

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Friday, 11 February 2022 2:03 PM
To: Sim, Priscilla-LK; Bryan Ang (LKKAUTO); SUR
Subject: RE: 5803261617SG001 - OD CLAIM // INSURED VEH: SMX6877S
Attachments: SMX6877 Used MERCEDES BENZ GLB Cars _ Singapore Car Prices & Listing - sgCarMart.pdf

Dear Ms Sim,

Please refer to attached SG car mart advertisement. Price range between \$179,800 to \$233,988.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

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: Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>
Sent: Thursday, 10 February 2022 6:32 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: 5803261617SG001 - OD CLAIM // INSURED VEH: SMX6877S

Hi

The car is only one year old, kindly re-establish market value.

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Thursday, February 10, 2022 5:58 PM
To: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>; SUR <sur@lkkauto.com>
Subject: [EXTERNAL] RE: 5803261617SG001 - OD CLAIM // INSURED VEH: SMX6877S

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

Dear Ms Sim,

The MV of SMX 6877S is \$184K(est) as at Jan 2022. (New car prices: \$240,888.00)

"Wishing You Happiness & Prosperity Chinese New Year 2022"

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: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Sent: Wednesday, 9 February 2022 2:12 PM
To: Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>; SUR <sur@lkkauto.com>
Subject: RE: 5803261617SG001 - OD CLAIM // INSURED VEH: SMX6877S

Hi Survey Department

Can provide the MV as per below request.

Additionally also provide the new car price also.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>
Sent: Wednesday, 9 February 2022 1:44 PM
To: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: 5803261617SG001 - OD CLAIM // INSURED VEH: SMX6877S

Hi Bryan

Kindly assist with market value date of loss 13 January 2022.

Priscilla Sim LK

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building 78 Shenton Way, Level 10
Singapore 079120

Tel +(65) 6419 1755

priscilla-lk.sim@aig.com | www.aig.sg

From: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Sent: Monday, February 7, 2022 8:57 PM
To: Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>
Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Subject: [EXTERNAL] Re: 5803261617SG001 - OD CLAIM // INSURED VEH: SMX6877S

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Dear Priscilla

Mileage of insured vehicle approximately 11,400km.

According to the owners manual, Mercedes Benz recommends the first servicing at 15,000 or one year which ever is earlier.

Bryan Ang
LKK Auto Consultants Pte Ltd

On 7 Feb 2022, at 10:34, Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com> wrote:

Hi Bryan

Noted with thanks

The car was not service since purchased one year ago ? Able to establish the total mileage of the car at the time of fire ? Is there proper maintenance of the car i.e. need servicing after hitting certain mileage ?

Priscilla Sim LK
Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building 78 Shenton Way, Level 10
Singapore 079120

Tel +(65) 6419 1755
priscilla-lk.sim@aig.com | www.aig.sg

From: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Sent: Saturday, February 5, 2022 2:23 PM
To: Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>; Fong, Andy-SY <Andy-SY.Fong@aig.com>
Cc: SUR <sur@lkkauto.com>
Subject: [EXTERNAL] RE: 5803261617SG001 - OD CLAIM // INSURED VEH: SMX6877S

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

Hi Priscilla

Attached is a soft copy of my report into the cause of fire.

Hard copy of report together with our invoice for work done will be forwarded to your office in due course.

Best Regards,
Bryan Ang
LKK Auto Consultants Pte Ltd
phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>
Sent: Friday, 4 February 2022 10:05 AM
To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: 5803261617SG001 - OD CLAIM // INSURED VEH: SMX6877S

URGENT

Hi Bryan

Kindly update ?

Priscilla Sim LK
Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building 78 Shenton Way, Level 10
Singapore 079120

Tel +(65) 6419 1755
priscilla-lk.sim@aig.com | www.aig.sg

From: Sim, Priscilla-LK
Sent: Friday, January 14, 2022 9:08 AM
To: Bryan Ang (bryanang@lkkauto.com) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: 5803261617SG001 - OD CLAIM // INSURED VEH: SMX6877S

Hi All

Enclosed GIA report.

Cycle & Carriage Industries Pte Ltd (Pandan Loop) [PROFILE](#) 188 Pandan Loop, 128378 West Coast -
Tel: 91865300

FRANCHISE

Priscilla Sim LK
Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building 78 Shenton Way, Level 10
Singapore 079120

Tel +(65) 6419 1755
priscilla-lk.sim@aig.com | www.aig.sg

From: Sim, Priscilla-LK
Sent: Friday, January 14, 2022 8:56 AM
To: Bryan Ang (bryanang@lkkauto.com) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Chin, Lee-Ying <Lee-Ying.Chin@aig.com>; Lim, Kok-Chong (Kok-Chong.Lim@aig.com) <Kok-Chong.Lim@aig.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Ng, Jeffreysaykiat <Jeffreysaykiat.Ng@aig.com>
Subject: FW: 5803261617SG001 - OD CLAIM // INSURED VEH: SMX6877S

Hi Bryan

Kindly accept new assignment and conduct survey and fire investigation.

By copy to Lee Ying, kindly assign the claim to LKK for survey.

Priscilla Sim LK
Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

AIG Building 78 Shenton Way, Level 10
Singapore 079120

Tel +(65) 6419 1755
priscilla-lk.sim@aig.com | www.aig.sg

From: Ng, Jeffreysaykiat <Jeffreysaykiat.Ng@aig.com>
Sent: Thursday, January 13, 2022 10:06 PM
To: Low, Xianyu <Xianyu.Low@aig.com>; Sim, Priscilla-LK <Priscilla-LK.Sim@aig.com>
Cc: Subramaniam, Divyashni <Divyashni.Subramaniam@aig.com>; Hor, Yinrul <Yinrul.Hor@aig.com>; Mohdsalim, Mohamadammarramdzan <Mohamadammarramdzan.Mohdsalim@aig.com>
Subject: 5803261617SG001 - OD CLAIM // INSURED VEH: SMX6877S

Dear Xianyu,

This is an OD claim. Not sure why the OD feature is auto-assigned to me. Kindly assist with the re-assignment, thank you.

Dear Priscilla,

FYI. OI's vehicle caught fire and likely CTL. Thank you.

If you have received this message outside of your usual work hours, I do not expect that you will read it, respond to it or act on it until appropriate for you.

Jeffrey Ng
Senior Complex Claims Examiner
Auto Bodily Injury Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1916
Jeffreysaykiat.ng@aig.com | www.aig.sg

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