

**Veron Chen (LKKAuto)**

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**From:** Veron Chen (LKKAuto)  
**Sent:** Thursday, 2 September 2021 8:21 PM  
**To:** SUR; claims@premiumauto.com.sg  
**Subject:** RE: aigencrypt OD claim SMQ8218T / 8337761644SG - Request for OI GIA report & video footage

Dear Kee Siang,

As instructed by our client , please proceed to repair the **insured vehicle SMQ 8218T, (Excess \$400/-).**

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.

**Checked and Supplementary items to resurvey with CLEAR photos for damage and consistency.**

**Before paint photos for all NEW Panels and Parts required after 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)

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**From:** Veron Chen (LKKAuto)  
**Sent:** Monday, 30 August 2021 10:30 AM  
**To:** Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; Claims <claims@premiumauto.com.sg>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>  
**Cc:** Nadaraja, Deeban <Deeban.Nadaraja@aig.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: aigencrypt OD claim SMQ8218T / 8337761644SG - Request for OI GIA report & video footage

Dear Kee Siang,

Kindly updates as per AIG request as soon as possible.

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)

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**From:** Azlan, Syazairdina [<mailto:Syazairdina.Azlan@aig.com>]

**Sent:** Monday, 30 August 2021 10:18 AM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>; Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Cc:** Nadaraja, Deeban <[Deeban.Nadaraja@aig.com](mailto:Deeban.Nadaraja@aig.com)>; Mohd Rizal, Nur Mariah Huibrechts <[NurMariahHuibrechts.MohdRizal@aig.com](mailto:NurMariahHuibrechts.MohdRizal@aig.com)>; Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: aigencrypt OD claim SMQ8218T / 8337761644SG - Request for OI GIA report & video footage

Dear all,

Kindly assist with below request in order for us to proceed with coverage confirmation.

Thank you.

**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](mailto:Syazairdina.Azlan@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Azlan, Syazairdina

**Sent:** Friday, August 27, 2021 4:25 PM

**To:** Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>; Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Cc:** Nadaraja, Deeban <[Deeban.Nadaraja@aig.com](mailto:Deeban.Nadaraja@aig.com)>; Mohd Rizal, Nur Mariah Huibrechts <[NurMariahHuibrechts.MohdRizal@aig.com](mailto:NurMariahHuibrechts.MohdRizal@aig.com)>; Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: aigencrypt OD claim SMQ8218T / 8337761644SG - Request for OI GIA report & video footage

Dear Kee Siang/Shiau Chan,

May I get an update with the request below. Kindly assist to amend the time of accident in GIA report in order for us to proceed with this claim.

Also, send OI video footage that shows the collision for our review.

Thank you.

| ACCIDENT STATEMENT                    |                                 |
|---------------------------------------|---------------------------------|
| Date of Submission .....              | 14/08/2021 13:47 (SGT)          |
| Date of Accident .....                | 13/08/2021 08:45 (SGT)          |
| Exact Location of Accident .....      | Near 1000 ECP, Singapore 449876 |
| Additional Location Information ..... | CARPARK                         |
| Country/State of Loss .....           | Singapore                       |

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](mailto:Syazairdina.Azlan@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Celine Fong (LKKAUTO) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>

**Sent:** Thursday, August 26, 2021 6:51 PM

**To:** Azlan, Syazairdina <[Syazairdina.Azlan@aig.com](mailto:Syazairdina.Azlan@aig.com)>; Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Shiau Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Cc:** Nadaraja, Deeban <[Deeban.Nadaraja@aig.com](mailto:Deeban.Nadaraja@aig.com)>; Mohd Rizal, Nur Mariah Huibrechts <[NurMariahHuibrechts.MohdRizal@aig.com](mailto:NurMariahHuibrechts.MohdRizal@aig.com)>; Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** [EXTERNAL] RE: aigencrypt OD claim SMQ8218T / 8337761644SG - Request for OI GIA report & video footage

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

Dear Azlan,

Thank you for the email.

Dear Kee Siang,

Please assist urgently.

Aside to Shiau Chan,

Please follow up in the absence of Veron.

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

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

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

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**From:** Azlan, Syazairdina <[Syazairdina.Azlan@aig.com](mailto:Syazairdina.Azlan@aig.com)>  
**Sent:** Thursday, 26 August 2021 11:35 AM  
**To:** Celine Fong (LKKAUTO) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Cc:** Nadaraja, Deeban <[Deeban.Nadaraja@aig.com](mailto:Deeban.Nadaraja@aig.com)>; Mohd Rizal, Nur Mariah Huibrechts <[NurMariahHuibrechts.MohdRizal@aig.com](mailto:NurMariahHuibrechts.MohdRizal@aig.com)>; Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: aigencrypt OD claim SMQ8218T / 8337761644SG - Request for OI GIA report & video footage

Dear Celine,

Kindly assist to amend the time of accident in OI GIA report and submit an addendum report as well in order for us to proceed with this claim.

Also, kindly send OI video footage that shows the collision for our review.

Thank you.

| ACCIDENT STATEMENT                    |                                 |
|---------------------------------------|---------------------------------|
| Date of Submission .....              | 14/08/2021 13:47 (SGT)          |
| Date of Accident .....                | 13/08/2021 08:45 (SGT)          |
| Exact Location of Accident .....      | Near 1000 ECP, Singapore 449876 |
| Additional Location Information ..... | CARPARK                         |
| Country/State of Loss .....           | Singapore                       |

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](mailto:Syazairdina.Azlan@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Azlan, Syazairdina  
**Sent:** Monday, August 23, 2021 10:38 AM  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Cc:** Nadaraja, Deeban <[Deeban.Nadaraja@aig.com](mailto:Deeban.Nadaraja@aig.com)>; Mohd Rizal, Nur Mariah Huibrechts <[NurMariahHuibrechts.MohdRizal@aig.com](mailto:NurMariahHuibrechts.MohdRizal@aig.com)>  
**Subject:** aigencrypt OD claim SMQ8218T / 8337761644SG - Request for OI GIA report & video footage

Dear Sir,

Kindly assist to amend the time of accident in OI GIA report and submit an addendum report as well in order for us to proceed with this claim.

Also, kindly send OI video footage that shows the collision for our review.

Thank you.

| ACCIDENT STATEMENT              |                                 |
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| Country/State of Loss           | Singapore                       |

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](mailto:Syazairdina.Azlan@aig.com) | [www.aig.sg](http://www.aig.sg)

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