

Shiau Chan (LKKAUTO)

From: Lim, Kok-Chong <Kok-Chong.Lim@aig.com>
Sent: Monday, 10 January 2022 4:32 PM
To: Shiau Chan (LKKAUTO); Rumli, Sharizah; Hor, Yinrul
Cc: Quek, Joyceline-CH; Paramchand, Varsha; Chew, Yvonne; SUR
Subject: RE: AIGENCRYPT REMINDER SF-5159629 Reg No: SMV9866P OC: 1079154909SG (CTC Nina at 94237422 asap.) LKK REF : CC3/AIG21013054/Aqy3

Hi Shiau Chan,

Attending surveyor Adrian has brought to my attention regards Insured's appeal despite he has informed her the Left headlamp is not consistent to the accident scenario. I have also relook into this OD Claim and of view aligned with Adrian's recommendation.

From accident scene photo taken, it clearly show Insured's vehicle directly rear-ended claimant's vehicle back resulting a intensive dent on the Tailgate and Rear Bumper. Insured's vehicle model Audi logo (4 jointed circle logo) stamped shaped is visually noticeable circled in yellow on claimant's vehicle tailgate. Should Insured's vehicle is slanted more to the left, Left headlamp will resulted crack from the great impact but the surveyed photos show otherwise. To support my review, the "scratch" mark located at corner of Left headlamp shows identical grazed marked with white residue settling onto the headlamp acrylic and Front Bumper which is parallelly matched as orange arrows indicates. Hence, it is deem to be not consistent.



Kindly inform Insured we have reviewed her case and regret to inform we are unable to accord for the Left headlamp.

Best Regards,
Kok Chong

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Monday, January 10, 2022 3:44 PM
To: Rumli, Sharizah <Sharizah.Rumli@aig.com>; Hor, Yinrul <Yinrul.Hor@aig.com>
Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Chew, Yvonne <Yvonne.Chew@aig.com>; Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; SUR <sur@lkkauto.com>
Subject: [EXTERNAL] RE: AIGENCRYPT REMINDER SF-5159629 Reg No: SMV9866P OC: 1079154909SG (CTC Nina at 94237422 asap.) LKK REF : CC3/AIG21013054/Aqy3

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Dear Shasha,

According to our surveyor, he had contact the driver last week and after listening to his reasons for the rejection of the headlamp, the driver disagreed and stated that there were no prior damages to the headlamp.

Also the driver explained that the position of her vehicle at the point of accident is slightly slanted to the left, hence explaining the light graze on the left headlamp.

She also highlighted that she wants AIG to sought for a second opinion on the damaged headlamp.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Shiau Chan (LKKAUTO)
Sent: Monday, 10 January 2022 11:00 AM
To: Rumli, Sharizah <Sharizah.Rumli@aig.com>; Hor, Yinrul <Yinrul.Hor@aig.com>
Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Chew, Yvonne <Yvonne.Chew@aig.com>
Subject: RE: AIGENCRYPT REMINDER SF-5159629 Reg No: SMV9866P OC: 1079154909SG (CTC Nina at 94237422 asap.) LKK REF : CC3/AIG21013054/Aqy3

Dear Shasha,

Please be informed that we already contact the owner and address his concern.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Rumli, Sharizah <Sharizah.Rumli@aig.com>
Sent: Monday, 10 January 2022 10:51 AM
To: Hor, Yinrul <Yinrul.Hor@aig.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Chew, Yvonne <Yvonne.Chew@aig.com>

Subject: AIGENCRYPT REMINDER SF-5159629 Reg No: SMV9866P OC: 1079154909SG (CTC Nina at 94237422 asap.)
LKK REF : CC3/AIG21013054/Aqy3

REMINDER :-

Hi Shiau Chan,

Any updates ?

Pls advise.

Thanks

Sharizah Rumli (Shasha)

AIG

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #10-16 Singapore 079120

Tel +(65) 6419-3000

www.aig.sg

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From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Thursday, December 30, 2021 12:42 PM

To: Rumli, Sharizah <Sharizah.Rumli@aig.com>; Hor, Yinrul <Yinrul.Hor@aig.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Admin A <admin-a@lkkauto.com>

Subject: [EXTERNAL] Re: AIGENCRYPT Reg No: SMV9866P OC: 1079154909SG (CTC Nina at 94237422 asap.) LKK REF : CC3/AIG21013054/Aqy3

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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, CC3/AIG21013054/Aqy3

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: Rumli, Sharizah <Sharizah.Rumli@aig.com>

Sent: Thursday, December 30, 2021 9:23 AM

To: Admin A <admin-a@lkkauto.com>; Hor, Yinrul <Yinrul.Hor@aig.com>

Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>

Subject: AIGENCRYPT Reg No: SMV9866P OC: 1079154909SG (CTC Nina at 94237422 asap.)

Hi LKK,

Kindly assist to ctc insd's spouse and refer call ctr note.

cust doesn't agree with the surveyor's decision on the damage

as he didn't approve the scratching on headlight

she would like to appeal for aig to re-consider again on the damage inspection

Audi is not going to repair her car if this is not settled.

Thanks

CALL CTR NOTE :-

Jason's wife Nina Williams said that they do not agree with the assessment of AIG for their auto policy(2070152652) claim. Audi is not going to repair her car if this is not settled. Please call Nina at 94237422 asap.

Hi Team

Veh No: SMV9866P

cust doesn't agree with the surveyor's decision on the damage

as he didn't approve the scratching on headlight

she would like to appeal for aig to re-consider again on the damage inspection

Audi is not going to repair her car if this is not settled.

pls adv, tq

Sharizah Rumli (Shasha)

AIG

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #10-16 Singapore 079120

Tel +(65) 6419-3000

www.aig.sg

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