

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 6 June 2018 8:49 AM
To: 'Ler, Bernard-JQ'
Subject: <Seek Mandate>: Accident Involving SJZ1212T & SDT8300D On 28/01/2018 | AIG Ref: 9201910009SG-003 *** LKK REF - CC3/AIG18002065/R1ps3

Hi Bernard,

We refer to the above matter.

The said chain collision involved 4 vehicles whereby our insured was the last vehicle. In accordance to the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%. We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer Third Party repairer "**Volkswagen Centre Singapore**" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 28,244.11	\$ 18,360.93
2. Loss of Use (10days x \$60.00)	\$ 600.00	\$ 600.00 (10days x \$60.00)
3. LTA/GIA search fee	\$ 2.00	\$ 2.00
Total	\$ 28,846.11	<u>\$ 18,962.93</u>

**09 days recommendation for repair.

All the relevant documents had been uploaded in Merimen for your perusal.

For your approval/instruction please.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Ler, Bernard-JQ [mailto:Bernard-JQ.Ler@aig.com]
Sent: Monday, 9 April 2018 4:17 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>
Subject: RE: Accident Involving SJZ1212T & SDT8300D On 28/01/2018 | AIG Ref: 9201910009SG-003 *** LKK REF - CC3/AIG18002065/R1ps3

Dear Hsiao Tong,

Investigation is cleared. Kindly proceed accordingly.

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 | Fax +(65) 6835 7416

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

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Monday, April 09, 2018 8:22 AM

To: Ler, Bernard-JQ

Cc: Admin A; Zaini (LKK Auto)

Subject: RE: Accident Involving SJZ1212T & SDT8300D On 28/01/2018 | AIG Ref: 9201910009SG-003 *** LKK REF - CC3/AIG18002065/R1ps3

Hi Bernard,

We refer to the above matter.

Kindly advise if investigation is cleared and whether we can proceed DS for this matter.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Monday, 26 March 2018 2:49 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>

Subject: RE: Accident Involving SJZ1212T & SDT8300D On 28/01/2018 | AIG Ref: 9201910009SG-003 *** LKK REF - CC3/AIG18002065/R1ps3

Hi Bernard,

Attached is a copy of video footage from third party.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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

Sent: Monday, 26 March 2018 2:41 PM

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>

Subject: RE: Accident Involving SJZ1212T & SDT8300D On 28/01/2018 | AIG Ref: 9201910009SG-003 *** LKK REF - CC3/AIG18002065/R1ps3

Dear Hsiao Tong,

Kindly assist to obtain a copy of video footage from TP for our review.

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: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

Sent: Monday, February 12, 2018 5:53 PM

To: Ler, Bernard-JQ; Hsiao Tong (LKKAuto)

Cc: Admin A; Zaini (LKK Auto)

Subject: RE: Accident Involving SJZ1212T & SDT8300D On 28/01/2018 | AIG Ref: 9201910009SG-003 *** LKK REF - CC3/AIG18002065/R1ps3

Dear Bernard,

Thank you for your email.

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

Dear Hsiao Tong,

For your information and necessary action please.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

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

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

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

Sent: Monday, 12 February 2018 2:13 PM

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

Subject: Accident Involving SJZ1212T & SDT8300D On 28/01/2018 | AIG Ref: 9201910009SG-003

Dear LKK,

We refer to the subject above.

Kindly be informed that the case has been referred for investigation as it hits our red flag indicator.

Please hold on to the case and we will inform on our investigation result before any proceedings.

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

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into

which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.