

Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: Monday, 29 July 2019 10:53 AM
To: 'Ng, Hai-Chuan'
Cc: Admin A
Subject: [Seeking instructions to Reject Third party claim] RE: 1405961141SG / LCR SLM 5786Y ON 06.04.2018 / SH 9000Z

Tracking:	Recipient	Delivery
	'Ng, Hai-Chuan'	
	Admin A	
	Meikwan@lkkauto.com	Delivered: 29/7/2019 10:53 AM
	shupeil@lkkauto.com	Delivered: 29/7/2019 10:53 AM
	olivialau@lkkauto.com	Delivered: 29/7/2019 10:53 AM

Dear Ng Hai Chuan,

The above matter and e-mail as trailed refers.

We are of the same opinion that the Third party whom was behind our Insured vehicle should not have squeezed through when it is a single lane.

As such, we intend to reject the Third party's claim.

Your approval please.

Thank you.

Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>
Sent: Monday, 29 July 2019 10:05 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: 1405961141SG / LCR SLM 5786Y ON 06.04.2018 / SH 9000Z

The point is why TP taxi squeezed through the lane since it is a single lane?

From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]
Sent: Monday, July 29, 2019 9:57 AM
To: Ng, Hai-Chuan
Cc: Admin A
Subject: [EXTERNAL] RE: 1405961141SG / LCR SLM 5786Y ON 06.04.2018 / SH 9000Z

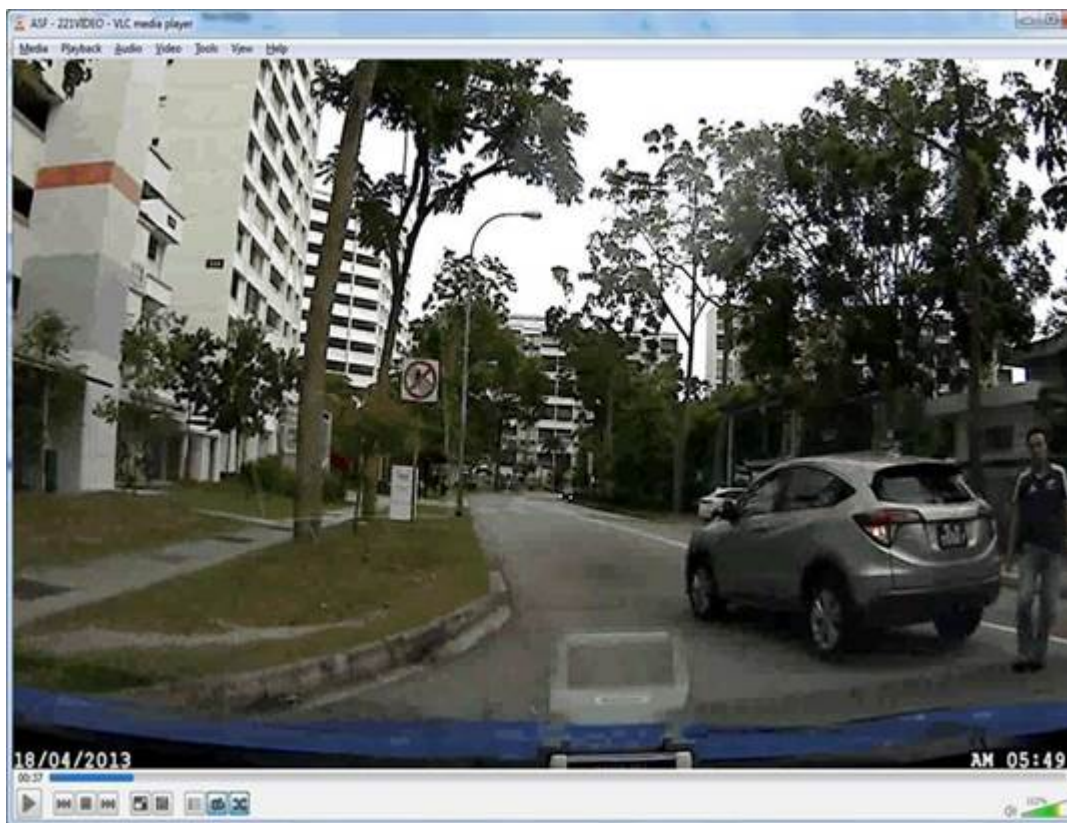
This message is from an external sender; be cautious with links and attachments.

Dear Ng Hai Chuan,

The above matter and e-mail as trailed refers.

Please be informed that CDGE is not withdrawing the claim.

Third party claims that there was a collision and provided a screenshot of Insured alighting from his vehicle (uploaded on Merimen).



