Examiner  
Auto Bodily Injury Claims

AIG Asia Pacific Insurance Pte. Ltd.  
78 Shenton Way #10-16 Singapore 079120  
Tel +(65) 6419 1826  
[maricel.olea@aig.com](mailto:maricel.olea@aig.com) | [www.aig.sg](http://www.aig.sg)  
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**From:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Sent:** Wednesday, October 13, 2021 11:45 AM  
**To:** Olea, Maricel <[Maricel.Olea@aig.com](mailto:Maricel.Olea@aig.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Simon Ho (LKKAuto) <[SimonHo@lkkauto.com](mailto:SimonHo@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Subject:** [EXTERNAL] #8736734813SG003#023# Accident involving SMT504D and FBQ9455Z on 29/04/2021 along Montreal Dr LKK REF : CS/AIG21005336/Eqf3

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

Hi Maricel,

We have received your photo is 1st time survey. Kindly provide us dismantle parts photo.

Thanks.

Best Regards,  
**Steve Chen** | Automotive Assessor  
**LKK Auto Consultants Pte Ltd**  
Phone: 81117723/6256-3561 | email: [stevenfoong@lkkauto.com](mailto:stevenfoong@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Olea, Maricel <[Maricel.Olea@aig.com](mailto:Maricel.Olea@aig.com)>  
**Sent:** Wednesday, 13 October 2021 9:17 am  
**To:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Simon Ho (LKKAuto) <[SimonHo@lkkauto.com](mailto:SimonHo@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Subject:** RE: #8736734813SG003#023# Accident involving SMT504D and FBQ9455Z on 29/04/2021 along Montreal Dr LKK REF : CS/AIG21005336/Eqf3

**Part 2 of 2**

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**From:** Olea, Maricel  
**Sent:** Wednesday, October 13, 2021 9:15 AM  
**To:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Simon Ho (LKKAuto) <[SimonHo@lkkauto.com](mailto:SimonHo@lkkauto.com)>; Bryan Ang (LKKAuto)

<[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** RE: #8736734813SG003#023# Accident involving SMT504D and FBQ9455Z on 29/04/2021 along Montreal Dr LKK REF : CS/AIG21005336/Eqf3

Part 1 of 2

Hi Shiau Chan,

Please see attached photos.

*If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.*

Best Regards,

**Maricel Olea**

Senior Complex Claims Examiner  
Auto Bodily Injury Claims

AIG Asia Pacific Insurance Pte. Ltd.  
78 Shenton Way #10-16 Singapore 079120  
Tel +(65) 6419 1826  
[maricel.olea@aig.com](mailto:maricel.olea@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Sent:** Tuesday, October 5, 2021 4:33 PM

**To:** Olea, Maricel <[Maricel.Olea@aig.com](mailto:Maricel.Olea@aig.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Simon Ho (LKKAuto) <[SimonHo@lkkauto.com](mailto:SimonHo@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** [EXTERNAL] RE: #8736734813SG003#023# Accident involving SMT504D and FBQ9455Z on 29/04/2021 along Montreal Dr LKK REF : CS/AIG21005336/Eqf3

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

Dear Maricel,

Kindly provide us the colour photographs of TP survey report.

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Olea, Maricel <[Maricel.Olea@aig.com](mailto:Maricel.Olea@aig.com)>

**Sent:** Tuesday, 5 October 2021 10:29 am

**To:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Simon Ho (LKKAuto) <[SimonHo@lkkauto.com](mailto:SimonHo@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** RE: #8736734813SG003#023# Accident involving SMT504D and FBQ9455Z on 29/04/2021 along Montreal Dr LKK REF : CS/AIG21005336/Eqf3

Hi Shiau Chan,

As spoken, please find attached PD docs.

*If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.*

Best Regards,

**Maricel Olea**

Senior Complex Claims Examiner  
Auto Bodily Injury Claims

AIG Asia Pacific Insurance Pte. Ltd.  
78 Shenton Way #10-16 Singapore 079120  
Tel +(65) 6419 1826  
[maricel.olea@aig.com](mailto:maricel.olea@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Olea, Maricel

**Sent:** Tuesday, October 5, 2021 9:29 AM

**To:** 'Shiau Chan (LKKAuto)' <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Simon Ho (LKKAuto) <[SimonHo@lkkauto.com](mailto:SimonHo@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** RE: #8736734813SG003#023# Accident involving SMT504D and FBQ9455Z on 29/04/2021 along Montreal Dr LKK REF : CS/AIG21005336/Eqf3

Hi Shiau,

Please let us have the MV, PARF rebate, repair limit for considerations soon.

