

Print Received Message

This mail is associated with :

***SLB9212T (1740896522SG)**
[SLS2167Y]

TP

HIDAYADULLA NOORULLAH

Feb 20 2018 12:00AM

[Daimler South East Asia]

Jack Cars Enterprise Pte Ltd - Ubi

From **AIG Asia Pacific Insurance Pte. Ltd. (Express) (AIG_SG_EXPRESS)**, sent on **05/09/2020 01:31 AM**.
To LKK_HQ
Subject **Alert - Adj Mandate Maintained - SLB9212T - Claim Handler: Tan, Bennie-WZ**

Maintained:Reject TP claim. Please note OI recovery successful at 100% against NTUC. Kindly advise if OI was engaged to matter and evidences been procured before this mandate request.

Re: URGENT : Re: Our Ref: 1740896522SG-003 || Accident Involving SLS2167Y / SLB9212T on 20/02/2018 - LKK REF CC4/AIG18003526/Gha3

Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Wed 9/9/2020 1:17 PM

To: Thanaletchumi Santerashigaram <thana@jackcars.com.sg>

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir/Mdm,

We refer to the above matter.

Our principal inform that our insured have sucessfully claimed from your client's insurance NTUC.

Under such a circumstances, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's claim.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108

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

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

From: Thanaletchumi Santerashigaram <thana@jackcars.com.sg>

Sent: Wednesday, September 9, 2020 11:37 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: URGENT : Re: Our Ref: 1740896522SG-003 || Accident Involving SLS2167Y / SLB9212T on 20/02/2018 - LKK REF CC4/AIG18003526/Gha3

Greetings Asher ,

Kindly update as the case is long due for closure.

Kindly reply.

Thank You.

Best Regards ,

S.Thanaletchumi (Ms)

Claims Manager

JACK CARS ENTERPRISE PTE LTD

Office : 67488824

Mobile : 91701900

Fax : 67488834

Email : thana@jackcars.com.sg

----- Forwarded message -----

From: **Thanaletchumi Santerashigaram** <thana@jackcars.com.sg>

Date: Tue, Jul 28, 2020 at 11:48 AM

Subject: Re: URGENT : Re: Our Ref: 1740896522SG-003 || Accident Involving SLS2167Y / SLB9212T on 20/02/2018 - LKK REF CC4/AIG18003526/Gha3

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Greetings Ms.Asher ,

For an amicable settlement would agree with the COR @ \$7,471.50 @ 5days.

Attached would be the LOD & it's supporting documents for your kind perusal.

Kindly reply.

Thank You.

Best Regards ,
S.Thanaletchumi (Ms)
Claims Manager
JACK CARS ENTERPRISE PTE LTD
Office : 67488824
Mobile : 91701900
Fax : 67488834
Email : thana@jackcars.com.sg

On Fri, Jul 24, 2020 at 7:49 AM Asher Sng (LKKAuto) <AsherSng@lkkauto.com> wrote:

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir,

We refer to the email below.

Enclosed the document for your easy reference.

Please be informed that our surveyor had recommended COR @ P/P \$7,471.49 with 5 working days (subject to our principal's approval).

Kindly forward us the LOD via email for our necessary action.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108

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

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

From: Thanaletchumi Santerashigaram <thana@jackcars.com.sg>

Sent: Friday, July 3, 2020 12:29 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: URGENT : Re: Our Ref: 1740896522SG-003 || Accident Involving SLS2167Y / SLB9212T on 20/02/2018 - LKK REF CC4/AIG18003526/Gha3

Greetings Ms.Asher ,

Kindly assist as the case is long due for closure.

Kindly reply.

Thank You.

Best Regards ,
S.Thanaletchumi (Ms)
JACK CARS ENTERPRISE PTE LTD
Office : 67488824
Mobile : 91701900
Fax : 67488834

Email : thana@jackcars.com.sg

----- Forwarded message -----

From: **Thanaletchumi Santerashigaram** <thana@jackcars.com.sg>

Date: Thu, May 14, 2020 at 5:00 PM

Subject: URGENT : Re: Our Ref: 1740896522SG-003 || Accident Involving SLS2167Y / SLB9212T on 20/02/2018 - LKK REF CC4/AIG18003526/Gha3

To: Vic (LKKAUTO) <vicalpeh@lkkauto.com>, Admin A <admin-a@lkkauto.com>

Cc: Guo Qiang (LKKAUTO) <GuoQiang@lkkauto.com>

Greetings ,

Kindly update on the revised amount as this case is pending for closure.

As spoken & from the earlier e-mail thread , kindly verify the 30% & the 10% . Case is as PBP & not LS.

