

Meng Yan (LKK Auto)

From: Motor Claims <motorclaims@sg.gaig.com>
Sent: Wednesday, 11 January 2023 1:39 PM
To: Enquiry; admin-d; SUR; assignments
Cc: Lok, Jasmine
Subject: GAIC REF: CLMOMVP000001284, Accident Involving our vehicle no : GBL2541E claiming TP vehicle no : SKU5748C D.O.A. 03/01/2023

Without Prejudice

Dear Ms Wong,

Noted on your request, we will survey on a without prejudice basis.

Aside to LKK,

Please accept assignment for TP survey.

Thank you.

For all first claim notifications on Property & Casualty Claims (excluding Motor claims), please email to GeneralClaims@sg.gaig.com

For work injury compensation act (WICA) claims, please email to wicaclaims@sg.gaig.com

For motor claims enquiries, please email to motorclaims@sg.gaig.com

For all first claim notifications on Marine Claims, please email to marineclaims@sg.gaig.com

Regards

Janelle Tan, Executive | Claims | P. +65 6804 6037 | E. Janelle.Tan@sg.gaig.com



Claims | 3 Temasek Avenue #16-01 Centennial Tower Singapore 039190



A+ (Superior)
Affirmed December 3, 2021

Moody's
A1 (Good)
Published April 2022

Standard &
A+ (Strong)
Affirmed March

For more information on our financial ratings, visit [GAIG.com/FinancialStrength](https://www.gaig.com/FinancialStrength).

From: Enquiry <enquiry@sh-motor.com>
Sent: 11 January 2023 10:54 AM
To: Lok, Jasmine <jasmine.lok@sg.gaig.com>; Motor Claims <motorclaims@sg.gaig.com>
Subject: [External] Accident Involving our vehicle no : GBL2541E claiming TP vehicle no : SKU5748C D.O.A. 03/01/2023

Dear Jasmine,

Pls appoint LKK to survey the vehicle.

Thanks & Best Regards,

Ms Wong

S&H MOTOR PTE LTD

160 Sin Ming Drive #07-02

Sin Ming AutoCity

Singapore 575722

Tel: 6453 4730 Fax: 6457 1931

From: Lok, Jasmine [<mailto:jasmine.lok@sg.gaig.com>]

Sent: Wednesday, 11 January 2023 10:25 AM

To: Enquiry; Motor Claims

Subject: [External] Accident Involving our vehicle no : GBL2541E claiming TP vehicle no : SKU5748C D.O.A. 03/01/2023

Without Prejudice

Dear Ms Wong,

Please refer to our email dated 06.01.2023 on our panel surveyor.

Thank you

Best Regards

Jasmine Lok, Senior Executive, Claims | P. +65 6804 6059 | F. +65 6235 3354 jasmine.lok@sg.gaig.com



Claims | 3 Temasek Avenue #16-01 Centennial Tower Singapore 039190



Moody's
A1 (Good)
Published January 28, 2021

Standard & Poor's
A+ (Strong)
Affirmed June 1, 2021

For more information on our financial ratings, visit GAIG.com/FinancialStrength.

Thank you for your trust in us. We're proud to continue to serve you during this unprecedented time. As COVID-19 continues to affect us all, we assure you that we remain committed to providing the high level of service you deserve. [Read more.](#)

From: Enquiry <enquiry@sh-motor.com>

Sent: 10 January 2023 5:56 PM

To: Lok, Jasmine <jasmine.lok@sg.gaig.com>

Subject: [External] Accident Involving our vehicle no : GBL2541E claiming TP vehicle no : SKU5748C D.O.A. 03/01/2023

Dear Jasmine,

Pls find attached estimated cost of repair for your kind consideration.

We would like to appoint 5) LKK to survey the said vehicle, pls arrange.

