

Mei Kwan (LKKAuto)

From: Chan, Kian Meng <KianMeng.Chan@aig.com>
Sent: Friday, 23 February, 2018 5:06 PM
To: Mei Kwan (LKKAuto)
Cc: Asher Sng (LKKAuto); Joy Irene (LKKAuto); Vic (LKKAuto); Admin A
Subject: RE: #4441485600SG003#027#RE: Accident involving SHD3446L & SGP3344X (AIG) ON 29/03/2016 *** LKK REF: CC3/AIG16005840/H1ha3q2-1

Follow Up Flag: Follow up
Flag Status: Completed

Categories: HMK

Dear Mei Kwan,

Done and report sent back.

Best regards,

Chan Kian Meng
AIG

Express Claims Adjuster II
SG Claims Operations | AIG Shared Services
Tel: 8001206556 | Ext 1012206

kianmeng.chan@aig.com | www.aig.com

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From: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]
Sent: Friday, February 23, 2018 3:02 PM
To: Chan, Kian Meng
Cc: Asher Sng (LKKAuto); Joy Irene (LKKAuto); Vic (LKKAuto); Admin A
Subject: RE: #4441485600SG003#027#RE: Accident involving SHD3446L & SGP3344X (AIG) ON 29/03/2016 *** LKK REF: CC3/AIG16005840/H1ha3q2-1

Dear Kian Meng,

Kindly assist to re-open case in Merimen.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Chan, Kian Meng [<mailto:KianMeng.Chan@aig.com>]
Sent: Thursday, 22 February, 2018 5:37 PM
To: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Subject: RE: #4441485600SG003#027#RE: Accident involving SHD3446L & SGP3344X (AIG) ON 29/03/2016

Dear Vic,

Thank you for the brief update; please liaise with Cecilia Lee Peng Geok, cecilialee@sparkcarcare.com by End of February soonest ya.

Best regards,
Chan Kian Meng
AIG

Express Claims Adjuster II
SG Claims Operations | AIG Shared Services
Tel: 8001206556 | Ext 1012206

Kianmeng.chan@aig.com | www.aig.com

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From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]
Sent: Thursday, February 22, 2018 5:32 PM
To: Chan, Kian Meng; Admin A
Cc: Asher Sng (LKKAuto); Joy Irene (LKKAuto); Vic (LKKAuto)
Subject: RE: #4441485600SG003#027#RE: Accident involving SHD3446L & SGP3344X (AIG) ON 29/03/2016

Dear Kian Meng,

We refer to your below email.

As per below instruction, we will proceed to settle TP claim at best.

We are now preparing offer for settlement to TP.

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: Chan, Kian Meng [<mailto:KianMeng.Chan@aig.com>]

Sent: Thursday, 22 February, 2018 5:28 PM

To: Vic (LKKAuto); Admin A

Cc: Asher Sng (LKKAuto); Joy Irene (LKKAuto)

Subject: RE: #4441485600SG003#027#RE: Accident involving SHD3446L & SGP3344X (AIG) ON 29/03/2016

Dear Vic / LKK,

Appreciate your update on this matter ya.

Best regards,

Chan Kian Meng

AIG

Express Claims Adjuster II

SG Claims Operations | AIG Shared Services

Tel: 8001206556 | Ext 1012206

Kianmeng.chan@aig.com | www.aig.com

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From: Chan, Kian Meng

Sent: Wednesday, February 14, 2018 5:25 PM

To: Vic (LKKAuto); Admin A

Cc: Asher Sng (LKKAuto); Joy Irene (LKKAuto)

Subject: RE: #4441485600SG003#027#RE: Accident involving SHD3446L & SGP3344X (AIG) ON 29/03/2016

Good day Vic / LKK,

Can I have a check with you on this claim's status? Cecilia had reach out to us again, but I am unsure whether a direct settlement has been agreed upon.

Appreciate your kind advice. Thank you.

