

## Hsiao Tong (LKKAUTO)

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**From:** Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>  
**Sent:** Sunday, 31 March 2019 8:46 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Olivia Lau (LKKAUTO); KKLau; Chong, Annie-PY  
**Subject:** RE: AIG ref: 5151410793SG-003 II accident involving GX9310L & YM8222J on 17/07/17

Dear Hsiao Tong,

Thank you for the clarification.

Please submit payment package in merimen, current status is "pending for survey"

Thank you

Kind Regards,  
Saliha

**Saliha Syed Yusoff**

**AIG**

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

AIG Building, 78 Shenton Way #08-16, Singapore 079120  
Tel +(65) 6419 1917 |  
[www.aig.sg](http://www.aig.sg)

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**From:** Hsiao Tong (LKKAUTO) [mailto:[chewht@lkkauto.com](mailto:chewht@lkkauto.com)]  
**Sent:** Friday, March 29, 2019 11:32 AM  
**To:** Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>  
**Cc:** Olivia Lau (LKKAUTO) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>; Chong, Annie-PY <[Annie-PY.Chong@aig.com](mailto:Annie-PY.Chong@aig.com)>  
**Subject:** RE: AIG ref: 5151410793SG-003 II accident involving GX9310L & YM8222J on 17/07/17

Hi Saliha,

Apologised for late response.

We were informed by OID Mr Wong Khai Pong that he was residing in Singapore. He is only travelling in & out between Singapore and Malaysia once a month. OID was unable to provide documentation proof as he had renewed his passport on Feb 2018.

We have uploaded all the relevant documents (ie: OID passport, authorisation letter from OI) in Merimen for your perusal.

Thank you.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** Syed-Yusoff, Saliha <[Saliha.Syed-Yusoff@aig.com](mailto:Saliha.Syed-Yusoff@aig.com)>

**Sent:** Monday, 28 January 2019 9:20 AM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>; Chong, Annie-PY <[Annie-PY.Chong@aig.com](mailto:Annie-PY.Chong@aig.com)>

**Subject:** RE: AIG ref: 5151410793SG-003 II accident involving GX9310L & YM8222J on 17/07/17

4<sup>th</sup> reminder

Dear team,

Kindly revert with an update.

Thank you.

Kind Regards,  
Saliha

**Saliha Syed Yusoff**  
**AIG**

Complex Claims Examiner  
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**From:** Syed-Yusoff, Saliha  
**Sent:** Monday, November 19, 2018 8:27 AM  
**To:** 'Hsiao Tong (LKKAUTO)'  
**Cc:** 'Olivia Lau (LKKAUTO)'; 'KKLau'  
**Subject:** RE: AIG ref: 5151410793SG-003 II accident involving GX9310L & YM8222J on 17/07/17

3<sup>rd</sup> reminder

Dear Hsiao Tong,

any update on this matter?

Thank you,

**Saliha Syed Yusoff (Ms. Saliha)**  
**AIG**

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**From:** Syed-Yusoff, Saliha  
**Sent:** Wednesday, October 17, 2018 11:40 AM  
**To:** 'Hsiao Tong (LKKAUTO)'  
**Cc:** 'Olivia Lau (LKKAUTO)'; 'KKLau'  
**Subject:** RE: AIG ref: 5151410793SG-003 II accident involving GX9310L & YM8222J on 17/07/17

Dear Team,

Any update on this matter? it's been long outstanding.

thank you,

**Saliha Syed Yusoff**  
**AIG**

Complex Claims Examiner  
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**From:** Syed-Yusoff, Saliha  
**Sent:** Friday, September 21, 2018 10:24 AM  
**To:** 'Hsiao Tong (LKKAuto)'  
**Cc:** 'Olivia Lau (LKKAuto)'; 'KKLau'  
**Subject:** RE: AIG ref: 5151410793SG-003 II accident involving GX9310L & YM8222J on 17/07/17

Dear Hsiao Tong,

Kindly provide update on this matter.

thank you,

**Saliha Syed Yusoff**  
**AIG**

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**From:** Syed-Yusoff, Saliha  
**Sent:** Wednesday, August 29, 2018 9:27 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Olivia Lau (LKKAUTO); KKLau  
**Subject:** RE: AIG ref: 5151410793SG-003 II accident involving GX9310L & YM8222J on 17/07/17

Dear Hsiao Tong,

Any update on this matter? It's been long outstanding.

thank you,

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**From:** Syed-Yusoff, Saliha  
**Sent:** Friday, August 03, 2018 2:13 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Olivia Lau (LKKAUTO)  
**Subject:** RE: AIG ref: 5151410793SG-003 II accident involving GX9310L & YM8222J on 17/07/17

Dear Hsiao Tong,

Any further update on this matter?

thank you,

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**From:** Syed-Yusoff, Saliha  
**Sent:** Wednesday, December 20, 2017 3:01 PM  
**To:** 'Zaini (LKK Auto)'  
**Cc:** Hsiao Tong (LKKAUTO)  
**Subject:** RE: AIG ref: 5151410793SG-003 II accident involving GX9310L & YM8222J on 17/07/17  
**Importance:** High

Hi Zaini,

as spoken, the key factor to look for is how long he's been staying in SG? does he reside in Singapore or he's been shuttling between JB n SG on daily basis?

if he's been staying put in SG for more than a year, he has to convert his international DL to local DL. As per his work permit, the application date was 29/08/2011. please verify how is insured "A-Mart Supermarket" related to OID employer "C&R Interiors Pte Ltd"?

**Saliha Syed Yusoff**

**AIG**

Complex Claims Examiner

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**From:** Zaini (LKK Auto) [<mailto:Zaini@lkkauto.com>]

**Sent:** Wednesday, December 20, 2017 2:15 PM

**To:** Syed-Yusoff, Saliha

**Cc:** Hsiao Tong (LKKAuto)

**Subject:** RE: AIG ref: 5151410793SG-003 II accident involving GX9310L & YM8222J on 17/07/17

WITHOUT PREJUDICE

Dear Saliha,

We refer to the email below.

The contents of the below email were duly noted.

Uploaded the necessary document in merimen for OID driving validity for your perusal.

Please be informed that the above claim is settled with LOU instead of LOR.

Kindly re-send the survey report to LKK in order for us to make the necessary amendments on our end.

Apologise for the inconvenience caused.

Best Regards,

**Zaini Kusaini** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6841-2132 | email: [Zaini@lkkauto.com](mailto:Zaini@lkkauto.com) | fax: 6741-4108

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

---

**From:** Syed-Yusoff, Saliha [<mailto:Saliha.Syed-Yusoff@aig.com>]

**Sent:** Monday, 18 December, 2017 2:55 PM

**To:** Zaini (LKK Auto)

**Cc:** Hsiao Tong (LKKAuto)

**Subject:** AIG ref: 5151410793SG-003 II accident involving GX9310L & YM8222J on 17/07/17

Hi Zaini,

Where's the rental invoice to justify the offer for LOR?

Also, noted that the driver was holding Msia Driving license and his application for work permit was on 29/08/2011. Have you verify if the driver is residing in SG?

Meanwhile, payment will be put on hold till the above has been clarified.

thanks

**Saliha Syed Yusoff**  
**AIG**

Complex Claims Examiner

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