

## Xin Yu (LKK Auto)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Wednesday, February 22, 2023 1:18 PM  
**To:** 'Noor Amran, Noor Yussyuhaila'  
**Cc:** 'Hor, Yinrul'; 'Hiew, Chasin'; 'Azlan, Syazairdina'; SUR; 'Claims'  
**Subject:** RE: RE: RE: OD / SKL1173J / 6419806278SG - Request for Police Report, IV form & Undertaking Letter

Dear Yussyuhaila,

We refer to your email below,

The owner insisted to activate the replacement vehicle from the beginning. The repair only start on 14<sup>th</sup> Feb after approval was given by your good self on 13<sup>th</sup> Feb late afternoon.

May I know, isn't that replacement car usage is only base on surveyor recommendation? Which is 8days for his case?

Nevertheless, below is the info you request.

1. The date repair started: **14<sup>th</sup> Feb 2023 – Parts ordered on same day as well**
2. The date repair stopped to wait for spare parts: **The repair is ongoing co-currently while waiting for parts to arrive. Not much could be done while waiting from 17<sup>th</sup> Feb – 22<sup>th</sup> Feb 2023**
3. The date repair resumes: **Parts just arrive today and repair will resume on 23<sup>th</sup> Feb 2023**
4. The date repair will complete: **28<sup>th</sup> Feb 2023**

Kindly assist to inform Popular on the extension if granted.

Feel free to contact me shall you requires further information.

Thank you

**Best Regards,  
Kee Siang Lim  
Claims Advisor**

**Premium Automobiles Pte Ltd (Reg No 199902271W)**

55 Ubi Road 1 Road Singapore 408699

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**e.** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

**Audi Showroom, Audi Centre** 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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**From:** Noor Amran, Noor Yussyuhaila [mailto:Yussyuhaila.Amran@aig.com]  
**Sent:** Wednesday, 22 February 2023 11:08 AM  
**To:** Claims  
**Cc:** Hor, Yinrul; Hiew, Chasin; Azlan, Syazairdina; 'SUR'  
**Subject:** RE: RE: RE: OD / SKL1173J / 6419806278SG - Request for Police Report, IV form & Undertaking Letter

Dear Kee Siang,

I have spoken to insured this morning and clarify on his issue.

He mentioned that the repair has started a few weeks back however repair was stopped due to waiting for spare parts. He also expressed his dissatisfaction that the repair started without waiting for spare parts and caused this LOU extension.

He understood that the replacement car can only be used during repair period, and he is willing to pay for extension but only on the days where the car is not under repair (including the days where the repair stops for spare parts unavailability).

Since the repair was stopped in the middle, he needs a clear breakdown on the dates where he needs to pay for replacement car, as well as the expected timeframe for spare parts to arrive (see below).

Please assist to provide below details:

5. The date repair started:
6. The date repair stopped to wait for spare parts:
7. The date repair resumes:
8. The date repair will complete:

Please also assist insured to extend his replacement car, if needed.

Thank you

**Noor Yussyuhaila**  
**AIG**

Claims Adjuster I  
Claims | AIG Asia Pacific Insurance Pte Ltd  
78 Shenton Way #10-16 Singapore 079120  
Tel +(65) 68307871

[yussyuhaila.amran@aig.com](mailto:yussyuhaila.amran@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Friday, 17 February, 2023 5:56 PM  
**To:** Noor Amran, Noor Yussyuhaila <Yussyuhaila.Amran@aig.com>  
**Cc:** Hor, Yinrul <Yinrul.Hor@aig.com>; Hiew, Chasin <Chasin.Hiew@aig.com>; Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; 'SUR' <sur@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>  
**Subject:** [EXTERNAL] RE: RE: OD / SKL1173J / 6419806278SG - Request for Police Report, IV form & Undertaking Letter

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Dear Yussyuhaila,

Please be informed that policy holder dispute on usage of replacement vehicle. Surveyor has recommended 8 days for the repairs.

