

Vic (LKKAUTO)

From: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Sent: Friday, 14 June, 2019 3:10 PM
To: Vic (LKKAUTO)
Cc: Admin A
Subject: RE: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018 LKK REF CC6/AIG18001934/Uhb3

Dear Vic,

Please submit report and billing for our closure.

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

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

From: Ler, Bernard-JQ
Sent: 25 April 2019 11:42
To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>
Cc: 'Bryan Ang (LKKAUTO)' <bryanang@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Naz (LKKAUTO)' <Naz@lkkauto.com>
Subject: RE: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018 LKK REF CC6/AIG18001934/Uhb3
Importance: High

Dear Vic,

Kindly advise on the below urgently.

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

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

From: Ler, Bernard-JQ
Sent: 18 April 2019 15:10
To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>
Cc: 'Bryan Ang (LKKAUTO)' <bryanang@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Naz (LKKAUTO)' <Naz@lkkauto.com>
Subject: RE: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018 LKK REF CC6/AIG18001934/Uhb3

Dear Vic,

Kindly advise whether insured has been cleared. Also, please assist to upload survey report into Merimen for our perusal.

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

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

From: Ler, Bernard-JQ
Sent: 15 April 2019 09:37
To: Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Cc: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Naz (LKKAUTO) <Naz@lkkauto.com>
Subject: RE: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018 LKK REF CC6/AIG18001934/Uhb3

Dear Vic,

I will write to them on this matter.

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

From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

Sent: 15 April 2019 09:17

To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>

Cc: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>; Naz (LKKAUTO) <Naz@lkkauto.com>

Subject: [EXTERNAL] RE: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018 LKK REF CC6/AIG18001934/Uhb3

This message is from an external sender; be cautious with links and attachments.

Dear Bernard,

We refer to your below email.

We had requested to TP to withdraw lawyer claim but it seems they are not willing to do DS for this matter. Please refer to the attached email.

Kindly advise.

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: Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]

Sent: Friday, 12 April, 2019 9:49 AM

To: Naz (LKKAUTO); Vic (LKKAUTO)

Cc: Bryan Ang (LKKAUTO); CS A Team

Subject: RE: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018 LKK REF CC6/AIG18001934/Uhb3

Thanks Naz!

Dear Vic,

As Pegasus Engineering is an ARC of MSIG, please write to them to withdraw their solicitor. In view that there is contact between both vehicles, we will direct settle with them on this case. Please proceed with settlement once insured has been cleared.

Kindly update me once you have write to them as we are bounded by the 8 weeks of the lawyer LOD (dated 18 Feb 2019) before Writ of Summons.

Much appreciated.

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

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

From: Naz (LKKAUTO) [<mailto:Naz@lkkauto.com>]

Sent: 11 April 2019 17:15

To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>

Cc: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: [EXTERNAL] Re: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018 LKK REF CC6/AIG18001934/Uhb3

Caution: External Email

Dear Mr Ler,

Attached herewith is the Height Measurement Report.

A hardcopy of the report will be forwarded to your office in due course.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

From: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>

Sent: Monday, 1 April 2019 1:27 PM

To: Naz (LKKAuto)

Subject: RE: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018 LKK REF CC6/AIG18001934/Uhb3

Thanks Naz. ▪

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

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

From: Naz (LKKAuto) [<mailto:Naz@lkkauto.com>]

Sent: 01 April 2019 12:14

To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>

Cc: Poh Kin (LKKAuto) <pohkin@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: [EXTERNAL] Re: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018 LKK REF CC6/AIG18001934/Uhb3

Caution: External Email

Dear Mr Ler,

I have completed the Height Measurement Report and forwarded it to my senior for review. I will email it to you once he has gone through it.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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From: Vic (LKKAuto)

Sent: Friday, 29 March 2019 10:15 AM

To: Ler, Bernard-JQ; Naz (LKKAUTO)
Cc: Admin A; Poh Kin (LKKAUTO); Investigation; Bryan Ang (LKKAUTO); Vic (LKKAUTO)
Subject: RE: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP)
ON 17/01/2018 LKK REF CC6/AIG18001934/Uhb3

Dear Bernard,

We take note of your below email.

Thank you.

Hi Naz,

FYNA please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]

Sent: Friday, 29 March, 2019 10:05 AM

To: Vic (LKKAUTO)

Cc: Admin A; Poh Kin (LKKAUTO); Investigation; Bryan Ang (LKKAUTO); Naz (LKKAUTO)

Subject: RE: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP)
ON 17/01/2018 LKK REF CC6/AIG18001934/Uhb3

Importance: High

Hi Vic,

Appreciate your update urgently as we would need to reply to TP lawyer on this case.

Thank you.

