

Veron Chen (LKKAuto)

From: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Sent: Tuesday, 25 February 2020 4:44 PM
To: Claims
Cc: Veron Chen (LKKAuto)
Subject: RE: RE: RE: SGU 3899K-DOA: 23/03/2018 (AIG REF:2940864180SG)

Hi Nadia

Thanks for your patience.

Could you keep me in the cc loop in your fresh email to him?

We will try to exert pressure at our end too.

Thank you.

Khoo Kay Eng AIG

Manager, Auto Property Damage Claims
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1026

kay-eng.khoo@aig.com | www.aig.sg



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From: Claims [mailto:claims@premiumauto.com.sg]
Sent: Tuesday, February 25, 2020 4:41 PM
To: Khoo, Kay-Eng; 'Veron Chen (LKKAuto)'

Cc: claims@premiumauto.com.sg

Subject: [EXTERNAL] RE: RE: SGU 3899K-DOA: 23/03/2018 (AIG REF:2940864180SG)

This message is from an external sender; be cautious with links and attachments.

Dear Kay Eng,

We have exhausted all means of reaching out to him, via email, post, calls and messages.

We will continue to try to get hold of him, however it seems not possible at this point.

Best Regards,

Nadia

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 8826 8736 **p.** +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

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From: Khoo, Kay-Eng [mailto:Kay-Eng.Khoo@aig.com]

Sent: Tuesday, 25 February, 2020 4:26 PM

To: Claims <claims@premiumauto.com.sg>; 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>

Subject: RE: RE: SGU 3899K-DOA: 23/03/2018 (AIG REF:2940864180SG)

Hi Nadia

Appreciate if you can kindly drop an email to him at his Gmail address attaching the DV and for his signature.

We can then proceed with the necessary.

It will not be appropriate for us to effect payment for the OD claim when the documents are not complete; hope you understand.

Thank you.

Khoo Kay Eng

AIG

Manager, Auto Property Damage Claims

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, February 17, 2020 3:27 PM
To: Khoo, Kay-Eng; 'Veron Chen (LKKAuto)'
Cc: claims@premiumauto.com.sg
Subject: [EXTERNAL] RE: SGU 3899K-DOA: 23/03/2018 (AIG REF:2940864180SG)

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Dear Kay Eng,

I called you on 08/01/2020 regarding above case, followed up by Kee Siang a couple of weeks later.

In my first call I expressed to you the difficulties our team is facing with the client to obtain his payment for excess and signature for the necessary documents. You advised us then to proceed to try to reach out to our client again. However, he is not complying with our requests and have since then avoided our calls.

Do let me know if you need more clarification.

Best Regards,
Nadia
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
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From: Khoo, Kay-Eng [<mailto:Kay-Eng.Khoo@aig.com>]
Sent: Monday, 17 February, 2020 2:37 PM
To: claims@premiumauto.com.sg
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Subject: FW: SGU 3899K-DOA: 23/03/2018 (AIG REF:2940864180SG)

Dear Nadia,

Reference to below and noting your communication with LKK Auto Consultants on the matter.

For easy reference, can you provide me the correspondence details relating to my engagement with you on this case?

Thank you.

Khoo Kay Eng
AIG

Manager, Auto Property Damage Claims
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1026

kay-eng.khoo@aig.com | www.aig.sg



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From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]
Sent: Tuesday, February 11, 2020 2:41 PM
To: Khoo, Kay-Eng
Subject: [EXTERNAL] SGU 3899K-DOA: 23/03/2018 (AIG REF:2940864180SG)

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Dear Kay Eng,

Refer email from Premium Automobile.

Can we submit our report accordingly?

RE: LOD - FINAL REVISION - SGU3899K - OD AIG - SURVEYED 28 MAR 2018



Claims <claims@premiumauto.com.sg>
To: Veron Chen (LKKAuto); SUR; Adrian Ling (LKKAuto); Admin A
Cc: claims@premiumauto.com.sg



Dear Veron,

We would like to bring your attention to above case.

Due to unfortunate circumstances, we are consequently not able to obtain signature from the client for the DV. We seek your kind understanding in accepting this claim. For your own record, we have corresponded with Kay Eng from

Herewith soft copy of LOD for your perusal. Appreciate that you could look into it and once confirmed we will submit

Looking forward to hearing from you soon and do contact us should you have further queries.

Best Regards,
Nadia
Claims Administrator

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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