

## Joy Irene (LKKAUTO)

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**From:** Yong, Ivy-AV <Ivy-AV.Yong@aig.com>  
**Sent:** Thursday, 7 June 2018 4:43 PM  
**To:** Joy Irene (LKKAUTO)  
**Cc:** Admin A; Vivian Lau (LKKAUTO)  
**Subject:** RE: 3800390034SG/ 12.03.2018 / CDGE SHA 1313R / LCR SLE 8345J

Hi Joy,

Please offer up to \$1000.00 (all in)

Thank you

**Ivy Yong**  
**AIG**

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

78 Shenton Way AIG Building #08-16 Singapore 079120  
Tel +64191637 | Fax +68357416  
[Ivy-AV.Yong@aig.com](mailto:Ivy-AV.Yong@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Joy Irene (LKKAUTO) [mailto:JoyIrene@lkkauto.com]  
**Sent:** Thursday, June 07, 2018 4:37 PM  
**To:** Yong, Ivy-AV  
**Cc:** Admin A; Vivian Lau (LKKAUTO)  
**Subject:** RE: 3800390034SG/ 12.03.2018 / CDGE SHA 1313R / LCR SLE 8345J

Dear Ivy,

Our offer is based on your mandate on 19/04/2018. To offer \$500.00 (all-in).

TP claim at 100% liability is at \$1,337.74, 50% of it is at \$672.61.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Yong, Ivy-AV [mailto:Ivy-AV.Yong@aig.com]  
**Sent:** Thursday, 7 June 2018 4:26 PM  
**To:** Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAUTO) <vivianlau@lkkauto.com>  
**Subject:** RE: 3800390034SG/ 12.03.2018 / CDGE SHA 1313R / LCR SLE 8345J

Dear Joy,

Your offer is based on global sum or ?

**Ivy Yong**  
**AIG**

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

78 Shenton Way AIG Building #08-16 Singapore 079120  
Tel +64191637 | Fax +68357416  
[Ivy-AV.Yong@aig.com](mailto:Ivy-AV.Yong@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Joy Irene (LKKAUTO) [mailto:JoyIrene@lkkauto.com]  
**Sent:** Thursday, June 07, 2018 4:21 PM  
**To:** Yong, Ivy-AV  
**Cc:** Admin A; Vivian Lau (LKKAUTO)  
**Subject:** RE: 3800390034SG/ 12.03.2018 / CDGE SHA 1313R / LCR SLE 8345J

Dear Ivy,

1. GS stands for Global Sum;
2. TP ComfortDelgro insisted for a 100% based on BOLA.

For your further instruction.

Thank you.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Yong, Ivy-AV [<mailto:Ivy-AV.Yong@aig.com>]  
**Sent:** Thursday, 7 June 2018 3:55 PM  
**To:** Joy Irene (LKKAUTO) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vivian Lau (LKKAUTO) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Subject:** RE: 3800390034SG/ 12.03.2018 / CDGE SHA 1313R / LCR SLE 8345J

Dear Joy,

1. What is the meaning of GS ?
2. On what basis to escalate the matter to GIA for resolution?

**Ivy Yong**  
**AIG**

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

78 Shenton Way AIG Building #08-16 Singapore 079120  
Tel +64191637 | Fax +68357416  
[Ivy-AV.Yong@aig.com](mailto:Ivy-AV.Yong@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Joy Irene (LKKAUTO) [<mailto:JoyIrene@lkkauto.com>]  
**Sent:** Thursday, June 07, 2018 3:50 PM  
**To:** Yong, Ivy-AV  
**Cc:** Admin A; Vivian Lau (LKKAUTO)  
**Subject:** RE: 3800390034SG/ 12.03.2018 / CDGE SHA 1313R / LCR SLE 8345J

Dear Ivy,

We refer to your mandate below.

TP rejected our offer (GS \$500.00) and sought for your consent to escalate the matter to GIA for resolution.

For your further instruction.

