

Hsiao Tong (LKKAUTO)

From: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Sent: Thursday, 2 August 2018 10:48 AM
To: Thin Thin (LKKAUTO)
Cc: Quek, Joyceline-CH; Paramchand, Varsha; Rumli, Sharizah; Mutalip, Nurashikin; Admin A
Subject: RE: SID 12812358 Claim No 5551167721SG

Hi Thin Thin,

Please request for video from TP. From OI's video, it is hard to conclude that OI has completed lane change. Furthermore, damage is not front-to-rear and both parties also agreed that insured driver is changing lane.

Do contact insured to advise accordingly.

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: Thin Thin (LKKAUTO) [mailto:thinthin@lkkauto.com]
Sent: 2 August 2018 10:31 AM
To: Ler, Bernard-JQ
Cc: Quek, Joyceline-CH; Paramchand, Varsha; Rumli, Sharizah; Mutalip, Nurashikin; Admin A
Subject: RE: SID 12812358 Claim No 5551167721SG

Dear Bernard,

We refer to the below matter.

We have review the video footage from our insured.

Based on footage, our insured vehicle was successfully change lane and TP collided onto our insured vehicle while he change lane.

As such, we intend to reject the claim and kindly let us have your instruction / approval please.

Best Regards,

Thin Thin Hlaing | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2360 | email: thinthin@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: Wednesday, 1 August 2018 11:08 AM
To: Thin Thin (LKKAuto) <thinthin@lkkauto.com>
Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Mutalip, Nurashikin <Nurashikin.Mutalip@aig.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SID 12812358 Claim No 5551167721SG

Hi Thin Thin,

Please look into the matter on urgent basis.

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: Mutalip, Nurashikin
Sent: 1 August 2018 11:03 AM
To: Ler, Bernard-JQ
Cc: Quek, Joyceline-CH; Paramchand, Varsha; Rumli, Sharizah; Mutalip, Nurashikin
Subject: SID 12812358 Claim No 5551167721SG

Hi Bernard,

Insd dispute on LOB mentioning that he is not at fault in the accident.
He requested to investigate the above claim & relook again his video footage.

Please assist to ctc insd, Mr Chong @ 98213984.

Call ctr notes:-

**** Entered By: SSPSFS (Hasim, Shariff) @ 01/08/2018 09:30 AM ****

Hi Claims,

Pls assist asap

REference:O00099486A

Vhcle:SGA9119U

**insured received a letter stating that claim was settled
enquire what is the outcome.**

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O00099486 2018/02/20 00:00:00 Sideswipe AUTOMOBILE Own Damage - Not Total Loss
SGD
6,237.44 O 100 CHONG KIM YOONG
O00099486 2018/02/20 00:00:00 Sideswipe AUTOMOBILE Third party PD SGD
5,200.00 O 100 RAJANS MART
Grand Total SGD
13,888.51

=====

insured said as per video footage, its not his fault.
he did signal to change to another lane because the lorry infront parked at the lane to do
unloading
But the 3rd party car suddenly banged to him.
Insured claimed that he wants to claim the 3rd party.
But was advised Mazda agent to make OD claim first.
Insured is unhappy because of this issue his NCD 30% was affected .
Thus request to investigate the above claim & relook again his video footage.
Otherwise he will engage a lawyer to fight his case.
He request for an urgent callback

Thanks

Thanks and Regards,

Nurashikin (Ekynn)

AIG

Claims Care Associate

AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Fax : +(65) 6835-7416

Nurashikin.Mutalip | www.aig.com.sg

From: Mutalip, Nurashikin [<mailto:cl.svc.amb8@aig.com>]

Sent: Wednesday, August 01, 2018 10:33 AM

To: Mutalip, Nurashikin

Subject: SID 12812358 Claim No 5551167721SG

Referral & Escalation Form

Staff: Mutalip, Nurashikin

Vehicle number : SGA9119U

Third Party Vehicle number:

Type of Claim:

Type of Account:

Policy number : 2100419435

Policy Holder Name : Chong Kim Yoong

Caller Name : Chong Kim Yoong

Claims Amount :

Contact Number : 63843585

Fax:

Email : rick008@singnet.com.sg

Service Description: Claims - Claims Status- pending claims reply

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