He has taken the replacement vehicle and it will be ending on 22/2/2023. However, parts for his vehicle will only arrive that and his vehicle will not be ready before 22/2/2023.

He mentions that he had contacted AIG call center and was advice that his usage of replacement of vehicle will be covered full period after parts arrives.

Kindly assist to contact the policy holder to clarify on this as I understand usage is only base on the days recommended by surveyor.

**Best Regards,  
Kee Siang Lim  
Claims Advisor**

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

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**From:** Noor Amran, Noor Yussyuhaila [<mailto:Yussyuhaila.Amran@aig.com>]

**Sent:** Monday, 13 February 2023 3:25 PM

**To:** Claims

**Cc:** Hor, Yinrul; Hiew, Chasin; Azlan, Syazairdina; 'SUR'

**Subject:** RE: RE: OD / SKL1173J / 6419806278SG - Request for Police Report, IV form & Undertaking Letter

Hi Team,

Kindly be informed that we have approved the claim in merimen.

Thank you

**Noor Yussyuhaila**

**AIG**

Claims Adjuster I

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #10-16 Singapore 079120

Tel +(65) 68307871

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**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Sent:** Thursday, 9 February, 2023 7:08 PM

**To:** Noor Amran, Noor Yussyuhaila <[Yussyuhaila.Amran@aig.com](mailto:Yussyuhaila.Amran@aig.com)>

**Cc:** Hor, Yinrul <[Yinrul.Hor@aig.com](mailto:Yinrul.Hor@aig.com)>; Hiew, Chasin <[Chasin.Hiew@aig.com](mailto:Chasin.Hiew@aig.com)>; Azlan, Syazairdina

<[Syazairdina.Azlan@aig.com](mailto:Syazairdina.Azlan@aig.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** [EXTERNAL] RE: OD / SKL1173J / 6419806278SG - Request for Police Report, IV form & Undertaking Letter

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Dear Claims Team,

Attached above as per your request. Kindly assist to confirm coverage urgently.

**Best Regards,  
Kee Siang Lim  
Claims Advisor**

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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**From:** Noor Amran, Noor Yussyuhaila [<mailto:Yussyuhaila.Amran@aig.com>]

**Sent:** Thursday, 9 February 2023 1:02 PM

**To:** Claims

**Cc:** Hor, Yinrul; Hiew, Chasin; Azlan, Syazairdina; SUR

**Subject:** OD / SKL1173J / 6419806278SG - Request for Police Report, IV form & Undertaking Letter

Hi Team,

Kindly assist to request police report from insured for our further review as there is injury with 3 days MC reported by TP.

Please also request for interview form and undertaking letter.

#### Do and Don't following an Accident

##### Motor Claims Framework

#### FAQ on Motor Insurance Issues

##### Non-reporting of Accidents

##### Premium & Renewal of Policy

##### Third Party Claims

##### Leasing & Renting of Vehicles

##### Carpooling Arrangements

##### Motor insurance for personal motorcycles used for commercial purposes

Your No-Claims Discount may be docked upon the renewal of your policy, and

Your insurer may cancel or refuse to renew your policy.

- ❶ If there are injured parties in an accident, call for medical assistance and the police immediately.
- ❷ Make a Traffic Police report as soon as possible or within 24 hours of the accident if the accident involves:

Fatality;

Damage to government property;

Foreign vehicle;

Pedestrian or cyclist;

Hit-and-run case; or

Injury cases where

- i. at least one person involved in the accident was taken to hospital from the accident scene by an ambulance/ self conveyed; or
- ii. any party involved in the accident was injured and obtained outpatient medical leave for 3 days or more.

Thank you

**Noor Yussyuhaila**

**AIG**

Claims Adjuster I

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #10-16 Singapore 079120

Tel +(65) 68307871

[yussyuhaila.amran@aig.com](mailto:yussyuhaila.amran@aig.com) | [www.aig.sg](http://www.aig.sg)

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