

Hsiao Tong (LKKAuto)

From: Dally Amri, Mimi Zarina <MimiZarina.DallyAmri@aig.com>
Sent: Tuesday, 4 January 2022 10:08 AM
To: Hsiao Tong (LKKAuto)
Cc: Laili, Shahzlan; AIGSS Claims Recovery
Subject: AIGencrypt: RE: REMINDER: Pending MINDEF Response - 1845724197SG [REMINDER]
Attachments: Insurer Report.pdf; LOD.PDF; Tax Invoice & DV.pdf; GIA REPORT.pdf

Dear Hsiao Tong

Attached all the necessary documents for your perusal.

Thank you.

Sincerely,

Mimi Zarina
AIG

Senior Recovery Representative – Claims Recovery
Claims | AIG Asia Pacific Insurance Pte. Ltd.
78 Shenton Way #10-16 Singapore 079120
Tel 65-68307871
GRS-ExpressRecovery@aig.com | www.aig.sg

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: 03 January 2022 10:33
To: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Cc: Laili, Shahzlan <Shahzlan.Laili@aig.com>; Dally Amri, Mimi Zarina <MimiZarina.DallyAmri@aig.com>
Subject: [EXTERNAL] RE: REMINDER: Pending MINDEF Response - 1845724197SG [REMINDER]

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

Dear Mr Khoo,

Kindly assist to resend LOD and all the relevant documents for our further action.

Thank you for your kind assistance.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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

Sent: Wednesday, 29 December 2021 3:14 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Laili, Shahzlan <Shahzlan.Laili@aig.com>; Dally Amri, Mimi Zarina <MimiZarina.DallyAmri@aig.com>

Subject: RE: REMINDER: Pending MINDEF Response - 1845724197SG [REMINDER]

Dear Hsiao Tong

Any update?

Khoo Kay Eng

Manager – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1026
kay-eng.khoo@aig.com | www.AIG.sg

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Tuesday, December 14, 2021 11:35 AM

To: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Cc: Laili, Shahzlan <Shahzlan.Laili@aig.com>; Dally Amri, Mimi Zarina <MimiZarina.DallyAmri@aig.com>

Subject: [EXTERNAL] RE: REMINDER: Pending MINDEF Response - 1845724197SG [REMINDER]

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Dear Mr Khoo,

Apologised for late response.

We are retrieving the case file for this matter.

We will follow up and get back to you asap.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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

Sent: Tuesday, 14 December 2021 11:32 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Cc: Laili, Shahzlan <Shahzlan.Laili@aig.com>; Dally Amri, Mimi Zarina <MimiZarina.DallyAmri@aig.com>

Subject: RE: REMINDER: Pending MINDEF Response - 1845724197SG [REMINDER]

Dear Hsiao Tong and Bryan

Any update.

Khoo Kay Eng

Manager – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1026
kay-eng.khoo@aig.com | www.AIG.sg

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From: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Sent: Monday, October 18, 2021 10:16 AM
To: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Cc: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: [EXTERNAL] RE: REMINDER: Pending MINDEF Response - 1845724197SG [REMINDER]

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Dear Kay Eng

This case is under LKK's care. We have closed at our end but are seeking MINDEF's approval to re-open. We will be having a discussion with MINDEF in middle of Nov and this case is one of the matter that will be discussed.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@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: Friday, 15 October 2021 6:40 PM
To: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Subject: FW: REMINDER: Pending MINDEF Response - 1845724197SG [REMINDER]
Importance: High

Hi Bryan,

Greetings.

Can you help me on this case? It is a MNDEF matter – to be handled by your team or JP Knights?

Khoo Kay Eng

Manager – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1026
kay-eng.khoo@aig.com | www.AIG.sg

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From: Khoo, Kay-Eng
Sent: Thursday, October 14, 2021 11:54 AM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Laili, Shahzlan <Shahzlan.Laili@aig.com>; AIGSS Claims Recovery <GRS-ExpressRecovery@aig.com>
Subject: RE: REMINDER: Pending MINDEF Response - 1845724197SG [REMINDER]
Importance: High

Hi Hsiao Tong,

Noted our earlier queries appearing to have escaped your attention.

Our insured vehicle involved in an accident with MINDEF vehicle and you have advised earlier that "closed – settled with third party claimant".

Can you let us know the terms of settlement above?

Also, can you let us know if you are still handling this MINDEF matter please.

Thank you.

Khoo Kay Eng
Manager – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1026
kay-eng.khoo@aig.com | www.AIG.sg

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From: AIGSS Claims Recovery <GRS-ExpressRecovery@aig.com>
Sent: Wednesday, July 28, 2021 11:21 AM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Laili, Shahzlan <Shahzlan.Laili@aig.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; AIGSS Claims Recovery

<GRS-ExpressRecovery@aig.com>

Subject: RE: REMINDER: Pending MINDEF Response - 1845724197SG [REMINDER]

Without Prejudice

Dear Hsia Tong

May we have an update on this matter.

Please revert us the soonest.

Thank you.

Sincerely,

Mimi Zarina

AIG

Senior Recovery Representative – Claims Recovery

Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel 8001206556 Ext 1012207

GRS-ExpressRecovery@aig.com | www.aig.sg

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From: Laili, Shahzlan <Shahzlan.Laili@aig.com>

Sent: 18 August 2020 15:23

To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Cc: Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; AIGSS Claims Recovery <GRS-ExpressRecovery@aig.com>

Subject: FW: REMINDER: Pending MINDEF Response - 1845724197SG.

