

## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Tuesday, 21 December 2021 5:52 PM  
**To:** SUR; sbk5643e@yahoo.com  
**Subject:** RE: aigencrypt NEW OD CLAIM - FBN588Z-DOA: 3/12/2021 (AIG OD)  
**Attachments:** FBN 588Z RES MARKING.pdf; FBN 588Z SUPPLEMENTARY.pdf

Dear Mr Kwan,

Supplementary approved.

### **Repair cost Not Exceeding \$4000 or whichever lower**

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:** Tuesday, 14 December 2021 5:53 PM  
**To:** SUR <sur@lkkauto.com>; sbk5643e@yahoo.com  
**Subject:** RE: aigencrypt NEW OD CLAIM - FBN588Z-DOA: 3/12/2021 (AIG OD)

Dear Mr Kwan,

As instructed by our client , please proceed to repair the **insured vehicle FBN 588Z repair cost Not Exceeding \$4000 or whichever lower, (Excess \$300/-).**

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.

**Kindly arrange for the resurvey to be confirm as following:**

- Left Engine Cover (Removal Photo)
- Left Engine Cover Gasket
- Main Stand
- Left Rear Foot Rest
- Engine Oil
- Body Panels Spray Painting or Raw Material

**Mandate is still require (subjected to insurance approval)**

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:** Mei Kwan (LKKAuto)

**Sent:** Thursday, 9 December 2021 11:42 AM

**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

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

**Subject:** RE: aigencrypt NEW OD CLAIM - FBN588Z

**Hi**

**Tis is an OD claim.**

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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.***

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**From:** Chin, Lee-Ying <[Lee-Ying.Chin@aig.com](mailto:Lee-Ying.Chin@aig.com)>

**Sent:** Thursday, 9 December, 2021 10:52 AM

**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Summer (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** Lim, Kok-Chong <[Kok-Chong.Lim@aig.com](mailto:Kok-Chong.Lim@aig.com)>

**Subject:** aigencrypt NEW OD CLAIM - FBN588Z

Hi LKK,

Kindly assist to survey.

Thanks.

Best Regards,

**Lee Ying, Chin**

Senior Claims Associate – Auto  
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building  
78 Shenton Way, Level 10  
Singapore 079120  
Tel +(65) 6419 1947  
[Lee-Ying.Chin@AIG.com](mailto:Lee-Ying.Chin@AIG.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Sbk E <[sbk5643e@yahoo.com](mailto:sbk5643e@yahoo.com)>  
**Sent:** Thursday, December 9, 2021 10:21 AM  
**To:** AIG SGP, Claims-Survey <[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)>  
**Subject:** [EXTERNAL] Re: RE: NEW OD CLAIM - FBN588Z

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

Dear Sir,

Please refer to the attached file for the documents requested. Thanks.

Regards,

Kwan S. H.  
Director  
Bike Production Pte Ltd

On Tuesday, December 7, 2021, 10:57:52 AM GMT+8, AIG SGP, Claims-Survey <[aigsgp\\_claimssurvey@aig.com](mailto:aigsgp_claimssurvey@aig.com)> wrote:

Hi Mr. Kwan,

Please attach repair estimate.

Thanks.

AIG Claims Survey

-----Original Message-----

From: Sbk E <[sbk5643e@yahoo.com](mailto:sbk5643e@yahoo.com)>  
Sent: Tuesday, December 7, 2021 10:34 AM  
To: AIG SGP, Claims-Survey <[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)>

Subject: [EXTERNAL] RE: NEW OD CLAIM - FBN588Z

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

Dear Sir,

Please arrange PRI for own damage claim. Thanks.

Regards,

Kwan S. H.  
Director  
Bike Production Pte Ltd

**IMPORTANT NOTICE:**

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