Kindly let us have your opinion and or instruction whether we may proceed to offer for DS.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Sent: Monday, 29 July 2019 9:35 AM

To: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

Subject: RE: 1405961141SG / LCR SLM 5786Y ON 06.04.2018 / SH 9000Z

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Khanchna,

Kindly assist.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>

Sent: Monday, 29 July 2019 9:24 AM

To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: 1405961141SG / LCR SLM 5786Y ON 06.04.2018 / SH 9000Z

Hi Joy,

Noticed that the attached video footage is in Merimen.

Please confirm if CDGE is withdrawing the claim.

Thank you.

Regards,

Ng Hai Chuan
AIG

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

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +(65)6419 1994

Hai-Chuan.Ng@aig.com | www.aig.sg

AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards. [Click here to find out more.](#)

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From: Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]
Sent: Tuesday, June 05, 2018 10:13 AM
To: Ng, Hai-Chuan
Cc: Admin A; CS A Team
Subject: 1405961141SG / LCR SLM 5786Y ON 06.04.2018 / SH 9000Z

Dear Hai Chuan,

We refer to our e-mail correspondence below.

We requested for a longer video coverage from TP however, they refused to provide a longer coverage but provided a cut version (attached).

The video showed insured vehicle overtook TP taxi from right and OIV's left side mirror was observed being clipped.

We are of the opinion that likely, point of impact between two vehicles is at both side mirrors.

Adjusted repair cost is at \$100 which covers labour charges only and 1 day for repair.

In view of the above, kindly let us have your opinion and or instruction whether we may proceed to offer for DS.

Thank you.

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

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From: Joy Irene (LKKAuto)
Sent: Thursday, 3 May 2018 11:29 AM

To: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>

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

Subject: RE: NON-REPORTING

Dear Hai Chuan,

Noted.

We have requested for the TP video on 27/04/18.

Awaiting for their response.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108

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

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From: Ng, Hai-Chuan [<mailto:Hai-Chuan.Ng@aig.com>]

Sent: Wednesday, 2 May 2018 9:14 AM

To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

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

Subject: RE: NON-REPORTING

To obtain video footage prior to settlement.

Thank you.

From: Ng, Hai-Chuan

Sent: Wednesday, April 25, 2018 10:40 AM

To: 'Joy Irene (LKKAuto)'

Cc: Admin A

Subject: RE: NON-REPORTING

Uploaded into Merimen. Please check.

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

Sent: Wednesday, April 25, 2018 10:32 AM

To: Ng, Hai-Chuan

Cc: Admin A

Subject: RE: NON-REPORTING

Dear Hai Chuan,

We would like to request for OI GIA if available.

Kindly send us a copy.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108

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

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From: Ng, Hai-Chuan [<mailto:Hai-Chuan.Ng@aig.com>]

Sent: Thursday, 19 April 2018 10:48 AM

To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

Cc: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: RE: NON-REPORTING

Hi Joy,

Please obtain video footage and let us know the full settlement amount.

Thank you.

Regards,

Ng Hai Chuan

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +(65)6419 1994| Fax +68357416

Hai-Chuan.Ng@aig.com | www.aig.com.sg

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From: Joy Irene (LKKAUTO) [<mailto:JoyIrene@lkkauto.com>]
Sent: Thursday, April 19, 2018 10:11 AM
To: Insurance LCR SG
Cc: Ng, Hai-Chuan; Admin A; Vivian Lau (LKKAUTO)
Subject: NON-REPORTING

AIG : 1405961141SG
LKK : CC3/LCR18006708/K1jb3

LCRF PTE LTD

Policy Holder

Your Vehicle : **SLM 5786Y**
Third-Party : **SH 9000Z**
Date of Accident : 06 April 2018
Time of Accident : 16:00
Location of Accident : UBI AVE 1 TOWARDS PIE NEAR BLK 315 TRAFFIC JUNCTION

Dear Sirs,

We refer to the above subject matter. Your insurer AIG Asia Pacific Insurance Pte Ltd (AIG) has received a third party claim(s) against your motor insurance policy, and has appointed LKK Auto Consultants Pte Ltd to act on their behalf to handle this matter.

We highlight that this accident has not been reported to AIG.

Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The primary purpose of this reporting is to provide your version of the accident to AIG. Failure to report the accident may affect the standing of your insurance policy.

Kindly proceed to lodge your accident report **immediately**, giving the version of the accident amongst other things related to the accident. The accident report can be lodged at any of AIG reporting centres. For the listing of AIG reporting centres, you may refer to your Certificate of Insurance or visit AIG Singapore's website.

Should you have any clarifications, please contact the undersigned within 7 days from the date of this letter.

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

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