


Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Friday, 7 December 2018 5:08 PM
To: Mohamedrasheed, Rashidah
Cc: Admin A
Subject: RE: SHC963K (6175798072SG) *** LKK REF: CC4/AIG18005292/R1pa3

Hi Rashidah,

We refer to the above matter.

Our insured driver had viewed the video submitted by third party and comments as follows: -




Wed 5/12/2018 2:39 PM

Hanis Jazil <hanisjazil@gmail.com>

Re: ACCIDENT INVOLVING SLN 9220G(AIG) AND SHC 963K ON 18/03/2018

To: Hsiao Tong (LKKAUTO)

 You replied to this message on 6/12/2018 5:16 PM.

Hi there,

Thank you for providing me with the video.

Here are my comments:

Firstly, the scratches on the said vehicle could have been suffered from a previous incident.

Second, my passenger and I felt no jerk or bumps as we moved off from the parking lot.

Thirdly, the driver failed to alert us, there was no horns or indication whatsoever to get our attention.

Fourthly, it was a busy one way street and there were several cars. It could have been the other cars and not mine that caused the damage.

Finally, the video contains zero evidence of my car colliding with the persons vehicle. There was no jerk or bump that was visible. The video

I look forward to your response.

Regards,

Hanis

From the video, we are unable to confirm if our insured vehicle had collided onto third party vehicle. We are of the opinion that the video is inconclusive.

In view of this, kindly advise if we may proceed to reject third party claim or else advise further instruction.

Thank you.

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: Mei Kwan (LKKAuto)

Sent: Thursday, 3 May 2018 12:20 PM

To: Mohamedrasheed, Rashidah <Rashidah.Mohamedrasheed@aig.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

Subject: RE: SHC963K (6175798072SG) *** LKK REF: CC4/AIG18005292/R1pa3

Dear Rashidah,

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.

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

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: Mohamedrasheed, Rashidah [<mailto:Rashidah.Mohamedrasheed@aig.com>]

Sent: Thursday, 3 May, 2018 11:36 AM

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

Subject: SHC963K (6175798072SG)

Dear Sirs,

Please note on Ol's email and follow up.

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: Thursday, May 03, 2018 11:33 AM
To: CL.svc.amb8
Cc: Rumli, Sharizah; Paramchand, Varsha; Mutalip, Nurashikin; Quek, Joyceline-CH
Subject: SID 12571420 Claim No 6175798072SG

Hi Ekynn,

Noted and 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: Mutalip, Nurashikin [<mailto:cl.svc.amb8@aig.com>]
Sent: Wednesday, May 02, 2018 6:19 PM
To: Mohamedrasheed, Rashidah
Cc: Rumli, Sharizah; Paramchand, Varsha; Mutalip, Nurashikin; Quek, Joyceline-CH
Subject: SID 12571420 Claim No 6175798072SG

Referral & Escalation Form

Staff: Mutalip, Nurashikin

Vehicle number : SLN9220G

Third Party Vehicle number:

Type of Claim:

Type of Account:

Policy number : 2100509502

Policy Holder Name : Rohani Binte Abdul Karim

Caller Name : Rohani Binte Abdul Karim

Claims Amount :

Contact Number : 97505892

Fax:

Email : rohanie07@gmail.com

Service Description: BPU (Auto Renewal) - 1st year - Auto

Hi Rashidah ,

Pls take note that insd requested to call him firstbefore making any payout to the TP claim.

Thanks and Regards,

Ekynn

Call ctr notes:-

pl call insured 's KHUSAIRI at 93374788 before any payout from TP

☐**** Entered By: SSCYGD (Dorairajah, Yogalingam) @ 02/05/2018 04:50 PM ****

Hi Wrong Q

☐**** Entered By: sspslt (Tay Seoh Leng) @ 02/05/2018 04:56 PM ****

pl call insured 's KHUSAIRI at 93374788 before any payout from TP