

Re: Our Ref : 9552386213SG-003 | Accident Involving GBJ1843B & SGB2B on 20/11/2020 * LKK REF: CS3/AIG20013257/Gtf3e2**

Denise Tay (LKKAUTO) <denisetay@lkkauto.com>

Wed 25/5/2022 3:21 PM

To: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Fong, Andy-SY <andy-sy.fong@aig.com>; KKLau <kklau@lkkauto.com>; Lee, Ming-Yao <MingYao.Lee@aig.com>

Dear Mr Khoo,

Enclosed our RI report.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: [6256-3561](tel:6256-3561) | email: denisetay@lkkauto.com | fax: [6256-4315](tel:6256-4315)

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

From: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>

Sent: Tuesday, 24 May 2022 2:42 pm

To: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Fong, Andy-SY <Andy-SY.Fong@aig.com>; KKLau <kklau@lkkauto.com>; Lee, Ming-Yao <MingYao.Lee@aig.com>

Subject: RE: Our Ref : 9552386213SG-003 | Accident Involving GBJ1843B & SGB2B on 20/11/2020 *** LKK REF: CS3/AIG20013257/Gtf3e2

Dear LKK Team,

Thank you for providing us the chronology.

Can you provide us the worst case scenario recommendation on the Cost of Repairs as well as Loss of Use after the resurvey done?

Appreciate if you can advise **by 26th May 2022, 3pm**, as we need to factor in the reserve element before end of the month.

Thank you.

Khoo Kay Eng

Manager – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1026

kay-eng.khoo@aig.com | www.AIG.sg

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From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Monday, May 23, 2022 6:02 PM
To: Lee, Ming-Yao <MingYao.Lee@aig.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Fong, Andy-SY <Andy-SY.Fong@aig.com>; KKLau <kklau@lkkauto.com>
Subject: [EXTERNAL] Re: Our Ref : 9552386213SG-003 | Accident Involving GBJ1843B & SGB2B on 20/11/2020
*** LKK REF: CS3/AIG20013257/Gtf3e2

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Dear Ming Yao,

Enclose Chronology of the event

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: [6256-3561](tel:6256-3561) | email: denisetay@lkkauto.com | fax: [6256-4315](tel:6256-4315)

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

From: Lee, Ming-Yao <MingYao.Lee@aig.com>
Sent: Thursday, 19 May 2022 8:46 am
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Subject: RE: Our Ref : 9552386213SG-003 | Accident Involving GBJ1843B & SGB2B on 20/11/2020 *** LKK REF: CS3/AIG20013257/Gtf3e2

Hi Denise,

Wish to check if there is any update regarding the report?

Also, please check with repairer of our enquiry on no finalization being SJE and change of workshop without informing.

If possible, do provide chronology of the event (from notification of PRS till last action by your team).

Thank you.

Regards,

Lee Ming Yao, George

Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1769
Ming-Yao.Lee@AIG.com | www.AIG.sg

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: 12 May 2022 11:15
To: Lee, Ming-Yao <MingYao.Lee@aig.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: [EXTERNAL] RE: Our Ref : 9552386213SG-003 | Accident Involving GBJ1843B & SGB2B on 20/11/2020
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Dear Ming Yao,

Yes, Please note that the claim amount is Huge. We will need even more time than usual.

We get back to you when it's done.

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: Lee, Ming-Yao <MingYao.Lee@aig.com>
Sent: Thursday, 12 May 2022 11:11 AM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: Our Ref : 9552386213SG-003 | Accident Involving GBJ1843B & SGB2B on 20/11/2020 *** LKK REF: CS3/AIG20013257/Gtf3e2

Hi Denise,

Checking if re-inspection was conducted yesterday?

Looking forward to receive the report soonest.

Thanks!

Regards,

Lee Ming Yao, George

Complex Claims Examiner – Auto Property Damage Claims
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78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1769
Ming-Yao.Lee@AIG.com | www.AIG.sg

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: 10 May 2022 17:18
To: Lee, Ming-Yao <MingYao.Lee@aig.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: [EXTERNAL] Re: Our Ref : 9552386213SG-003 | Accident Involving GBJ1843B & SGB2B on 20/11/2020
*** LKK REF: CS3/AIG20013257/Gtf3e2

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Dear Ming Yao,

Received documents.

Will check and get back to you.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: [6256-3561](tel:6256-3561) | email: denisetay@lkkauto.com | fax: [6256-4315](tel:6256-4315)

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

From: Lee, Ming-Yao <MingYao.Lee@aig.com>
Sent: Tuesday, 10 May 2022 5:01 pm
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: Our Ref : 9552386213SG-003 | Accident Involving GBJ1843B & SGB2B on 20/11/2020 *** LKK REF: CS3/AIG20013257/Gtf3e2

Hi Denise,

As spoken, I have copied you in the loop for the re-inspection tomorrow. Please liaise with repairer.

Attached LOD for your reference. There are also surveyor report and photos.

Please check for the reason of no finalization subsequently change of workshop and if the current workshop did arrange for PRS.

Thank you.

Regards,

Lee Ming Yao, George

Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd

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78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1769
Ming-Yao.Lee@AIG.com | www.AIG.sg

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: 10 May 2022 08:11
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Lee, Ming-Yao <MingYao.Lee@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: [EXTERNAL] Re: Our Ref : 9552386213SG-003 | Accident Involving GBJ1843B & SGB2B on 20/11/2020
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Dear Ming Yao,

We will check and get back.

Meanwhile able to provide the LOD for review to further check.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: [6256-3561](tel:6256-3561) | email: denisetay@lkkauto.com | fax: [6256-4315](tel:6256-4315)

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, 9 May 2022 7:04 pm
To: Lee, Ming-Yao <MingYao.Lee@aig.com>; Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: Our Ref : 9552386213SG-003 | Accident Involving GBJ1843B & SGB2B on 20/11/2020 *** LKK REF: CS3/AIG20013257/Gtf3e2

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 Denise,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: 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.

From: Lee, Ming-Yao [<mailto:MingYao.Lee@aig.com>]

Sent: Monday, May 9, 2022 5:52 PM

To: Admin A <admin-a@lkkauto.com>

Subject: Our Ref : 9552386213SG-003 | Accident Involving GBJ1843B & SGB2B on 20/11/2020

Hi Team,

Received LOD from m/s Impact Analysis Consultant acting for repairer m/s Luck7Win Pte Ltd.

Understand that previously your good firm was selected as SJE and the workshop is m/s Benz Bodyworkz Pte Ltd.

For your information that we will need your assistance to conduct physical re-inspection on third party vehicle, SGB2B. We will contact you again after confirmation.

Meanwhile, we wish to know the reason of no finalization and change of workshop.

Thank you.

Regards,

Lee Ming Yao, George

Complex Claims Examiner – Auto Property Damage Claims

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