Thank you.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Yong, Ivy-AV [<mailto:Ivy-AV.Yong@aig.com>]  
**Sent:** Thursday, 19 April 2018 4:53 PM  
**To:** Joy Irene (LKKAUTO) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vivian Lau (LKKAUTO) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Subject:** RE: 3800390034SG/ 12.03.2018 / CDGE SHA 1313R / LCR SLE 8345J

Dear Irene,

Proceed and please settle this claim \$500.00 (all in) and/or below.

Thank you

**Ivy Yong**  
**AIG**

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

78 Shenton Way AIG Building #08-16 Singapore 079120  
Tel +64191637 | Fax +68357416  
[Ivy-AV.Yong@aig.com](mailto:Ivy-AV.Yong@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Joy Irene (LKKAUTO) [<mailto:JoyIrene@lkkauto.com>]  
**Sent:** Thursday, April 19, 2018 10:31 AM  
**To:** Yong, Ivy-AV  
**Cc:** Admin A; Vivian Lau (LKKAUTO)  
**Subject:** RE: 3800390034SG/ 12.03.2018 / CDGE SHA 1313R / LCR SLE 8345J

Dear Ivy,

Attached longer video clip given by TP CDGE.

It seems that TP is hesitant to provide the full video that we requested.

Their response below and we quote:

“ Please enlighten us what you mean by 'full video' when the video we forwarded earlier had already captured how was the accident happened. We attached herewith longer video, please do not ask for same evidence again to delay the claim. Furthermore, BOLA S11c is in line with this case, Your insured's statement had confirmed that he was moving out from the slip road from Eu Thong Seng Road to River

Valley Road. The video also shows the impact from left had caused taxi to swerve right".

Kindly advise further instruction.

Thank you.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Yong, Ivy-AV [<mailto:Ivy-AV.Yong@aig.com>]  
**Sent:** Thursday, 5 April 2018 10:45 AM  
**To:** Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Subject:** RE: 3800390034SG/ 12.03.2018 / CDGE SHA 1313R / LCR SLE 8345J

Dear Irene,

TP was making U-turn and changing lane from middle to 1<sup>st</sup> lane from right.

Please request the full video footage from third party workshop.

Thank you

**Ivy Yong**  
**AIG**  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120  
Tel +64191637 | Fax +68357416  
[Ivy-AV.Yong@aig.com](mailto:Ivy-AV.Yong@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]  
**Sent:** Thursday, April 05, 2018 9:48 AM  
**To:** Yong, Ivy-AV

**Cc:** Admin A; Vivian Lau (LKKAUTO)

**Subject:** RE: 3800390034SG/ 12.03.2018 / CDGE SHA 1313R / LCR SLE 8345J

Hi Ivy,

Our surveyor confirmed there were horizontal black grazed marks on the taxi's rear door/sticker which corresponds to OI vehicle's colour.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108

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

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**From:** Yong, Ivy-AV [<mailto:Ivy-AV.Yong@aig.com>]

**Sent:** Wednesday, 4 April 2018 2:17 PM

**To:** Joy Irene (LKKAUTO) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vivian Lau (LKKAUTO) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Subject:** RE: 3800390034SG/ 12.03.2018 / CDGE SHA 1313R / LCR SLE 8345J

Hi Irene,

Any paint transfer / damage on TP vehicle?

**Ivy Yong**  
**AIG**

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +64191637 | Fax +68357416

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**From:** Joy Irene (LKKAUTO) [<mailto:JoyIrene@lkkauto.com>]

**Sent:** Tuesday, April 03, 2018 10:38 AM

**To:** Yong, Ivy-AV

**Cc:** Admin A; Vivian Lau (LKKAUTO)

**Subject:** 3800390034SG/ 12.03.2018 / CDGE SHA 1313R / LCR SLE 8345J

Dear Ivy,

We attach herewith TP video for your reference.

OI (LCR) reported he did not hit the taxi at all.

From the TP video, TP had swerved to the right but we are unable to conclude that collision occurred.

Kindly let us have your view/opinion/instruction for this claim.

Thank you.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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