Thanks & Best Regards,

Ms Wong

S&H MOTOR PTE LTD

160 Sin Ming Drive #07-02

Sin Ming AutoCity

Singapore 575722

Tel: 6453 4730 Fax: 6457 1931

From: Lok, Jasmine [<mailto:jasmine.lok@sg.gaig.com>]

Sent: Monday, 9 January 2023 10:39 AM

To: Enquiry

Subject: [External] Accident Involving our vehicle no : GBL2541E claiming TP vehicle no : SKU5748C D.O.A. 03/01/2023

Dear Ms Wong.

Spoken to Doris a while ago.

Please let us have a copy of the repair estimate for our attention.

Thank you

Best Regards

Jasmine Lok, Senior Executive, Claims | P. +65 6804 6059 | F. +65 6235 3354 jasmine.lok@sg.gaig.com



Claims | 3 Temasek Avenue #16-01 Centennial Tower Singapore 039190



Moody's
A1 (Good)
Published January 28, 2021

Standard & Poor's
A+ (Strong)
Affirmed June 1, 2021

For more information on our financial ratings, visit GAIG.com/FinancialStrength.

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From: Lok, Jasmine

Sent: 06 January 2023 2:10 PM

To: Enquiry <enquiry@sh-motor.com>; Motor Claims <motorclaims@sg.gaig.com>

Subject: [External] Accident Involving our vehicle no : GBL2541E claiming TP vehicle no : SKU5748C D.O.A. 03/01/2023

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Ms Wong,

We spoken this morning.

Liability is clear for direct settlement.

Please submit your client's claim together with all supporting documents in due course.

We append the following list of our panel surveyors:-

1. AJAX Adjusters & Surveyors Pte Ltd
2. A-PAC Adjusters & Surveyors Pte. Ltd.
3. Priority Services
4. RT Appraisal Pte Ltd
5. LKK Auto Consultants

Kindly let us know which SJE is selected for the survey to be carried out.

Dear Shery,

Please assist on the prs survey.

Thank you

Best Regards

Jasmine Lok, Senior Executive, Claims | P. +65 6804 6059 | F. +65 6235 3354 jasmine.lok@sq.gaig.com



Claims | 3 Temasek Avenue #16-01 Centennial Tower Singapore 039190



Moody's
A1 (Good)
Published January 28, 2021

Standard & Poor's
A+ (Strong)
Affirmed June 1, 2021

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From: Enquiry <enquiry@sh-motor.com>
Sent: 06 January 2023 11:39 AM
To: 'Ng, Sharon' <sharon.ng@sg.gaig.com>
Cc: Motor Claims <motorclaims@sg.gaig.com>
Subject: [External] Accident Involving our vehicle no : GBL2541E claiming TP vehicle no : SKU5748C D.O.A. 03/01/2023

Dear Sharon,

We spoke this morning, pls see attached video footage for your kind consideration.

Thanks & Best Regards,

Ms Wong
S&H MOTOR PTE LTD
160 Sin Ming Drive #07-02
Sin Ming AutoCity
Singapore 575722
Tel: 6453 4730 Fax: 6457 1931

From: Motor Claims [mailto:motorclaims@sg.gaig.com]
Sent: Thursday, 5 January 2023 6:00 PM
To: Enquiry
Subject: RE: [External] Accident Involving our vehicle no : GBL2541E claiming TP vehicle no : SKU5748C D.O.A. 03/01/2023

Dear Sir/Madam,

Thank you for contacting Great American Insurance Company. We appreciate that you have taken the time to write to us.

We are currently looking into your email. Rest assured this new claim will be assigned to the relevant case manager, who will handle it and revert to you as soon as possible.

If your email requires immediate assistance, please call us at 6804 6000.

As the matter has to be considered under the terms and conditions of the relevant insurance policy, this email is strictly on a without prejudice basis.

Thank you and Regards,

Motor Claims
Great American Insurance Company
3 Temasek Avenue
#16-01 Centennial Tower
Singapore 039190
Telephone: 6804 6000 | Fax: 6235 3354

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