

Shiau Chan (LKKAUTO)

From: Lim, Kok-Chong <Kok-Chong.Lim@aig.com>
Sent: Tuesday, 12 October 2021 10:45 am
To: Nora Khai; Adrian Ling (LKKAUTO)
Cc: SUR; Bryan Ang (LKKAUTO); Shiau Chan (LKKAUTO)
Subject: RE: FW: SMX 4006C DOA: 24/09/2021 & 22/09/2021 & 29/09/2021

Dear Nora,

As per our discussion, Insured's intention of withdrawing her 2nd OD Claim is further review and aligned with my Claims team. Insured would have to make an addendum for the claims according and submit for filing at our end. Excess (\$1,600 + \$800) is applicable for DOA 22nd & 29th Sep 2021 respectively.

In the event of carrying out dismantle/ repairs for 3rd OD Claim (DOA 29/09/21) and damaged parts found to be related / consistent to the 2nd accident (DOA 24/09/21), it shall not be accorded for. If she wish to go for claims for these parts then the 2nd OD Claim needs to take effect and excess \$800 shall apply. Kindly help to relay the same to Insured for her considerations.

Hi Adrian,

Please review and revise your recommendations for OD Claim under DOA 29/09/21, and re-seek mandate in Merimen for authorization approval. And have 2nd OD Claim file close once addendum receive at your end.

Thank you

Best Regards,

Kok Chong

From: Claims <claims@premiumauto.com.sg>
Sent: Monday, 11 October 2021 6:23 pm
To: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>
Subject: RE: FW: SMX 4006C DOA: 24/09/2021 & 22/09/2021 & 29/09/2021

Dear Denise,

Our client would like to seek clarification why that AIG still need her to pay the excess when she had decided to drop the claim.

Best Regards,
Kee Siang Lim
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183
e. claims@premiumauto.com.sg **w.** www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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From: Denise Tay (LKKAUTO) [<mailto:denisetay@lkkauto.com>]
Sent: Friday, 8 October 2021 9:21 AM
To: Claims
Cc: SUR; Bryan Ang (LKKAUTO)
Subject: Re: FW: SMX 4006C DOA: 24/09/2021 & 22/09/2021 & 29/09/2021

Dear Kee Siang,

We have seek AIG advice, Insured's 3 GIA reports and sighted there are 3 accident dates. Thus, 3 excess is applicable.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 7 October 2021 6:14 pm
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>
Subject: RE: SMX 4006C DOA: 24/09/2021 & 22/09/2021 & 29/09/2021

Dear Shiau Chan

Our client will withdraw the claim for DOA:24/9/2021.

Will only proceed claim for DOA 22/9/2021 and 29/9/2021. Hence will only be paying for 2 excess.

**Best Regards,
Kee Siang Lim
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223

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

Sent: Thursday, 7 October 2021 4:23 PM

To: Claims

Cc: SUR

Subject: SMX 4006C DOA: 24/09/2021 & 22/09/2021 & 29/09/2021

Dear Kee Siang,

Refer to the tele-conversation between you and Adrian.

There will be have the excess apply for this 3 accident claims (each).

Thank you.

Best Regards,

Shiau Chan (Ms) | 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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