

**Vivian Lau (LKKAuto)**

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**From:** Vivian Lau (LKKAuto)  
**Sent:** Monday, 29 April, 2019 9:47 AM  
**To:** Olea, Maricel  
**Cc:** Admin A; Hsiao Tong (LKKAuto); Vic (LKKAuto)  
**Subject:** RE: #8309126652SG003#023# SGD4011M & SLE4731D DOA: Jan 9 2018 \*LKK REF: CC4/LCR18001078/Awa3

Dear Maricel,

**Accident on 09/01/2018 involving SLE 4731D SGD 4011M ALONG KPE TWDS TPE**

We refer to the above matter.

Be informed that TP's repairer had finalised with our surveyor since 23/01/2018 after inspection .

TP's repairer did not submit the LOD until now. In view of no further development, we will proceed to temporary close the file and submit the report to your office.

If any new development in future, we will keep you informed for an update and follow up the matter accordingly.

Thank you

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) fax: 6741-4108

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

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**From:** Olea, Maricel [mailto:Maricel.Olea@aig.com]  
**Sent:** Monday, 29 April, 2019 8:59 AM  
**To:** Vic (LKKAuto) <vicalpeh@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>  
**Subject:** #8309126652SG003#023# SGD4011M & SLE4731D DOA: Jan 9 2018 \*LKK REF: CC4/LCR18001078/Awa3

Dear Vic,

Refer to my numerous email below to your colleagues.

Please assist to look into the matter, if no direct settlement with third party workshop, I recommend to close this case.

Kindly revert, thank you.

Best Regards,

**Maricel Olea**

**AIG**

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

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**From:** Olea, Maricel

**Sent:** Friday, March 29, 2019 8:41 AM

**To:** 'Hsiao Tong (LKKAUTO)'; 'Vivian Lau (LKKAUTO)'

**Cc:** 'Admin A'

**Subject:** #8309126652SG003#023# SGD4011M & SLE4731D DOA: Jan 9 2018 \*LKK REF: CC4/LCR18001078/Awa3

Dear Hsiao Tong,

I have been chasing this file for update since Aug 2018.

Please advise status urgently, thank you.

Best Regards,

**Maricel Olea**

**AIG**

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

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**From:** Olea, Maricel  
**Sent:** Wednesday, February 27, 2019 9:51 PM  
**To:** Vivian Lau (LKKAuto)  
**Cc:** Admin A; 'Hsiao Tong (LKKAuto)'  
**Subject:** #8309126652SG003#023# SGD4011M & SLE4731D DOA: Jan 9 2018 \*LKK REF: CC4/LCR18001078/Awa3

Hi Vivian,

Any update? DOA more than a year and yet this PD claim is not settled.

Please revert.

Best Regards,

**Maricel Olea**

**AIG**

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**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Tuesday, August 28, 2018 8:01 AM  
**To:** Olea, Maricel  
**Cc:** Vivian Lau (LKKAuto); Admin A  
**Subject:** RE: #8309126652SG003#023# SGD4011M & SLE4731D DOA: Jan 9 2018 \*LKK REF: CC4/LCR18001078/Awa3

Hi Maricel,

Thank you for your email.

The case is handled by Vivian.

By copy to Vivian,

Kindly assist. CC4/LCR18001078/Awa3

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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**From:** Olea, Maricel <[Maricel.Olea@aig.com](mailto:Maricel.Olea@aig.com)>  
**Sent:** Monday, 27 August 2018 7:59 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** #8309126652SG003#023# SGD4011M & SLE4731D DOA: Jan 9 2018

Dear Hsiao Tong

Please revert status of TP claim, thank you.

Best Regards,

**Maricel Olea**

**AIG**

Senior Complex Claims Examiner

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