

Jas Khine (LKKAuto)

From: Jas Khine (LKKAuto)
Sent: Friday, 16 March 2018 2:14 PM
To: 'Mohamedrasheed, Rashidah'
Cc: Hsiao Tong (LKKAuto); Olivia Lau (LKKAuto)
Subject: RE: Case Assignment TP - SHD6187P - 05/02/2018 - OREF 3398227631SG-003 ***LKK
REF:CC3/AIG18002564/SYB3
Attachments: PAYMENT CHEQUE BOTH PD AND BI (TP DRIVER).pdf

Dear Rashidah,

Further to the below matter.

Please be informed that OI/OID has settled Third Party PD and BI claim privately. (please see the attached)

OI/OID has issued the payment cheque for our Professional fee as well. Therefore, we will close the matter at our end and cancel case in Merimen.

Kindly assist to inform the Under writing department to reinstate insured NCD.

Thank you.

Best Regards,
Jas Khine | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6841-2928 | email: jaskhine@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jas Khine (LKKAuto)
Sent: Thursday, 8 March 2018 10:37 AM
To: 'Mohamedrasheed, Rashidah' <Rashidah.Mohamedrasheed@aig.com>
Cc: Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Case Assignment TP - SHD6187P - 05/02/2018 - OREF 3398227631SG-003 ***LKK
REF:CC3/AIG18002564/SYB3

Dear Rashidah,

We already informed the final settlement breakdown to Insured's agent Ms Raneer. She called me yesterday and informed me that insured agreed to pay Global Sum \$6,800/-(all in). Insured will directly go to SMRT claims department to make payment.

We also informed to in-charge from SMRT and she will update me once she received payment from Insured.

Thank you.

Best Regards,

Jas Khine | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6841-2928 | email: jaskhine@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Mohamedrasheed, Rashidah [<mailto:Rashidah.Mohamedrasheed@aig.com>]
Sent: Thursday, 8 March 2018 10:29 AM
To: Jas Khine (LKKAuto) <jaskhine@lkkauto.com>
Cc: Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Case Assignment TP - SHD6187P - 05/02/2018 - OREF 3398227631SG-003 ***LKK REF:CC3/AIG18002564/SYB3

Dear Jas,

Insured, Ms Jackie contacted me awhile ago.

Only PD claim at this junction. Likely BI at later date.

To resolve claim at ground level.

She should engage with SMRT and the driver.

To obtain signed settlement with both parties.

She noted on the above.

FYI.

Thank you

Rashidah Rasheed

AIG

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

78 Shenton Way, #08-16, Singapore 079120

Tel +(65) 6419 1767 | Fax +(65) 6835 7416

Rashidah.Mohamedrasheed@aig.com | www.aig.com.sg

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From: Mohamedrasheed, Rashidah
Sent: Wednesday, March 07, 2018 5:29 PM
To: 'Jas Khine (LKKAuto)'
Cc: Olivia Lau (LKKAuto); Hsiao Tong (LKKAuto)
Subject: Case Assignment TP - SHD6187P - 05/02/2018 - OREF 3398227631SG-003 ***LKK
REF:CC3/AIG18002564/SYB3

Dear Jas,

Please proceed.

Thank you

Rashidah Rasheed

AIG

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

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From: Jas Khine (LKKAuto) [<mailto:jaskhine@lkkauto.com>]
Sent: Wednesday, March 07, 2018 5:24 PM
To: Mohamedrasheed, Rashidah
Cc: Olivia Lau (LKKAuto); Hsiao Tong (LKKAuto)
Subject: RE: Case Assignment TP - SHD6187P - 05/02/2018 - OREF 3398227631SG-003 ***LKK
REF:CC3/AIG18002564/SYB3

Dear Rashidah,

Further to the below matter.

Insured requested to provide AIG officer direct line number.

Kindly advise whether I can release your number to OI.

Thank you.

Best Regards,

Jas Khine | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6841-2928 | email: jaskhine@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jas Khine (LKKAuto)
Sent: Friday, 2 March 2018 11:42 AM
To: 'Mohamedrasheed, Rashidah' <Rashidah.Mohamedrasheed@aig.com>
Cc: Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Case Assignment TP - SHD6187P - 05/02/2018 - OREF 3398227631SG-003 ***LKK
REF:CC3/AIG18002564/SYB3

Dear Rashidah,

Below contents duly noted.

We will engage OI/OI's agent again and will advise them to settle both PD and BI claim at this level.

Thank you.

