

## Asher Sng (LKKAuto)

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**From:** Asher Sng (LKKAuto)  
**Sent:** Friday, 23 March 2018 8:44 AM  
**To:** 'Mutalip, Nurashikin'; Admin A  
**Cc:** Quek, Joyceline-CH; Paramchand, Varsha; Rumli, Sharizah; Md Noor, Norsiah  
**Subject:** RE: SID 12441844 Claim No 8881057633SG  
**Attachments:** Hi Asher, update

Hi Ekynn,

We refer to the email below.

We had spoken to the insured wife Ms Shelia (driver) that the liability is not in her favour as she had rear ended third party vehicle.

She agreed to let us to settle at best but she would like to know the final amount before settlement as she may want to do a private settlement (Email attached from insured driver).

Will follow up on the case and update insured and Ms Norsiah accordingly.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

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**From:** Mutalip, Nurashikin [mailto:Nurashikin.Mutalip@aig.com]

**Sent:** Monday, 19 March 2018 10:22 AM

**To:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-B <admin-b@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>; Md Noor, Norsiah <Norsiah.MdNoor@aig.com>

**Subject:** SID 12441844 Claim No 8881057633SG

Hi Asher,

I've spoken to insd earlier, he mentioned not to make any payout to the TP as he was not at fault in the accident.

Please see attached video footage.

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](mailto:Nurashikin.Mutalip) | [www.aig.com.sg](http://www.aig.com.sg)

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

**Sent:** Monday, March 19, 2018 10:04 AM

**To:** Mutalip, Nurashikin

**Subject:** SID 12441844 Claim No 8881057633SG

**Referral & Escalation Form**

**Staff:** Mutalip, Nurashikin

**Vehicle number :** SJZ5980H

**Third Party Vehicle number:**

**Type of Claim:**

**Type of Account:**

**Policy number :** 2100314573

**Policy Holder Name :** Tan Thiam Chye

**Caller Name :** Tan Thiam Chye

**Claims Amount :**

**Contact Number :** 91130911

**Fax:**

**Email :**

**Service Description:** Claims - Speak to Claims Examiner

**Call ctr notes:-**

**\*\*\*\* Entered By: SSPJCD (Gomez, Juan-Carlos) @ 16/03/2018 10:57 AM \*\*\*\***

**adv private settlement procedure, must sign by both parties to mark off  
Insured highlight spouse(driver) is not at fault and evidence submitted to workshop  
already**

**Insured want to speak to claims officer to make sure AIG will not pay TP if claim against  
them**

**DOA:27/02/2018 - TPPD - open status, adv potential claim**

**adv he can submit evidence to AIG also**

**Dear Team - pls call Mr Tan**

**\*\*\*\* Entered By: ssppdv (Paramchand, Varsha) @ 16/03/2018 11:03 AM \*\*\*\***

**no records found. any claim no.**

**\*\*\*\* Entered By: SSPJCD (Gomez, Juan-Carlos) @ 16/03/2018 06:22 PM \*\*\*\***

**I do not see any record found in AEGIS/oneclaim also however, you may refer to eWay  
under claim tab**

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