

## Vic (LKKAUTO)

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**From:** Vic (LKKAUTO)  
**Sent:** Monday, 9 December, 2019 10:48 AM  
**To:** Paramchand, Varsha  
**Cc:** Syed-Yusoff, Saliha; Rumli, Sharizah; Chua, Tienzhu (SG); Quek, Joyceline-CH; Admin A; Vic (LKKAUTO)  
**Subject:** RE: SID - 13835202 & CLM NO; 7807633140SG - PLS CTC INSD SON IN LAW, JAYCE - LKK REF CC4/AIG18009413/R1ha3q2

Dear Varsha,

We refer to your below email.

Please be informed that we had spoken to the Insured Driver Mr Jayce and address his concerns.

No further issue from the Insured Driver.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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**From:** Paramchand, Varsha [mailto:Varsha.Paramchand@aig.com]  
**Sent:** Monday, 9 December, 2019 10:36 AM  
**To:** Vic (LKKAUTO)  
**Cc:** Syed-Yusoff, Saliha; Rumli, Sharizah; Chua, Tienzhu (SG); Quek, Joyceline-CH; Admin A  
**Subject:** RE: SID - 13835202 & CLM NO; 7807633140SG - PLS CTC INSD SON IN LAW, JAYCE - LKK REF CC4/AIG18009413/R1ha3q2

Hi All,

Pls advise if Insd son in law has been ctc ?

Tq

Varsha

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**From:** Paramchand, Varsha  
**Sent:** Thursday, December 5, 2019 11:42 AM  
**To:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Cc:** Syed-Yusoff, Saliha <[Saliha.Syed-Yusoff@aig.com](mailto:Saliha.Syed-Yusoff@aig.com)>; Rumli, Sharizah <[Sharizah.Rumli@aig.com](mailto:Sharizah.Rumli@aig.com)>; Chua, Tienzhu (SG) <[Tienzhu.Chua1@aig.com](mailto:Tienzhu.Chua1@aig.com)>; Quek, Joyceline-CH <[JoycelineCH.Quek@aig.com](mailto:JoycelineCH.Quek@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SID - 13835202 & CLM NO; 7807633140SG - PLS CTC INSD SON IN LAW, JAYCE - LKK REF CC4/AIG18009413/R1ha3q2

HI IV,

Pls advise if Insd son in law has been ctc?

Tq

Varsha

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**From:** Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]  
**Sent:** Monday, December 2, 2019 2:26 PM  
**To:** Paramchand, Varsha <[Varsha.Paramchand@aig.com](mailto:Varsha.Paramchand@aig.com)>  
**Cc:** Syed-Yusoff, Saliha <[Saliha.Syed-Yusoff@aig.com](mailto:Saliha.Syed-Yusoff@aig.com)>; Rumli, Sharizah <[Sharizah.Rumli@aig.com](mailto:Sharizah.Rumli@aig.com)>; Chua, Tienzhu (SG) <[Tienzhu.Chua1@aig.com](mailto:Tienzhu.Chua1@aig.com)>; Quek, Joyceline-CH <[JoycelineCH.Quek@aig.com](mailto:JoycelineCH.Quek@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Subject:** [EXTERNAL] RE: SID - 13835202 & CLM NO; 7807633140SG - PLS CTC INSD SON IN LAW, JAYCE - LKK REF CC4/AIG18009413/R1ha3q2

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

Dear Varsha,

We refer to your below email and the contents were noted.

Please be informed that we called the Insured Driver but to no avail.

We will continue to follow up on him to address his query.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** Paramchand, Varsha [<mailto:Varsha.Paramchand@aig.com>]  
**Sent:** Monday, 2 December, 2019 10:21 AM  
**To:** Vic (LKKAUTO)  
**Cc:** Syed-Yusoff, Saliha; Rumli, Sharizah; Chua, Tienzhu (SG); Quek, Joyceline-CH  
**Subject:** SID - 13835202 & CLM NO; 7807633140SG - PLS CTC INSD SON IN LAW, JAYCE

Hi LKK,

Insd son in law called & unhappy we have done payment to the TP's. He mentioned his lawyer still fighting the case. Have already advised to submit the DV / LOD if he managed to claim successfully from TP but He wants to know how the claim works & wants to discuss the claim. Pls ctc Insd son in law @ 81238258 before 2 pm today.

Tq

Varsha

\*\*\*\* Entered By: SSPRBE (Esai, Rooban) @ 28/11/2019 04:26 PM \*\*\*\*

Jayce (Son in Law) called in RN details...advsd teh amnt of 942.31....advsd abt teh Claim on the policy Dt. 04/06/2019....advsd that it has been closed and AT FAULT....he says that he has claimed the TP and his lawyer is still fighting it...he wants to speak to teh Claims Officer at the earliest as he demands that he NOT AT Fault....tasked to claims for CB

☐\*\*\*\* Entered By: SSPRBE (Esai, Rooban) @ 28/11/2019 04:28 PM \*\*\*\*

Dear Team

Policy No. : 2100442089

Jayce (Son in Law) called in RN details and wntd to cnfrm the Claim on the policy Dt. 04/06/2019.

Advsd that it has been closed and AT FAULT.

He says that he has claimed the TP and his lawyer is still fighting it.

He wants to speak to the Claims Officer at the earliest as he demands that he NOT AT Fault and should NOT be penalized.

Thanks and Regards  
Rooban Raja

☐\*\*\*\* Entered By: ssppdv (Paramchand, Varsha) @ 28/11/2019 04:42 PM \*\*\*\*

4/6/19 is windscreen claim

☐\*\*\*\* Entered By: SSPRBE (Esai, Rooban) @ 28/11/2019 05:05 PM \*\*\*\*

Dear Team

My Apologies

The Claim Dt. 13/05/2018.

Thanks and Regards  
Rooban Raja

□\*\*\*\* Entered By: SSCSAN (Hasan, Siti Aishah) @ 29/11/2019 11:50 AM \*\*\*\*

wrong Q

□\*\*\*\* Entered By: ssppdv (Paramchand, Varsha) @ 29/11/2019 02:27 PM \*\*\*\*

if insd manages to claim back successfully from TP at least 80%, to fwd the docs (DV & LOD ) to us for review.

□\*\*\*\* Entered By: SSPRBE (Esai, Rooban) @ 29/11/2019 05:28 PM \*\*\*\*

Called Jayce and he insists that he still wants to speak to Claims Officer as he wants to discuss more abt the accident.....so tasked to claims again

□\*\*\*\* Entered By: SSPRBE (Esai, Rooban) @ 29/11/2019 05:31 PM \*\*\*\*

Dear Team

Jayce (Son in Law) still insists to speak to Claims Officer as she wants to discuss more about the Accidents.

He wants a call on Monday (02/12/2019) before 2 PM without Fail.

Please call him on 02/12/2019.

Thanks and Regards  
Rooban Raja

\*\*\*\* Entered By: ssppdv (Paramchand, Varsha) @ 02/12/2019 09:23 AM \*\*\*\*(Saved Draft)

7807633140SG fwd Vic LKK

*Varsha*  
*Claims / AIG Asia Pacific Insurance Pte Ltd*  
*Claims Care Associate*  
*AIG Building, 78 Shenton Way #08-16 Singapore 079120*  
[www.aig.sg](http://www.aig.sg)

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