

Veron Chen (LKKAUTO)

From: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>
Sent: Thursday, 15 December 2022 11:31 AM
To: Veron Chen (LKKAUTO)
Cc: Chan, Yoke Shi; Mohd Rizal, Nur Mariah Huibrechts; SUR; Nadaraja, Deeban
Subject: aigencrypt RE: RE: RE: OD claim SLP838Z - OI name in GIA report & Video footage

Hi Veron,

The initial excess was \$1,600 and excess has been revised to \$800 in merimen.

Excess:	S\$800.00
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Thanks and regards,

Syaza Irdina Azlan
AIG

Express Claims Adjuster II, Singapore FNOL, Claims Operations – Auto
SG Claims Operations | AIG Asia Pacific Insurance Pte. Ltd.
78 Shenton Way #10-16 Singapore
[Tel:65-68307871](tel:65-68307871)

Syazairdina.Azlan@aig.com | www.aig.sg

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Wednesday, December 14, 2022 8:07 AM
To: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>
Cc: Chan, Yoke Shi <yokeshi.chan@aig.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; SUR <sur@lkkauto.com>; Nadaraja, Deeban <Deeban.Nadaraja@aig.com>
Subject: [EXTERNAL] RE: RE: RE: OD claim SLP838Z - OI name in GIA report & Video footage

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

Dear Azlan,

Kindly assist amend excess in merimen

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)

From: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>
Sent: Tuesday, 13 December 2022 4:59 PM
To: Claims Dept <claims@premiumauto.com.sg>

Cc: Chan, Yoke Shi <yokeshi.chan@aig.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; SUR <sur@lkkauto.com>; Nadaraja, Deeban <Deeban.Nadaraja@aig.com>

Subject: RE: RE: RE: OD claim SLP838Z - OI name in GIA report & Video footage

Dear Tony,

We provide waiver on a one time basis for this claim due to the camera faulty.

Thank you.

Thanks and regards,

Syaza Irdina Azlan
AIG

Express Claims Adjuster II, Singapore FNOL, Claims Operations – Auto
SG Claims Operations | AIG Asia Pacific Insurance Pte. Ltd.
78 Shenton Way #10-16 Singapore
[Tel:65-68307871](tel:65-68307871)

Syazairdina.Azlan@aig.com | www.aig.sg

From: Claims Dept <claims@premiumauto.com.sg>

Sent: Tuesday, December 13, 2022 2:16 PM

To: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>

Cc: Chan, Yoke Shi <yokeshi.chan@aig.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; 'SUR' <sur@lkkauto.com>; Nadaraja, Deeban <Deeban.Nadaraja@aig.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Subject: [EXTERNAL] RE: RE: RE: OD claim SLP838Z - OI name in GIA report & Video footage

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Dear Azlan,

Noted, btw the excess can waive off 50%?

Aside to LKK,

Kindly assist following up approval repair.

Thank you.

Best Regards,
Tony Foong
Senior Claims Advisor

 **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, **d.** +65 67689828

e. <mailto:claims@premiumauto.com.sg> **w.** www.audi.com.sg

Audi Showroom 281 Alexandra Road Singapore 159938 **p.** +65 68362223



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From: Azlan, Syazairdina [<mailto:Syazairdina.Azlan@aig.com>]

Sent: Tuesday, 13 December 2022 2:10 PM

To: Claims Dept

Cc: Chan, Yoke Shi; Mohd Rizal, Nur Mariah Huibrechts; Nadaraja, Deeban

Subject: RE: RE: RE: OD claim SLP838Z - OI name in GIA report & Video footage

Dear Tony,

This is noted. Please be informed that coverage has been confirmed for this claim.

Thank you.

Thanks and regards,

Syaza Irdina Azlan

AIG

Express Claims Adjuster II, Singapore FNOL, Claims Operations – Auto

SG Claims Operations | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #10-16 Singapore

[Tel:65-68307871](tel:65-68307871)

Syazairdina.Azlan@aig.com | www.aig.sg

From: Claims Dept <claims@premiumauto.com.sg>

Sent: Tuesday, December 13, 2022 1:12 PM

To: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>

Cc: Chan, Yoke Shi <yokeshi.chan@aig.com>; Mohd Rizal, Nur Mariah Huibrechts

<NurMariahHuibrechts.MohdRizal@aig.com>; Nadaraja, Deeban <Deeban.Nadaraja@aig.com>; 'Claims Dept'

<claims@premiumauto.com.sg>

Subject: [EXTERNAL] RE: RE: OD claim SLP838Z - OI name in GIA report & Video footage

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Dear Azlan,

We understanding from our client is the camera faulty. She can't find the impact video footage from her camera.

Thank you.

Best Regards,
Tony Foong
Senior Claims Advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

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From: Azlan, Syazairdina [<mailto:Syazairdina.Azlan@aig.com>]
Sent: Tuesday, 13 December 2022 1:00 PM
To: claims@premiumauto.com.sg
Cc: Chan, Yoke Shi; Mohd Rizal, Nur Mariah Huibrechts; Nadaraja, Deeban
Subject: RE: RE: OD claim SLP838Z - OI name in GIA report & Video footage

Dear Lim,

Kindly advise why there were no video footage captured during the collision.

Thank you.

Thanks and regards,

Syaza Irdina Azlan
AIG

Express Claims Adjuster II, Singapore FNOL, Claims Operations – Auto

SG Claims Operations | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #10-16 Singapore

[Tel:65-68307871](tel:65-68307871)

Syazairdina.Azlan@aig.com | www.aig.sg

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, December 13, 2022 11:11 AM
To: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Chan, Yoke Shi <yokeshi.chan@aig.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Nadaraja, Deeban <Deeban.Nadaraja@aig.com>

Cc: claims@premiumauto.com.sg

Subject: [EXTERNAL] RE: OD claim SLP838Z - OI name in GIA report & Video footage

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Dear All,

Attached above is the amended GIA report for your kind reference.

Our client only have this video footage.

Thank you.

Best Regards,

En Qi Lim

Claims Administrator

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: Azlan, Syazairdina <Syazairdina.Azlan@aig.com>

Sent: Tuesday, 13 December 2022 8:46 AM

To: 'Claims Dept' <claims@premiumauto.com.sg>

Cc: Chan, Yoke Shi <yokeshi.chan@aig.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Nadaraja, Deeban <Deeban.Nadaraja@aig.com>

Subject: OD claim SLP838Z - OI name in GIA report & Video footage



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