

**Vivian Lau (LKKAUTO)**

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**From:** Vivian Lau  
**Sent:** Thursday, 23 July, 2015 11:48 AM  
**To:** Tan, Bennie-WZ  
**Cc:** Weijie; Bryan Ang; Olivia Lau; Lim, Belliana; Hsiao Tong  
**Subject:** RE: Our Ref: 2790902821SG-003, Accident Involving SJC4865K / SHC3708L on 16/04/2015 aigencrypt

Dear Bennie,

We refer to the email below.

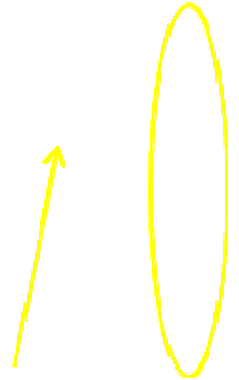
The only corresponding sign of impact/contact marks on both the involved taxi and Volkswagen appear to be at the front number plate of the Volkswagen and the rear bumper of the taxi.

Insured dispute on the damages on the Volkswagen stating that it was pre-existing damage before the accident with the taxi on 16/04/15.



Shows the paint chipped on the taxi during our physical inspection taken by insured at the accident scene

Shows the taxi's damages



Shows the indentation on the Volkswagen front number plate damaged front number plate & frame holder

Shows a closer view of the



Shows the damaged front number plate taken by insured at the accident scene measurement conducted on a similar make & model as the taxi

Shows the height





Shows the height measurement conducted on the frontal portion of the Volkswagen

Thank you

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

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**From:** Tan, Bennie-WZ [mailto:Bennie-WZ.Tan@aig.com]

**Sent:** Tuesday, 30 June, 2015 11:32 AM

**To:** Hsiao Tong

**Cc:** Weijie; Bryan Ang; Vivian Lau; Olivia Lau; Lim, Belliana

**Subject:** RE: Our Ref: 2790902821SG-003, Accident Involving SJC4865K / SHC3708L on 16/04/2015 aigencrypt

**Importance:** High

Hi Hsiao Tong

As spoken, our insured has informed there is no response from your surveyor till date. May we know the reason for the delay?

As mentioned previously, this case has to be handled utmost care.

Kindly note that we will appoint another surveyor if this case is not handled to our expectation urgently.

Best Regards

**Bennie Tan**

**AIG**

Complex Claims Examiner

78 Shenton Way #08-16 Singapore 079120

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[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Hsiao Tong [<mailto:chewht@lkkauto.com>]

**Sent:** Tuesday, June 23, 2015 10:01 AM

**To:** Tan, Bennie-WZ

**Cc:** Weijie; Bryan Ang; Vivian Lau; Olivia Lau

**Subject:** FW: Our Ref: 2790902821SG-003, Accident Involving SJC4865K / SHC3708L on 16/04/2015 aigencrypt

**Importance:** High

Our Ref: **CC3/AIG15006499/H1wa3**

Dear Bennie,

Contents noted.

We will reply to our insured and update if any issue.

Best Regards,

**Hsiao Tong Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]

**Sent:** Tuesday, 23 June, 2015 9:50 AM

**To:** Hsiao Tong

**Subject:** RE: Our Ref: 2790902821SG-003, Accident Involving SJC4865K / SHC3708L on 16/04/2015 aigencrypt

**Importance:** High

Hi Hsiao Tong

Referring to the above mentioned.

Attached Is Oi's email to us. As per Belliana's conversation with you, kindly assist to get a senior surveyor instead to response to Oi's email dated 19/06/2015.

Best Regards

**Bennie Tan**

**AIG**

Complex Claims Examiner

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**From:** Tan, Bennie-WZ

**Sent:** Monday, June 22, 2015 11:51 AM

**To:** 'Hsiao Tong'

**Cc:** 'CS A Team'

**Subject:** RE: Our Ref: 2790902821SG-003, Accident Involving SJC4865K / SHC3708L on 16/04/2015 aigencrypt

**Importance:** High

Hi Hsiao Tong

**Your Ref: CC3/AIG15006499/H1wa3**

Referring to our earlier tele-conversation.

We understand from our insured that a call was made from your colleague to arrange for height measurement for OI vehicle.

Please be informed that insured is unconvinced and upset with the answers to her queries about whether the passengers onboard affect the accuracy of the height.

Kindly get a senior surveyor to engage on OI queries and to do a physical demonstration with OI as this is a potential complain case and great caution needed to handle this case.

Please note that we will have no choice but to appoint another surveyor if this case is not handled to our expectation.

Best Regards

**Bennie Tan**

**AIG**

Complex Claims Examiner

78 Shenton Way #08-16 Singapore 079120

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**From:** Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]

**Sent:** Monday, 4 May, 2015 6:36 PM

**To:** Hsiao Tong

**Subject:** Our Ref: 2790902821SG-003, Accident Involving SJC4865K / SHC3708L on 16/04/2015 aigencrypt  
**Importance:** High

Hi Hsiao Tong

Referring to the above mentioned.

We understand that your surveyor has survey TP vehicle.

Kindly take great caution and consistency when surveying the vehicle as insured is disputing that there were old damages pertaining to TP vehicle.

Best Regards

**Bennie Tan**

**AIG**

Complex Claims Examiner

78 Shenton Way #08-16 Singapore 079120

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