

Olivia Lau (LKKAuto)

From: Olivia Lau (LKKAuto)
Sent: Thursday, 28 June, 2018 3:55 PM
To: Wui, Shawnkaijye; 'Rumli, Sharizah'
Cc: Quek, Joyceline-CH; Paramchand, Varsha; Mutalip, Nurashikin; Admin A; Hsiao Tong (LKKAuto); Vic (LKKAuto)
Subject: [AIG]: SID : 12670123 OC : 9723672551SG (ctc insd @ 98510063) // LKK Ref: CC3/AIG18000865/T1mb3s2
Attachments: SFJ 9955L video.MP4

[LKK Ref: CC3/AIG18000865/T1mb3s2](#)

Hi Shawn,

We have spoken to OI, Mr. Chua Seng Chye.

At this juncture, these are OI's feedback:

Based on his video, taxi is stationery before he knocked into taxi ->> OI is not "part" of the chain collision that involves the few vehicles ahead ->> OI should only pay for COR at the back which is lesser in proportion to the front (the back was hardly damaged according to him)->> there is something "fishy" about the 9K settlement

He rejected our suggestion to show him the damage photos and COR breakdown. He is also not aware how much was his own vehicle COR saying these were handled by his agent workshop.

He also said he would not have been bothered by this payout, if it had not affected his premium.

We have told him we will take his feedback to AIG.

For your further instruction if any please.

Thanks.

Best Regards,

Olivia Lau | Admin Manager

LKK Auto Consultants

phone: 6256-3561 | email: olivialau@lkkauto.com | fax: 6741-4108

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



From: Rumli, Sharizah [mailto:Sharizah.Rumli@aig.com]

Sent: Wednesday, 27 June, 2018 4:21 PM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Bevan Lim (LKK Auto) <bevanlim@lkkauto.com>

Cc: Wui, Shawnkaijye <Shawnkaijye.Wui@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Mutalip, Nurashikin <Nurashikin.Mutalip@aig.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SID : 12670123 OC : 9723672551SG (ctc insd @ 98510063)

Reminder :-

Hi All,

Any updates ? Please adv urgently .

Thanks

Sharizah Rumli (Shasha)
AIG

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +(65) 6419-1087 | Fax +(65) 6835-7416
Sharizah.rumli@aig.com | www.aig.com.sg

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From: Rumli, Sharizah
Sent: Wednesday, June 20, 2018 12:07 PM
To: 'Shu Pei (LKKAuto)'; 'Bevan Lim (LKK Auto)'
Cc: Wui, Shawnkaijye; Quek, Joyceline-CH; Paramchand, Varsha; Mutalip, Nurashikin; 'Admin A'
Subject: RE: SID : 12670123 OC : 9723672551SG (ctc insd @ 98510063)

2ND REMINDER:-

Hi Bevan,

Any updates ?

Thanks

Sharizah Rumli (Shasha)
AIG

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +(65) 6419-1087 | Fax +(65) 6835-7416
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From: Rumli, Sharizah
Sent: Tuesday, June 12, 2018 12:00 PM
To: Shu Pei (LKKAuto); Bevan Lim (LKK Auto)
Cc: Wui, Shawnkaijye; Quek, Joyceline-CH; Paramchand, Varsha; Mutalip, Nurashikin; Admin A
Subject: RE: SID : 12670123 OC : 9723672551SG (ctc insd @ 98510063)

REMINDER:-

Hi Bevan,

Any updates ?

Please adv.

Thanks

Sharizah Rumli (Shasha)
AIG

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +(65) 6419-1087 | Fax +(65) 6835-7416
Sharizah.rumli@aig.com | www.aig.com.sg

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From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]
Sent: Friday, June 08, 2018 12:58 PM
To: Rumli, Sharizah
Cc: Wui, Shawnkaijye; Quek, Joyceline-CH; Paramchand, Varsha; Mutalip, Nurashikin; Admin A; Bevan Lim (LKK Auto)
Subject: RE: SID : 12670123 OC : 9723672551SG (ctc insd @ 98510063)

Dear Sir / Madam,

Thank you for your email.

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

Please note that: -

LKK ref	Officer in charge
CC3/AIG18000865/T1MB3S2	Bevan

To check availability of the case handler, you may contact the undersigned.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

SID : 12670123 OC : 9723672551SG (ctc insd @ 98510063)

From: Rumli, Sharizah
To: Admin A, Admin-B
Cc: Wui, Shawnkaijye, Quek, Joyceline-CH, Paramchand, Varsha, Mutalip, Nurashikin
Sent: 6/8/2018 12:23:47 PM

Hi LKK,

Please assist soonest possible.

Insured request to speak to claims officer.
He wants to dispute on the 3rd Party PD claim amount.

Caller:98510063
Policy:1700033541

S1417921F

Mr Chua, chck on NCD due to latest accident in Jan

insured said that he received letter stating that claim was settled.

insured said the taxi had alrdy knocked the front car & the car infront was badly damage.
But taxi no damaged.

Insured car was behind but unable to stop in time because of wet weather & slippery rd.
Insured claimed that taxi was no damage at all.

Insured is very unhappy about the claim amount & reqst for claims officer/surveyor officer to review the claims again.
Insured also request to lower the Renewal premium.
He still want to renew & insured with AIG

Thanks

CALL CTR NOTE :-

**** Entered By: SSPSFS (Hasim, Shariff) @ 08/06/2018 11:40 AM ****

HI Team,

Please assist soonest possible.

Insured request to speak to claims officer.
He wants to dispute on the 3rd Party PD claim amount.

Caller:98510063
Policy:1700033541

S1417921F

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insured said that he received letter stating that claim was settled.

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But taxi no damaged.

Insured car was behind but unable to stop in time because of wet weather & slippery rd.
Insured claimed that taxi was no damage at all.

\$1,965.08- Old premium
\$3,163.66- RN premium

=====

O00096453 2018/01/11 00:00:00 Chain Reaction AUTOMOBILE Own Damage - Not Total Loss SGD
4,179.13 O 100 CHUA SENG CHYE

O00096453 2018/01/11 00:00:00 Chain Reaction AUTOMOBILE Third party PD SGD
9,593.30 O 100 SMRT TAXIS PTE

=====

had advised insured:
Previous NCD 40%
Upom RN, NCD is 10%

Insured is very unhappy about the claim amount & reqst for claims officer/surveyor officer to review the claims again.

Insured also request to lower the Renewal premium.
He still want to renew & insured with AIG

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From: Rumli, Sharizah [<mailto:Sharizah.Rumli@aig.com>]

Sent: Friday, 8 June 2018 12:24 PM

To: Admin A <admin-a@lkkauto.com>; Admin-B <admin-b@lkkauto.com>

Cc: Wui, Shawnkaiye <Shawnkaiye.Wui@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>;

Paramchand, Varsha <Varsha.Paramchand@aig.com>; Mutalip, Nurashikin <Nurashikin.Mutalip@aig.com>

Subject: SID : 12670123 OC : 9723672551SG (ctc insd @ 98510063)



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