*If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.*

Best Regards,

**Maricel Olea**

Senior Complex Claims Examiner  
Auto Bodily Injury Claims

AIG Asia Pacific Insurance Pte. Ltd.  
78 Shenton Way #10-16 Singapore 079120  
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**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Sent:** Friday, October 1, 2021 2:36 PM

**To:** Olea, Maricel <[Maricel.Olea@aig.com](mailto:Maricel.Olea@aig.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Simon Ho (LKKAuto) <[SimonHo@lkkauto.com](mailto:SimonHo@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** [EXTERNAL] RE: #8736734813SG003#023# Accident involving SMT504D and FBQ9455Z on 29/04/2021 along Montreal Dr LKK REF : CS/AIG21005336/Eqf3

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

Dear Maricel,

Refer to the email dated 15/09/2021.

We still pending for FBQ 9455Z log card from TP workshop.

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315

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

---

**From:** Olea, Maricel <[Maricel.Olea@aig.com](mailto:Maricel.Olea@aig.com)>

**Sent:** Friday, 1 October 2021 2:25 pm

**To:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>; Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Simon Ho (LKKAuto) <[SimonHo@lkkauto.com](mailto:SimonHo@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** #8736734813SG003#023# Accident involving SMT504D and FBQ9455Z on 29/04/2021 along Montreal Dr LKK REF : CS/AIG21005336/Eqf3

Dear Steve,

Please revert to our email dated 24/09/2021, thank you.

Dear Shiau Chuan,

As third party solicitor is not obliged to wait indefinitely, we will appreciate if you could rever to our email dated 15/09/2021 at your earliest convenience, thank you.

*If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.*

Best Regards,

**Maricel Olea**

Senior Complex Claims Examiner  
Auto Bodily Injury Claims

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78 Shenton Way #10-16 Singapore 079120  
Tel +(65) 6419 1826  
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**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Sent:** Monday, September 27, 2021 4:25 PM

**To:** Olea, Maricel <[Maricel.Olea@aig.com](mailto:Maricel.Olea@aig.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Simon Ho (LKKAuto) <[SimonHo@lkkauto.com](mailto:SimonHo@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** [EXTERNAL] RE: #8736734813SG003#023# Accident involving SMT504D and FBQ9455Z on 29/04/2021 along Montreal Dr LKK REF : CS/AIG21005336/Eqf3

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Dear Maricel,

Thank you for the email.

We will check and revert to you.

Dear Steve,

Please refer to the below insurance's email.

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Olea, Maricel <[Maricel.Olea@aig.com](mailto:Maricel.Olea@aig.com)>

**Sent:** Friday, 24 September 2021 3:12 pm

**To:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Subject:** #8736734813SG003#023# Accident involving SMT504D and FBQ9455Z on 29/04/2021 along Montreal Dr LKK REF : CS/AIG21005336/Eqf3

Hi Shiau Chan,



We notice the discrepancy on the color of third party motorbike in your surveyor photographs uploaded in Merimen.

As per OIV in-car video footage screenshot below, third party motorbike is red in colour. Please check and revert why there are pink motorbike in your photographs.



*If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.*

Best Regards,

**Maricel Olea**

Senior Complex Claims Examiner

Auto Bodily Injury Claims

AIG Asia Pacific Insurance Pte. Ltd.  
78 Shenton Way #10-16 Singapore 079120  
Tel +(65) 6419 1826  
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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Wednesday, September 15, 2021 12:43 PM



**To:** Olea, Maricel <[Maricel.Olea@aig.com](mailto:Maricel.Olea@aig.com)>; Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** [EXTERNAL] Fw: #8736734813SG003#023,027# Accident involving SMT504D and FBQ9455Z on 29/04/2021 along Montreal Dr LKK REF : CS/AIG21005336/Eqf3

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

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Shiau Chan,

FYNA, CS/AIG21005336/Eqf3

***To check availability of the case handler, you may contact the undersigned.***

***\*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.***

Thank you.

Best Regards,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

---

**From:** Olea, Maricel <[Maricel.Olea@aig.com](mailto:Maricel.Olea@aig.com)>

**Sent:** Wednesday, September 15, 2021 12:35 PM

**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Cc:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** #8736734813SG003#023,027# Accident involving SMT504D and FBQ9455Z on 29/04/2021 along Montreal Dr

Dear Jaslin,

Please find attached third party survey report for your reference.

We note that third party vehicle was deemed total loss. Kindly advise whether third party vehicle should be declared as total loss. If so, may we have your recommendation on third party vehicle's market value at the time of accident?

If not, please let us have your recommendation on Cost of Repair and Estimate days of repair.

PS

Please redirect my email to your colleague handling this matter, thank you.

*If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.*

Best Regards,

**Maricel Olea**

**AIG**

Senior Complex Claims Examiner

Claims Department

AIG Asia Pacific Insurance Pte. Ltd.  
78 Shenton Way #10-16 Singapore 079120  
Tel +(65) 6419 1826  
maricel.olea@aig.com | www.aig.sg

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