

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Thursday, 25 January, 2018 4:27 PM
To: Mutalip, Nurashikin; Shirley Hiew (LKK Auto)
Cc: Quek, Joyceline-CH; Paramchand, Varsha; Rumli, Sharizah; Admin A; Asher Sng (LKKAUTO); Vic (LKKAUTO)
Subject: RE: SID 12291026 Claim No 0848011294SG *** LKK REF - CC4/AIG17023693/Uha3

Dear All,

We refer to the below email.

We had just spoken to the Insured earlier today where Insured had informed us that he had spoken to Mr Bryan of AIG and informed him that there was no claim against his policy.

We highlighted to him that we had received a TPPD claim but Insured seems uncooperative to us as he was informed earlier that there was no claim on his policy.

We are currently pending for any evidence from the TP repairer to support their version of the accident.

Kindly assist to follow up on Insured as he prefers to speak directly to AIG.

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)



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From: Mutalip, Nurashikin [mailto:Nurashikin.Mutalip@aig.com]
Sent: Thursday, 25 January, 2018 4:13 PM
To: Shirley Hiew (LKK Auto); Vic (LKKAUTO)
Cc: Quek, Joyceline-CH; Paramchand, Varsha; Rumli, Sharizah; Admin A; Asher Sng (LKKAUTO)
Subject: RE: SID 12291026 Claim No 0848011294SG *** LKK REF - CC4/AIG17023693/Uha3

Hi LKK,

Any updates?

Thanks and Regards,

Nurashikin (Ekynn)
AIG

Claims Care Associate
AIG Asia Pacific Insurance Pte. Ltd.
78 Shenton Way AIG Building #08-16 Singapore 079120
Fax : +(65) 6835-7416
Nurashikin.Mutalip | www.aig.com.sg

From: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]
Sent: Tuesday, January 23, 2018 4:07 PM
To: Mutalip, Nurashikin; Vic (LKKAuto)
Cc: Quek, Joyceline-CH; Paramchand, Varsha; Rumli, Sharizah; Admin A; Asher Sng (LKKAuto)
Subject: RE: SID 12291026 Claim No 0848011294SG *** LKK REF - CC4/AIG17023693/Uha3

Dear Ekynn,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Dear Vic,

FYI and necessary action please.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: ShirleyHiew@lkkauto.com | fax: 6741-4108

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

From: Mutalip, Nurashikin [<mailto:Nurashikin.Mutalip@aig.com>]
Sent: Tuesday, 23 January 2018 2:56 PM
To: Admin A <admin-a@lkkauto.com>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Mutalip, Nurashikin <Nurashikin.Mutalip@aig.com>
Subject: RE: SID 12291026 Claim No 0848011294SG

Hi LKK,

Insd would like to know the status of the TP claim, please assist to advise.

Thanks and Regards,

Nurashikin (Ekynn)
AIG

Claims Care Associate
AIG Asia Pacific Insurance Pte. Ltd.
78 Shenton Way AIG Building #08-16 Singapore 079120
Fax : +(65) 6835-7416
Nurashikin.Mutalip | www.aig.com.sg

From: Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]
Sent: Tuesday, January 23, 2018 2:33 PM
To: Mutalip, Nurashikin
Cc: Quek, Joyceline-CH; Paramchand, Varsha; Rumli, Sharizah
Subject: RE: SID 12291026 Claim No 0848011294SG

Hi Ekynn,

Understand that this case is under LKK's handling, have you check with them on the action(s) taken for this claim?

Kindly advise. 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 | Fax +(65) 6835 7416

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

From: Mutalip, Nurashikin
Sent: Tuesday, January 23, 2018 2:21 PM
To: Ler, Bernard-JQ
Cc: Quek, Joyceline-CH; Paramchand, Varsha; Rumli, Sharizah; Mutalip, Nurashikin
Subject: SID 12291026 Claim No 0848011294SG

Hi Bernard,

Insd request for an email to clarify as per below:-

1. Claims \$5200 is reserved only.
2. To-date, no claims was made.
3. We should write to advise him whenever a TP claim against him.

Kindly assist.

Call ctr notes:-

****** Entered By: ssbry (Lum, Bryan) @ 22/01/2018 05:29 PM ******
Hi Claims,

DOA: 02/09/2017
Claims No. 000094041

Insured request an email to clarify.

- 1. Claims \$5200 is reserved only.**
- 2. To-date, no claims was made.**

3. We should write to advise him whenever a TP claim against him
4. After 1 year, if no claims was made against him, we will reinstate his NCD and refund him the additional premium paid.

Thanks.

**** Entered By: SSPNKP (Mutalip, Nurashikin) @ 23/01/2018 09:22 AM ****

hi, we cannot commit the No.4

**** Entered By: sspbry (Lum, Bryan) @ 23/01/2018 12:57 PM ****

Hi.

Noted.

Understood. Can we do the 1-2-3 please. This guy said he won't pay the endt until he sees sthm.

Thank you.

Thanks and Regards,

Nurashikin (Ekynn)

AIG

Claims Care Associate

AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Fax : +(65) 6835-7416

Nurashikin.Mutalip | www.aig.com.sg

From: Mutalip, Nurashikin [<mailto:cl.svc.amb8@aig.com>]

Sent: Tuesday, January 23, 2018 2:13 PM

To: Mutalip, Nurashikin

Subject: SID 12291026 Claim No 0848011294SG

Referral & Escalation Form

Staff: Mutalip, Nurashikin

Vehicle number : SLH340J

Third Party Vehicle number:

Type of Claim:

Type of Account:

Policy number : 1700078635

Policy Holder Name : MICHAEL CASTRO DELA CRUZ

Caller Name : MICHAEL CASTRO DELA CRUZ

Claims Amount :

Contact Number :

Fax:

Email : MIKE_DELACRUZ2005@YAHOO.COM

Service Description: Policy Inquiry -

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