

Vic (LKKAuto)

From: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Sent: Friday, 19 July, 2019 9:24 AM
To: Vic (LKKAuto)
Cc: Admin A; Hsiao Tong (LKKAuto); Olivia Lau (LKKAuto); Asher Sng (LKKAuto); Khoo, Kay-Eng
Subject: RE: Our Ref: 3507965076SG003; Your Ref: CC3/AIG16009330/K1mb3
Attachments: [EXTERNAL] Plsss review Re: Accident on 17/5/2016 involving SHB 5441Y & SFW 708A (your insured) Our Ref: TAX/05/16/2140/lg

Hi Vic,

Please assist on the above. You may proceed to settle if insured have not come back to us after our email and letter on 9/7/2019.

Thanks.

Best Regards,

Bernard Ler
AIG

Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

Bernard-JQ.Ler@aig.com | www.aig.com.sg

From: Vic (LKKAuto) [mailto:vicalpeh@lkkauto.com]
Sent: 09 July 2019 17:48
To: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Cc: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: [EXTERNAL] RE: Our Ref: 3507965076SG003; Your Ref: CC3/AIG16009330/K1mb3

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Dear Kay Eng,

We refer to the below email.

Please be informed that we called Insured Mr Vokes but to no avail.

As such, we had sent out letter and email to notify him of the TP claim and NCD issues.

We will KIV file for the time being.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
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From: Asher Sng (LKKAuto)

Sent: Tuesday, 9 July, 2019 5:29 PM

To: Khoo, Kay-Eng; Hsiao Tong (LKKAuto); Olivia Lau (LKKAuto)

Cc: Ler, Bernard-JQ; Admin A; CS A Team

Subject: RE: Our Ref: 3507965076SG003; Your Ref: CC3/AIG16009330/K1mb3

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

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 Vic,

Kindly assist.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

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

Sent: Tuesday, 9 July 2019 5:21 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>

Cc: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: Our Ref: 3507965076SG003; Your Ref: CC3/AIG16009330/K1mb3

Hi Hsiao Tong & LKK Team,

Kindly advise current status of matter.

Thank you.

Khoo Kay Eng
AIG

Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1026

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



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From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Tuesday, June 25, 2019 9:38 AM
To: Khoo, Kay-Eng
Cc: Ler, Bernard-JQ; Admin A; CS A Team
Subject: [EXTERNAL] RE: Our Ref: 3507965076SG003; Your Ref: CC3/AIG16009330/K1mb3

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Hi Mr Khoo,

Contents noted.

We will expedite the matter.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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

Sent: Tuesday, 25 June 2019 9:30 AM

To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Our Ref: 3507965076SG003; Your Ref: CC3/AIG16009330/K1mb3

Importance: High

Dear Bernard,

Thank you for your email.

Dear Hsiao Tong,

This matter with SMRT accident occurring in 2016, please prioritise and advise status on urgent basis.

Thank you.

Khoo Kay Eng

AIG

Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

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



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From: Ler, Bernard-JQ
Sent: Monday, June 24, 2019 4:59 PM
To: Khoo, Kay-Eng; 'Hsiao Tong (LKKAuto)'
Subject: RE: Our Ref: 3507965076SG003; Your Ref: CC3/AIG16009330/K1mb3

Hi Kay Eng,

Case is still at the same stage.

Hi Hsiao Tong,

For your update please.

Thanks.

Best Regards,

Bernard Ler
AIG

Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

Bernard-JQ.Ler@aig.com | www.aig.com.sg

From: Khoo, Kay-Eng
Sent: 13 June 2019 18:43
To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>
Subject: Our Ref: 3507965076SG003; Your Ref: CC3/AIG16009330/K1mb3
Importance: High

Dear Hsiao Tong,

This is a long outstanding case accident occurring in May 2016.

As per my colleague's Bernard chaser in May 2019, please expedite closure of this case within the next 5 days.

Please highlight if there are any issues on the matter.

Thank you.

Dear Bernard,

Kindly monitor and let me know if same not routed to Pending for Payment by 19th June 2019.

Thanks.

Khoo Kay Eng
AIG

Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

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Tel +(65) 6419 1026

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



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