Best Regards,
Jas Khine | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6841-2928 | email: jaskhine@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Mohamedrasheed, Rashidah [<mailto:Rashidah.Mohamedrasheed@aig.com>]
Sent: Friday, 2 March 2018 11:34 AM
To: Jas Khine (LKKAuto) <jaskhine@lkkauto.com>
Subject: Case Assignment TP - SHD6187P - 05/02/2018 - OREF 3398227631SG-003 ***LKK REF:CC3/AIG18002564/SYB3

Dear Jas,

As spoken,

Definitely this claim falls under policy exclusion aka repudiation - charged for drink driving.

Please get the OI/ OID to resolve this third party claim at their level.

Bill everything i.e. your survey fees to them.

Once done, get the confirmation from SMRT TAXIS PTE LTD to withdraw against us.

Please make sure documentation i.e. SMRT withdrawing the TP claim and OI settling the claim with TP are upload in merimen.

We have not receive the bodily injury claim.

Please advice OI/ OID to resolve the BI at their level too.

Please resolve this claim soonest and let us have an update.

Thank you

Rashidah Rasheed

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way, #08-16, Singapore 079120

Tel +(65) 6419 1767 | Fax +(65) 6835 7416

Rashidah.Mohamedrasheed@aig.com | www.aig.com.sg

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From: Jas Khine (LKKAuto) [<mailto:jaskhine@lkkauto.com>]

Sent: Thursday, March 01, 2018 1:26 PM

To: Mohamedrasheed, Rashidah

Cc: Admin A; Shu Pei (LKKAuto)

Subject: RE: Case Assignment TP - SHD6187P - 05/02/2018 - OREF 3398227631SG-003 ***LKK

REF:CC3/AIG18002564/SYB3

Dear Rashidah,

Further to the below matter.

According to insured agent Ms Rany, OID drove the car without insured permission. Furthermore, OID being charged the offence of drunk driving and failed to stop after the accident. (please see the attached)

OID is willing to settle both PD and BI claim privately. OI refused to lodge the GIA report as she mentioned that she is innocent party and does not want any claims under her insurance policy.

Kindly advise whether your good office will repudiate the claim since there is a breached of policy terms and conditions.

Thank you.

Best Regards,

Jas Khine | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jaskhine@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)
Sent: Monday, 12 February 2018 9:16 AM
To: Mohamedrasheed, Rashidah <Rashidah.Mohamedrasheed@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>
Subject: RE: Case Assignment TP - SHD6187P - 05/02/2018 - OREF 3398227631SG-003 ***LKK
REF:CC3/AIG18002564/SYB3

Dear Rashidah,

Thank you for your email.

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

Dear Jas,

For your information and necessary action please.

To check availability of the case handler, you may contact the undersigned.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Mohamedrasheed, Rashidah [<mailto:Rashidah.Mohamedrasheed@aig.com>]
Sent: Friday, 9 February 2018 4:54 PM
To: Admin A <admin-a@lkkauto.com>
Subject: Case Assignment TP - SHD6187P - 05/02/2018 - OREF 3398227631SG-003

Dear Admin,

Please note, TP statement – OI smell strong alcohol.

Was police report made? PIR result?

Brief Details.

On 05/02/2018 at about 0515hrs, while I was driving along boundary road going towards Upper Paya Lebar Road. I stopped my vehicle at the junction before junction of Yio Chu Kang Link as the traffic light was red. Suddenly I felt a collision from the rear as such I got off from my vehicle. And discovered that a silver vehicle (Hyundai i30) bearing registration number SJT7135A hit onto my vehicle's rear bumper.

A Caucasian guy came out from the driver seat and blame me for causing the accident and insisted the traffic light was green however it's red. And the driver smell strong alcohol and refused to give me his particulars. As such I called for traffic police assistance. However before police arrival, the driver drove away.

Traffic police arrived and I was told to lodge a police report reference F/20180205/0072.

I wish to state that there is build-in camera in my vehicle however it's not working. There is one male passenger in my vehicle however he does not wish to pass me his particulars.

I felt stiffness at my back due to the accident however I have not seek medication treatment yet.

I'm working for SMRT Cab Company, my vehicle registration plate number is SHD6187P.

Thank you

Rashidah Rasheed

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

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From: Do-Not-Reply [<mailto:do-not-reply@merimen.com>]

Sent: Thursday, February 08, 2018 4:00 PM

To: Mohamedrasheed, Rashidah

Subject: Case Assignment TP - SHD6187P - 05/02/2018 -

This mail is associated with :
*SHD6187P (3398227631SG)
[SJT7135A]

TP

-
Feb 5 2018 12:00AM

SMRT Automotive Services Pte Ltd

Dear Mohd-Rasheed, Rashidah,

Please note that a claim has been assigned to you for handling in Merimen. For your action and follow up please.

[This mail is sent from a mailer account - do not reply to this email address]

Sent by : Mohd-Rasheed, Rashidah (AIG Asia Pacific Insurance Pte. Ltd.)