

## Khanchna (LKK Auto)

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**From:** Khanchna (LKK Auto)  
**Sent:** Thursday, 1 August 2019 2:37 PM  
**To:** Syed-Yusoff, Saliha  
**Subject:** RE: [2nd reminder] 7536295999SG-003

Dear Ms. Saliha,

Kindly be informed that the Third party workshop repairer informed that the claimant is yet to send in the vehicle for repair.

In view of the above, we will proceed to temporary close the file and submit WP to your office.

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

Thank you.

Best Regards,  
**Khanchna** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Sent:** Wednesday, 31 July 2019 10:02 AM  
**To:** Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>  
**Cc:** Olivia Lau (LKKAuto) <olivialau@lkkauto.com>  
**Subject:** RE: [2nd reminder] 7536295999SG-003

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir / Madam,

Thank you for your email.

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

**Hi Khanchna,**

**Kindly assist.**

Thank You.

Best Regards,  
**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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**From:** Syed-Yusoff, Saliha <[Saliha.Syed-Yusoff@aig.com](mailto:Saliha.Syed-Yusoff@aig.com)>

**Sent:** Tuesday, 30 July 2019 11:36 AM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>

**Subject:** [2nd reminder] 7536295999SG-003

Dear Asher,

Any update on this matter?

Kind Regards,  
Saliha

**Saliha Syed Yusoff**

**AIG**

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16, Singapore 079120

Tel +(65) 6419 1917 |

[www.aig.sg](http://www.aig.sg)

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**From:** Syed-Yusoff, Saliha

**Sent:** Friday, May 31, 2019 4:46 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>

**Subject:** RE: 7536295999SG-003

Dear Asher,

Any further development on this matter?

Please advise.

Thank you.

Kind Regards,  
Saliha

**Saliha Syed Yusoff**

**AIG**

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

AIG Building, 78 Shenton Way #08-16, Singapore 079120

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**From:** Asher Sng (LKKAUTO) [<mailto:AsherSng@lkkauto.com>]

**Sent:** Thursday, March 28, 2019 2:17 PM

**To:** Syed-Yusoff, Saliha <[Saliha.Syed-Yusoff@aig.com](mailto:Saliha.Syed-Yusoff@aig.com)>

**Cc:** Olivia Lau (LKKAUTO) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>

**Subject:** RE: 7536295999SG-003

Hi Saliha,

We refer to the email below.

Repairer inform that the claimant yet to send in the vehicle for repair, they have contact their client and the vehicle will be send in soon.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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**From:** Syed-Yusoff, Saliha <[Saliha.Syed-Yusoff@aig.com](mailto:Saliha.Syed-Yusoff@aig.com)>

**Sent:** Tuesday, 26 March 2019 10:59 AM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>

**Subject:** RE: 7536295999SG-003

Dear Asher,

Any updates?

Thank you

Kind Regards,  
Saliha

**Saliha Syed Yusoff**

**AIG**

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16, Singapore 079120

Tel +(65) 6419 1917 |

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**From:** Syed-Yusoff, Saliha

**Sent:** Tuesday, February 26, 2019 1:52 PM

**To:** 'Asher Sng (LKKAuto)' <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** 'Olivia Lau (LKKAuto)' <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>

**Subject:** RE: 7536295999SG-003

Dear Asher,

Any further development on this matter?

Thank you

Kind Regards,  
Saliha

**Saliha Syed Yusoff**

**AIG**

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16, Singapore 079120

Tel +(65) 6419 1917 |

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**From:** Syed-Yusoff, Saliha

**Sent:** Friday, December 7, 2018 3:51 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>

**Subject:** RE: 7536295999SG-003

**Importance:** High

Dear Asher,

As per our email below, this accident falls under chain collision and we are not liable for the claim from XD9476X as from the video, it can be clearly seen that our insured's report is more probable.

thank you,

Kind Regards,  
Saliha

**Saliha Syed Yusoff**

**AIG**

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

AIG Building, 78 Shenton Way #08-16, Singapore 079120  
Tel +(65) 6419 1917 | Fax +(65) 68357416  
[www.aig.com.sg](http://www.aig.com.sg)

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**From:** Syed-Yusoff, Saliha  
**Sent:** Tuesday, December 04, 2018 11:17 AM  
**To:** 'Asher Sng (LKKAuto)'  
**Subject:** RE: 7536295999SG-003  
**Importance:** High

Dear Asher,

Please confirm if insured driver has video as per your email below? what we have is only video form SKU5331X.

From the video it's a clear cut case of the truck encroaching into insured's path and we should assess the claim in totality including the 3<sup>rd</sup> vehicle, not just between insured and claimant.

Also, was there any inspection carried out to insured's vehicle to determine if there's any damage to its rear or otherwise?

Kind Regards,  
Saliha

**Saliha Syed Yusoff**

**AIG**

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

AIG Building, 78 Shenton Way #08-16, Singapore 079120  
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**From:** Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]  
**Sent:** Tuesday, December 04, 2018 10:58 AM  
**To:** Syed-Yusoff, Saliha  
**Subject:** RE: 7536295999SG-003

Hi Saliha,

We refer to the email below.

We have spoken to the insured driver and he mention that he was travelling path that caused him to skid, however the video he provided not able to prove.

The video only able to show that claimant did move slightly to the left and insured move the right,

but not able to prove if insured change lane or got hit and skidded cause there is not damage photo rear portion of insured vehicle.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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**From:** Syed-Yusoff, Saliha <[Saliha.Syed-Yusoff@aig.com](mailto:Saliha.Syed-Yusoff@aig.com)>  
**Sent:** Tuesday, 4 December 2018 10:42 AM  
**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Subject:** RE: 7536295999SG-003  
**Importance:** High

WITHOUT PREJUDICE

Dear Asher,

Insured driver reported that it was due to claimant encroached into his travelling path that caused him to skid to the right and hit onto SKU5331X. Have you contacted him to verify on the accident scenario?

We're of the view BOLA 28 ( C) applicable for this matter.

Kind Regards,  
Saliha

**Saliha Syed Yusoff**  
**AIG**

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

AIG Building, 78 Shenton Way #08-16, Singapore 079120  
Tel +(65) 6419 1917 | Fax +(65) 68357416  
[www.aig.com.sg](http://www.aig.com.sg)

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---

**From:** Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]  
**Sent:** Tuesday, December 04, 2018 10:37 AM  
**To:** Syed-Yusoff, Saliha  
**Subject:** RE: 7536295999SG-003

Hi Saliha,

We refer to the email below.

We are still pending LOD from third party, the video uploaded show that TP was changing lane to the left while insured change lane to the right.

In view of above, we are of the opinion that both party have equal liability.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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**From:** Syed-Yusoff, Saliha <[Saliha.Syed-Yusoff@aig.com](mailto:Saliha.Syed-Yusoff@aig.com)>  
**Sent:** Monday, 3 December 2018 3:58 PM  
**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Subject:** 7536295999SG-003  
**Importance:** High

Dear Asher,

May we have update on this matter please?

video footage uploaded onto merimen and we're of the view that claimant vehicle was the proximate cause of the accident as it was straddling in between lanes

Kind Regards,  
Saliha

**Saliha Syed Yusoff**  
**AIG**

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

AIG Building, 78 Shenton Way #08-16, Singapore 079120  
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