Kindly attach the marked estimate with the revised part price.

Kindly reply.

Thank You.

Best Regards ,

S.Thanaletchumi (Ms)

JACK CARS ENTERPRISE PTE LTD

Office : 67488824

Mobile : 91701900

Fax : 67488834

Email : thana@jackcars.com.sg

On Thu, Oct 31, 2019 at 3:30 PM Thanaletchumi Santerashigaram <thana@jackcars.com.sg> wrote:

Greetings Mr. Vic ,

As spoken , kindly verify on the 30% & 10% deduction on the parts.

Kindly be informed that its a Part by Part survey & not Lump sum.

Kindly reply.

Thank You.

Best Regards ,

S.Thanaletchumi (Ms)

JACK CARS ENTERPRISE PTE LTD

Office : 67488824

Mobile : 91701900

Fax : 67488834

Email : thana@jackcars.com.sg

On Wed, Oct 2, 2019 at 9:05 AM Vic (LKKAUTO) <vicalpeh@lkkauto.com> wrote:

Without Prejudice

Dear Thana,

Please be informed that our surveyor had recommended COR @ P/P \$7,471.49 with 5 working days (subject to our principal's approval).

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: Vic (LKKAuto)

Sent: Tuesday, 17 September, 2019 2:07 PM

To: Thanaletchumi Santerashigaram; Guo Qiang (LKKAuto)

Cc: Admin A; Vic (LKKAuto)

Subject: RE: Our Ref: 1740896522SG-003 || Accident Involving SLS2167Y / SLB9212T on 20/02/2018 - LKK REF CC4/AIG18003526/Gha3

Without Prejudice

Dear Thana,

We will check on the matter and will get back to you 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: Thanaletchumi Santerashigaram [<mailto:thana@jackcars.com.sg>]

Sent: Tuesday, 17 September, 2019 1:46 PM

To: Vic (LKKAuto)

Subject: Re: Our Ref: 1740896522SG-003 || Accident Involving SLS2167Y / SLB9212T on 20/02/2018

Greetings Mr. Vic ,

As spoken , kindly revise the COR as it is Part by Part & not Lump Sum.

Kindly reply.

Thank You.

Best Regards ,

S.Thanaletchumi (Ms)

JACK CARS ENTERPRISE PTE LTD

Office : 67488824

Mobile : 91701900

Fax : 67488834

Email : thana@jackcars.com.sg

On Tue, May 28, 2019 at 3:27 PM Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com> wrote:

Hi LKK Team

Further to email dated 3rd April 2019.

Kindly let us have your updates on this matter pls.

Best Regards

Bennie Tan

AIG

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

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

From: Joy Irene (LKKAUTO) [mailto:JoyIrene@lkkauto.com]

Sent: Wednesday, April 03, 2019 6:20 PM

To: Guo Qiang (LKKAUTO)

Cc: KKLau; Olivia Lau (LKKAUTO); Celine Fong (LKKAUTO); Thanaletchumi Santerashigaram; Tan, Bennie-WZ; Admin A; CS A Team

Subject: [EXTERNAL] RE: Our Ref: 1740896522SG-003 || Accident Involving SLS2167Y / SLB9212T on 20/02/2018

Caution: External Email

Dear Guo Qiang,

For your necessary action.

Kindly respond to M/s Jackcars.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108

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

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From: Thanaletchumi Santerashigaram [mailto:thana@jackcars.com.sg]

Sent: Wednesday, 3 April 2019 5:18 PM

To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Cc: Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>

Subject: Re: Our Ref: 1740896522SG-003 || Accident Involving SLS2167Y / SLB9212T on 20/02/2018

Greetings Ms. Bennie ,

For your kind information , I am yet to get the Final COR from the surveyor despite several e-mail that had been sent , therefor I am unable to proceed with the next course of action.

PS: Ms. Joy , as spoken , kindly revert on the final COR.

Kindly revert.

Thank You.

Best Regards ,

S.Thanaletchumi (Ms)

JACK CARS ENTERPRISE PTE LTD

Office : 67488824

Mobile : 91701900

Fax : 67488834

Email : thana@jackcars.com.sg

On Sat, Mar 30, 2019 at 9:43 PM Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com> wrote:

Dear Sir / Mdm

We are the insurer of SLS2167Y at the material time of the Accident.

We note that you are acting for HIDAYADULLA NOORULLAH, the owner of SLB9212T, in their claim for Property Damages against the Auto Insurance Policy of our Insured as a result of the above Accident.

The Claim has been outstanding for more than 12 months. If we do not hear from you in writing within the next 10 working day from the date of this email, we shall proceed to close our file.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

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