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

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

From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: 07 March 2019 16:13

To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>; Investigation <investigation@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Naz (LKKAuto) <Naz@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018 LKK REF CC6/AIG18001934/Uhb3

Dear Bernard,

We refer to your below email.

Our Investigator is looking into the matter and will get back to you with an update soon.

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)



Auto
Consultants
Pte Ltd

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From: Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]

Sent: Wednesday, 20 February, 2019 3:45 PM

To: Vic (LKKAuto); Naz (LKKAuto)

Cc: Admin A; Poh Kin (LKKAuto); Investigation; Bryan Ang (LKKAuto)

Subject: RE: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018 LKK REF CC6/AIG18001934/Uhb3

Dear Vic/Naz,

May I check on the latest update of this case?

Appreciate your update.

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

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

From: Bryan Ang (LKKAUTO) [<mailto:bryanang@lkkauto.com>]

Sent: Monday, October 15, 2018 12:34 PM

To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>; Naz (LKKAUTO) <Naz@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Poh Kin (LKKAUTO) <pohkin@lkkauto.com>; Investigation <investigation@lkkauto.com>

Subject: RE: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018 LKK REF CC6/AIG18001934/Uhb3

Dear Vic

Please proceed to make arrangement with insured for the inspection of her vehicle.

Height measurement case assigned to Naz.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

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

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

From: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>

Sent: Monday, 15 October 2018 11:08 AM

To: Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Poh Kin (LKKAUTO) <pohkin@lkkauto.com>; Investigation <investigation@lkkauto.com>

Subject: RE: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018 LKK REF CC6/AIG18001934/Uhb3

Dear Vic,

Please proceed to conduct Height Measurement to establish any contact between both vehicles.

Thank you.

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: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

Sent: 15 October 2018 10:15 AM

To: Ler, Bernard-JQ

Cc: Admin A; Poh Kin (LKKAUTO); Investigation; Vic (LKKAUTO)

Subject: RE: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018 LKK REF CC6/AIG18001934/Uhb3

Dear Bernard,

There was no rear video footage available.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]

Sent: Friday, 12 October, 2018 4:24 PM

To: Vic (LKKAUTO)

Cc: Admin A; Poh Kin (LKKAUTO); Investigation

Subject: RE: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018 LKK REF CC6/AIG18001934/Uhb3

Dear Vic,

Please advise whether there is any rear video footage for this accident.

Thank you.

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: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

Sent: 12 October 2018 3:31 PM

To: Ler, Bernard-JQ

Cc: Admin A; Poh Kin (LKKAUTO); Vic (LKKAUTO); Investigation

Subject: RE: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018 LKK REF CC6/AIG18001934/Uhb3

Dear Bernard,

We refer further to our below email.

Please be informed that TP repairer had insisted that there was contact between both vehicles.

As such, we suggest to conduct a Height Measurement to determine if there was contact or not.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAUTO)

Sent: Monday, 7 May, 2018 4:19 PM

To: 'Ler, Bernard-JQ'

Cc: Admin A; Bevan Lim (LKK Auto); Vic (LKKAUTO)

Subject: RE: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018

Dear Bernard,

We refer to your below email and the contents were noted.

We will check with our Insured and will get back for an update.

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: Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]

Sent: Monday, 7 May, 2018 11:55 AM

To: Vic (LKKAuto)

Cc: Admin A; Bevan Lim (LKK Auto)

Subject: RE: Your Ref: 4222949323SG _ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018

Dear Vic,

As spoken, we are unable to verify whether there is any impact based on the front video. Please request for rear video for our further review.

Besides, insured has submitted scene photo. Please seek advice from the surveyor on whether is there any damages based on the scene photo.

You may also request insured to take several photos on her front bumper to see whether there is any damages on the bumper.

Lastly, please confirm with insured driver on whether she has moved her vehicle before taking the scene photo after the alleged impact claimed by TP.

Thank you.

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: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Thursday, May 03, 2018 11:21 AM

To: Ler, Bernard-JQ

Cc: Admin A; Vic (LKKAuto); Bevan Lim (LKK Auto)

Subject: Your Ref: 4222949323SG_ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018

Your Ref: 4222949323SG

Our Ref:CC6/AIG18001934/Uhb3

Dear Bernard,

ACCIDENT INVOLVING VEHICLES SKA 8399L (OI) AND SLS 7527J (TP) ON 17/01/2018

We refer to the above matter.

TP reported that he was rear-ended by Insured vehicle.

However, our Insured reported and insisted that there was no collision between both vehicles during our telephone conversation.

As such, we had requested and TP had furnished us a copy of their client's video footage as attached.

Kindly advise as Insured had strongly denied any liability and doesn't want to settle the claim if any and TP also may take further action if no settlement will be reached.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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