Best regards,

Chan Kian Meng

AIG

Express Claims Adjuster II

SG Claims Operations | AIG Shared Services

Tel: 8001206556 | Ext 1012206

Kianmeng.chan@aig.com | www.aig.com

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

Sent: Thursday, January 11, 2018 2:47 AM

To: Chan, Kian Meng; Admin A

Cc: Asher Sng (LKKAuto); Vic (LKKAuto); Joy Irene (LKKAuto)

Subject: RE: #4441485600SG003#027#RE: Accident involving SHD3446L & SGP3344X (AIG) ON 29/03/2016

Dear Kian Meng,

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

We will proceed to settle the matter at best.

Kindly assist to reopen the matter in merimen.

Thank you.

Dear Team,

Please assist to reopen case.

Thank you.

"Wishes you a Merry Christmas & Happy New Year 2018"

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: Chan, Kian Meng [<mailto:KianMeng.Chan@aig.com>]

Sent: Thursday, 11 January, 2018 3:39 PM

To: Vic (LKKAuto)
Cc: Asher Sng (LKKAuto)
Subject: #4441485600SG003#027#RE: Accident involving SHD3446L & SGP3344X (AIG) ON 29/03/2016

[Without Prejudice]

Good day Vic,

We refer to Cecilia's email pertaining to claim in title. After numerous reviews on the case, please proceed with the TP claim and to manage insured expectation that liability is more on our side.

Thank you for your kind assistance and happy new year.

Best regards,

Chan Kian Meng

AIG

Express Claims Adjuster II
SG Claims Operations | AIG Shared Services
Tel: 8001206556 | Ext 1012206

Kianmeng.chan@aig.com | www.aig.com

From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]
Sent: Tuesday, January 09, 2018 11:30 AM
To: Ahmad, Syaza
Cc: Chan, Kian Meng; Laili, Shahzlan; Vic (LKKAuto)
Subject: Re: #4441485600SG001#027#RE: Accident involving SHD3446L & SGP3344X (AIG) ON 29/03/2016
Importance: High

Without Prejudice

Dear Syaza

We regret that despite reasonable effort having been made to settle our client's claim, there does not appear to be any reasonable prospects of settlement.

Since the matter cannot be resolved, please advise if AIG is agreeable to escalate the matter to GIA.

Thank you.

Best Regards

Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax:
6214 1843

From: Cecilia Lee Peng Geok/sparkcarcare/cdge/delgronotes
To: "Ahmad, Syaza" <Syaza.Ahmad@aig.com>
Cc: "Chan, Kian Meng" <KianMeng.Chan@aig.com>, "Laili, Shahzlan" <Shahzlan.Laili@aig.com>, "Vic (LKKAuto)" <vicalpeh@lkkauto.com>
Date: 12/10/2017 04:37 PM
Subject: Re: #4441485600SG001#027#RE: Accident involving SHD3446L & SGP3344X (AIG) ON 29/03/2016

Dear Syaza

We have not received any response to date. Please assist.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax:

6214 1843

From: "Ahmad, Syaza" <Syaza.Ahmad@aig.com>
To: "Vic (LKKAuto)" <vicalpeh@lkkauto.com>
Cc: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>, "Chan, Kian Meng" <KianMeng.Chan@aig.com>, "Laili, Shahzlan" <Shahzlan.Laili@aig.com>
Date: 13/09/2017 02:41 PM
Subject: #4441485600SG001#027#RE: Accident involving SHD3446L & SGP3344X (AIG) ON 29/03/2016

Hi Vic,

Kindly assist to attend the email below by repairer.

Thank you.

Regards,

Syaza Ahmad

AIG

Express Claims Adjuster

Claims Operations | AIG Shared Services

Tel: 8001206556 | Ext 1012210

Syaza.Ahmad@aig.com | www.AIG.com

From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Friday, September 08, 2017 9:18 AM

To: Ahmad, Syaza

Subject: Accident involving SHD3446L & SGP3344X (AIG) ON 29/03/2016

Importance: High

Your Ref: SGP3344X

Our Ref: T0316/SHD3446L/AG(J)-CL

Without Prejudice

Dear Syaza

Accident involving SHD3446L & SGP3344X (AIG) ON 29/03/2016

We refer to the subject matter.

We do not agree that your insured driver was absolved from liability.

Our taxi has the right of way. It was your insured driver who cut into taxi's lane that caused the accident.

Please review the case and revert with favorable reply.

Thank you.

Best Regards

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