Importance: High

Without Prejudice

Dear Hsia Tong

We are seeking recovery (cost of repair) from MINDEF for this claims no 1845724197SG.

Please let us have an update for this case.

Thank you and Kind Regards,
Shahz

From: AIGSS Claims Recovery <GRS-ExpressRecovery@aig.com>

Sent: 13 April 2020 15:02

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Laili, Shahzlan <Shahzlan.Laili@aig.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; AIGSS Claims Recovery <GRS-ExpressRecovery@aig.com>

Subject: RE: REMINDER: Pending MINDEF Response - 1845724197SG.

Importance: High

Without Prejudice

Dear Hsia Tong

We are seeking recovery (cost of repair) from MINDEF for this claims no 1845724197SG.

Please let us have an update for this case.

Thank you.

Sincerely,

Mimi Zarina
AIG

Senior Recovery Representative - Claims Recovery
Tel 8001206556 | Ext 1012207

GRS-ExpressRecovery@aig.com | www.aig.com

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From: AIGSS Claims Recovery

Sent: 21 February 2020 13:52

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Laili, Shahzlan <Shahzlan.Laili@aig.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; AIGSS Claims Recovery <GRS-ExpressRecovery@aig.com>

Subject: RE: REMINDER: Pending MINDEF Response

Without Prejudice

Dear Hsia Tong

Referring to your remarks below, we haven't close this case yet as we still seeking recovery from MINDEF.

Up to now we haven't received any offer from MINDEF. Could you explain to us what are the settlement that AIG had settled with your good office.

Thank you.

Sincerely,

Mimi Zarina
AIG

Senior Recovery Representative - Claims Recovery
Tel 8001206556 | Ext 1012207

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: 21 February 2020 11:01

To: AIGSS Claims Recovery <GRS-ExpressRecovery@aig.com>

Cc: Laili, Shahzlan <Shahzlan.Laili@aig.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>

Subject: [EXTERNAL] REMINDER: Pending MINDEF Response

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Dear Sirs/Mdm,

Thank you for your email.

As requested: -

TP	AIG Vehicle	Mindef Vehicle	Date of Loss	DOL - Year	Claims #	Amt Recoverable	LKK Remarks
MINISTRY OF DEFENCE	GBF3389D	41593MID	21/12/2017	2017	4482765858SG	849.99	Closed. AIG had settled our claim.
MINISTRY OF DEFENCE	SDE2200C	MID21238	07/07/2016	2016	1845724197SG	3,102.02	Closed. Settled claim with third party claimant.
MINISTRY OF DEFENCE	SJG8981K	MID46308	30/04/2014	2014	800731337	2,681.50	Closed. AIG had settled our claim.

Best Regards,

Hsiao Tong, Chew (Ms) | 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: AIGSS Claims Recovery <GRS-ExpressRecovery@aig.com>

Sent: Friday, 21 February 2020 10:32 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Laili, Shahzlan <Shahzlan.Laili@aig.com>; SUR <sur@lkkauto.com>; AIGSS Claims Recovery <GRS-ExpressRecovery@aig.com>

Subject: RE: REMINDER: Pending MINDEF Response

Without Prejudice

Dear Hsia Tong

As per email below, please let us have the outcome by today.

Appreciate your prompt response.

Thank you.

Sincerely,

Mimi Zarina
AIG

Senior Recovery Representative - Claims Recovery
Tel 8001206556 | Ext 1012207

GRS-ExpressRecovery@aig.com | www.aig.com

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From: AIGSS Claims Recovery

Sent: 18 February 2020 15:25

To: Hsiao Tong <chewht@lkkauto.com>

Cc: Laili, Shahzlan <Shahzlan.Laili@aig.com>; SUR <sur@lkkauto.com>; AIGSS Claims Recovery <GRS-ExpressRecovery@aig.com>

Subject: RE: REMINDER: Pending MINDEF Response

Without Prejudice

Dear Hsia Tong

As spoken earlier, we agreed to hear from you on this Friday 21/02/2020.

Much appreciated your cooperation.

Thank you.

Sincerely,

Mimi Zarina
AIG

Senior Recovery Representative - Claims Recovery
Tel 8001206556 | Ext 1012207

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From: AIGSS Claims Recovery

Sent: 10 February 2020 16:07

To: Hsiao Tong <chewht@lkkauto.com>

Cc: Laili, Shahzlan <Shahzlan.Laili@aig.com>; AIGSS Claims Recovery <GRS-ExpressRecovery@aig.com>; SUR <sur@lkkauto.com>

Subject: RE: REMINDER: Pending MINDEF Response

Importance: High

Without Prejudice

Dear Hsia Tong

We are following up on this items.

Please let us have an update on this matter the soonest as the case has been pending quite some time.

TP	AIG Vehicle	Mindef Vehicle	Date of Loss	DOL - Year	Claims #	Amt Recoverable	LKK Remarks
MINISTRY OF DEFENCE	GBF3389D	41593MID	21/12/2017	2017	4482765858SG	849.99	
MINISTRY OF DEFENCE	SDE2200C	MID21238	07/07/2016	2016	1845724197SG	3,102.02	
MINISTRY OF DEFENCE	SJG8981K	MID46308	30/04/2014	2014	800731337	2,681.50	

Thank you.

Sincerely,

Mimi Zarina
AIG

Senior Recovery Representative - Claims Recovery
Tel 8001206556 | Ext 1012207

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