

Asher Sng (LKKAuto)

From: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Sent: Thursday, 25 January 2018 11:59 AM
To: Asher Sng (LKKAuto)
Cc: Mei Kwan (LKKAuto); Vic (LKKAuto)
Subject: RE: SID 12291175 Claim No 4145226057SG

Follow Up Flag: Follow up
Flag Status: Completed

Hi Asher,

the video is inconclusive, however we can proceed to reject the TP claim based on TP's report that he was moving off from parallel parking

thanks,

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Saliha Syed Yusoff

AIG

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

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saliha.syed-yusoff@aig.com | www.aig.com.sg

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From: Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]
Sent: Friday, January 19, 2018 10:27 AM
To: Syed-Yusoff, Saliha
Cc: Mei Kwan (LKKAuto); Vic (LKKAuto)
Subject: RE: SID 12291175 Claim No 4145226057SG

Hi Saliha,

We refer to the above matter.

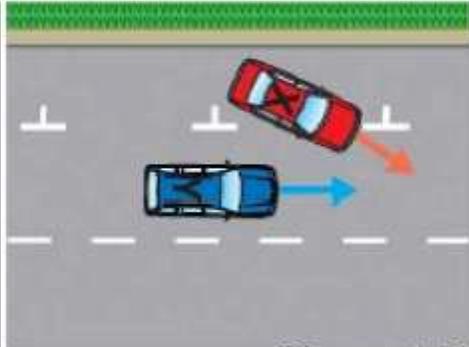
Enclosed a copy of the insured video for your perusal.

Third party reported that insured turn in from the main road and collided into his vehicle which was in the midst of turn out from the parallel parking lot.

Insured driver reported that third party move out from the parallel parking lot and collided into his right portion of his vehicle.

Based on both party report we are of the opinion that third party is more liable on the accident.

19. (a)		Reason(s): Driver X, moving off from a stationary position, should keep a proper lookout and give way to approaching traffic. He		
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	 <p style="text-align: center;"><i>Diagram 1.59</i></p> <p>Vehicle X – Moving off from stationary/parked position by the side of the road and merging into traffic</p> <p>Vehicle Y – Moving straight ahead within its own lane</p>	<p>should proceed only when (i) there is no passing/overtaking vehicle; (ii) he has given the proper signal; and (iii) it is safe to do so. Driver Y should keep a lookout for vehicles entering his path of travel and take evasive action to avoid a collision.⁵⁵</p>		
	Where Driver X moved off without signalling		90	10
	Where Driver X moved off after signalling		80	20

In view of the above, we are intending to reject TP claim.

For your approval/ comments/ instruction.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants

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

From: Syed-Yusoff, Saliha [<mailto:Saliha.Syed-Yusoff@aig.com>]
Sent: Friday, 19 January, 2018 9:04 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Mutalip, Nurashikin <Nurashikin.Mutalip@aig.com>; Admin A <admin-a@lkkauto.com>
Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>
Subject: RE: SID 12291175 Claim No 4145226057SG
Importance: High

Hi Mei Kwan,

noted that TP vehicle is quite new, does he has any video footage for our further review?

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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Thursday, January 18, 2018 6:11 PM
To: Mutalip, Nurashikin; Admin A

Cc: Quek, Joyceline-CH; Paramchand, Varsha; Rumli, Sharizah; Syed-Yusoff, Saliha
Subject: RE: SID 12291175 Claim No 4145226057SG

Dear Ekynn,

Thank you for your email.

We had contacted M/s Modern and informed them that liability is unclear and repairer will revert to their client accordingly.

Repairer understood that liability is unclear and they ask TP claimant to pay for the cost of repair but TP claimant was refused.

For TP claim, we have not authorized repairs.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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

Sent: Thursday, 18 January, 2018 5:51 PM

To: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@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>; Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Subject: FW: SID 12291175 Claim No 4145226057SG

Hi Mei Kwan,

As spoken earlier, TP called and demands to know when can we approve on his repair.

Please assist to advise on the updates.

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: Thursday, January 18, 2018 5:43 PM

To: Mutalip, Nurashikin

Subject: SID 12291175 Claim No 4145226057SG

Referral & Escalation Form

Staff: Mutalip, Nurashikin

Vehicle number : SKA9283E

Third Party Vehicle number:

Type of Claim:

Type of Account:

Policy number : 2100483571

Policy Holder Name : Tan Chin Heng

Caller Name : Tan Chin Heng

Claims Amount :

Contact Number :

Fax:

Email :

Service Description: **URGENT** Claims - Speak to Claims Examiner

**** Entered By: SSPTEP (Parthiban, Theerthan) @ 18/01/2018 01:43 PM ****

hi claims,
the TP is very unhappy as he submitted a TP claim against our insured
DOA 13 Jan 2018
One Claim 4145226057SG
however was advised by his workshop that oi did not do a reporting
therefore AIG has not responded to the claim
he demands to speak to the claim officer on this asap as this has been pending since 13 Jan
2018

kindly assist
thank you

Troy

**** Entered By: SSPNKP (Mutalip, Nurashikin) @ 18/01/2018 02:32 PM ****

Hi per merimen, our insd did filed accident report for DOA 13/01/18.

**** Entered By: SSPTEP (Parthiban, Theerthan) @ 18/01/2018 02:44 PM ****

hi claims,

so have we responded to the TP claim against insured?
as per TP his vehicle is in the workshop since 13th Jan 2018 and the TP workshop is waiting for
AIG to respond

kindly adv
thank you

Troy

**** Entered By: SSPYNS (Seretharan, Yunesh) @ 18/01/2018 04:38 PM ****

Hi Team,

The third party Mr Nelson is requesting for a callback from claims dept by today.
I told him we will arrange a callback by today or latest by 2moro.

He still demands a call today and he also threaten that he will do a Police report and post on Facebook on this matter.

Seek your assistance please.

Thank you

**** Entered By: SSPNKP (Mutalip, Nurashikin) @ 18/01/2018 05:42 PM ****(Saved Draft)

spoken to TP, advised that our surveyor will be liasing with his workshop.

He needs to check with the workshop that assisting him with the claim.

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