

Veron Chen (LKKAUTO)

From: Neo, Kenneth <kenneth.neo@sg.sedgwick.com>
Sent: Wednesday, 4 August 2021 12:25 PM
To: Veron Chen (LKKAUTO); Admin-D (LKKAUTO); Accounts (LKKAUTO); Bryan Ang (LKKAUTO); assignments
Cc: SUR
Subject: Sedgwick Ref: 6005788 || Our Insured: Changi Airport Group Singapore Pte Ltd || FBR 9899X skid along Airport Boulevard on 28/7/21

Dear Veron,

Our Sedgwick File Ref is 6005788.

We are still awaiting AIG Ref No. In the meantime, you can simply put To be Advised first.

We will inform you on the invoicing process as this is not an AIG motor policy which we are acting for.

Do let us have the report when it is ready, too.

Thank you.

Kenneth Neo
Sedgwick Singapore Pte. Ltd.
30 Cecil Street | Level 12 | Prudential Tower | Singapore 049712
TEL +65 6223 2008 | FAX +65 6226 2356
EMAIL kenneth.neo@sg.sedgwick.com



COVID - 19

Sedgwick is operational and working to manage claims. Our contingency plans are allowing us to continue to deliver our services whilst protecting our colleagues and our clients. We have a large capacity to work remotely, and our investment in technology is allowing us to offer virtual site visits. We are able to attend site visits in some cases but will look for alternatives wherever possible. We are committed to keeping you updated as circumstances change.

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Wednesday, 4 August 2021 12:15 pm
To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Neo, Kenneth <kenneth.neo@sg.sedgwick.com>; Accounts (LKKAUTO) <account@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Sedgwick Ref: New Matter || Our Insured: Changi Airport Group Singapore Pte Ltd || FBR 9899X skid along Airport Boulevard on 28/7/21

Dear Kenneth,

Please provides your ref number and AIG claim number.

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)

Sent: Tuesday, 3 August 2021 2:16 PM

To: 'Neo, Kenneth' <kenneth.neo@sg.sedgwick.com>; Accounts (LKKAuto) <account@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: Sedgwick Ref: New Matter || Our Insured: Changi Airport Group Singapore Pte Ltd || FBR 9899X skid along Airport Boulevard on 28/7/21

Dear Sir / Mdm,

Thank you for your assignment.

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)

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.

From: Neo, Kenneth [<mailto:kenneth.neo@sg.sedgwick.com>]

Sent: Tuesday, 3 August 2021 1:49 PM

To: Accounts (LKKAuto) <account@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: Sedgwick Ref: New Matter || Our Insured: Changi Airport Group Singapore Pte Ltd || FBR 9899X skid along Airport Boulevard on 28/7/21

Importance: High

Dear Sirs,

Our Principal: AIG

Our Insured: Changi Airport Group Singapore Pte Ltd

Damage to FBR 9899X on 28 July 2021

We would like to engage LKK Auto to carry out an urgent survey on a damaged Third Party motorcycle. The motorcycle is currently located at:-

Bike Image Motor Trading

10 Kaki Bukit Road 2

#01-06 First East Centre

Singapore 417868

Tel: 6909 3770 | Fax: 6341 6778

The PIC at Bike Image is **Mr Sam (9762 9998)**.

We would like LKK to verify the extent of damage and also repair estimate. We have spoken to Bike Image's Mr Sam and gather that there is no repair quotation yet.

Please confirm receipt of this assignment and do contact Bike Image for urgent survey – lawyers representing the owner of FBR 9899X have given us 48 hours for the pre-repair inspection from 2 August 2021. Thus, the survey has to be carried out by tomorrow at the latest.

I will be writing to the said workshop momentarily and will copy your office in the said email to expedite the survey process.

Thank you.

Kenneth Neo

Sedgwick Singapore Pte. Ltd.

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EMAIL Kenneth.neo@sg.sedgwick.com



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