

Our Ref : T 0518 / SHC8247S /CL(st)
Your Ref :
Date : 1-Jun-18

AIG ASIA PACIFIC INSURANCE PTE LTD
CHARTIS Buliding
78 Shenton Way
#07-16
Singapore 079120

Attn : Motor Claims Department WITHOUT PREJUDICE

Dear Sir

ACCIDENT INVOLVING OUR TAXI SHC8247S YOUR INSURED SLS5221D
AND OTHER ON 25.05.18

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor Vehicle No : **SHC8247S** which was involved in the captioned accident with your insured vehicle. The vehicle owner and the taxi driver concerned have requested and authorized us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving **SLS5221D** we are submitting these claim for your consideration on behalf of the claimants.

TAXI OWNER'S CLAIM

1	Cost of Repair	\$ 2,654.41
2	2 days Loss of Rental @ \$ 115.00 per day	\$ 230.00
3	Survey Report Fees (Surveyed by M/s LKK)	\$ -
4	GIA / LTA Search Fees	\$ 7.49
5	GIA / Police Report Fees	\$ -
6	Towing / Medical / Transporation	\$ -
Sub Total :		\$ 2,891.90

HIRER'S CLAIM

7	2 days Loss of Income @ \$ 80.00 per days	\$ 160.00
Total Claims :		\$ 3,051.90

We enclose herewith the following documents to support the claims: -

- a) Original repair bill and photocopies of photographs : 7 pcs.
b) LTA search slip/s of : SLS5221D
c) GIA / Police report/s of : SHC8247S
d) Letter of authority from owner / hirer / operator
() Photograph/s of Accident Scene () Certificate of Insurance
() Witness statement/s (x) Downtime/Mileage record

Kindly look into the matter and let us hear from you on the settlement of the said claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the taxi driver.

Yours faithfully

Cecilia Lee

Executive

CDGE Claims Department

Tel : 6214 8354 Fax: 6214 1843 Email : cecilialee@sparkcarcare.com

This is a computer generated letter. No signature is required.

CDGE Taxi Claims Dept
59 Loyang Drive 4th Floor
Singapore 508969

ComfortDelGro Engineering Pte Ltd
205 Braddell Road Singapore 579701

Mainline +65 6383 6280
Facsimile +65 6280 9755

www.cdge.com.sg

Company Registration No: 199506048W

Workshops

Braddell
205 Braddell Road
Singapore 579701

Loyang
59 Loyang Drive
Singapore 508969

Sin Ming
383 Sin Ming Drive
Singapore 575717

Pandan
45 Pandan Road
Singapore 609286

Ubi
320 Ubi Road 3
Singapore 408649

Senoko
24 Senoko Loop
Singapore 758156

Sungei Kadut
7 Sungei Kadut Way
Singapore 728791

Yishun
501 Yishun Industrial Park A
Singapore 768732

LETTER OF AUTHORISATION

(NAF / PAF)

**ACCIDENT INVOLVING i 40 SHC8247S , SLS5221D
ALONG AIRPORT T2 DEPARTURE****ON 25-May-18 09:25**I / We **ONG CHOON YIAM** (Hirer) NRIC No.: **S1796316C**

and/or (Relief) NRIC No.:

Taxi Number **SHC8247S**

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

1. To submit my/our claims for damages, costs and expense, including loss of income, loss of rental, medical fee and legal costs.
2. To have absolute discretion to agree to any settlement or compensation amount in respect of my/our claim against third party (except personal injuries and medical claims).
3. To sign Discharge Voucher on my/our behalf.
4. To accept any payment (claim proceeds) in respect of the claim against third party and payment by cheque shall be forward directly to CDGE in accordance with CDGE's instruction and made in favour of **"ComfortDelGro Engineering Pte Ltd"**.

Date **25-May-2018**Name of Hirer **ONG CHOON YIAM**
Hirer NRIC **S1796316C**

Signature :

Address **812 YISHUN RING ROAD #08-4153
760812**Contact No. **90147501**

RELEASE VOUCHER
(AIG Asia Pacific - Express Third Party Claim)

"We/I, **COMFORTDELGRO ENGINEERING PTE LTD** ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd **LKK AUTO CONSULTANTS PTE LTD** (name of surveyor) with respect to the amount claimed for **S\$2,900.00** (Global Sum) for vehicle no. **SHC 8247S** that was damaged pursuant to the accident which occurred on **25/05/2018** (date) along **AIRPORT T2 DEPARTURE** (location) involving vehicle no/s **SLS 5221D**.

This is pursuant to the inspection conducted on **25/05/2018** (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner **COMFORT TRANSPORTATION PTE LTD** ("the third party claimant") of vehicle no. **SHC 8247S** make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to **SHC 8247S** (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

Please forward your cheque made payable to:
COMFORTDELGRO ENGINEERING PTE LTD

Dated this 16 (day) of 02 (month) 2021 (year)



AWK

Signed by appointed surveyor

Aileen Tan
AILEEN TAN
Manager, Claims

Signed by "the workshop" (with chop)

CLAIMS DEPARTMENT
COMFORTDELGRO ENGINEERING PTE LTD
59 LOYANG DRIVE
SINGAPORE 50909

"The contents of this document apply to vehicle damages only.
All personal injuries and damages arising therefrom are excluded
from the ambit and application of this document"

GST REG. NO. M2-8921817-3

TAX INVOICE

COMPANY REG. NO.: 199506048W

Page: 1

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

#08-16 78 SHENTON WAY, CHARTIS BUILD
SINGAPORE SG 079120

CONTACT NO: 64193000 3225094

VEHICLE NO
SHC8247S

MAKE
HYUNDAI

MODEL
I-40

DATE OF REG
16.07.2015

CHASSIS CODE
KMHLB41UMGU075427

INV. NO/DATE
91375123 30.05.2018

JOB NO.
305164440

ODOMETER READING

DATE/TIME IN
25.05.2018 09:40

Description : 3P 25.05.18

S/No Part No.

Qty Unit Price %Disc Net

PART REQUISITION

0001	04-01-0103-2322	140V3 BUMPER W LIP & FOG	1	1,052.20	20.00	841.76
0002	04-01-0103-2164	140V3 GRILLE ASSY-RADIATO	1	1,480.00	20.00	1,184.00
0003	FNPS	NO PLATE(S)WITH CASING	1	55.00	0.00	55.00
SUB-TOTAL			:			2,080.76

JOB NATURE

0001	L	PANEL BEATING- FRT.	200.00	200.00
0002	23-502	SPRAYPAINT ON AFFECTED AREA	200.00	200.00
SUB-TOTAL			:	400.00

- WHILST TAKING ALL REASONABLE PRECAUTIONS AGAINST FIRE, THEFT OR ACCIDENTAL DAMAGE, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR CARS OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE DRIVEN AND TESTED AT OWNERS' RISK.
- CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY GIVE NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS. OTHERWISE, THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.
- INTEREST OF 1% PER MONTH WILL BE CHARGED ON A DAY TO DAY BASIS IN RESPECT OF ANY AMOUNT DUE AND OWING TO THE COMPANY BY THE CUSTOMER AND NOT PAID ON THE DUE DATE OF PAYMENT (I.E. AFTER 30 DAYS FROM THE INVOICE) FOR THE PERIOD OF DEFAULT.
- PLEASE EXAMINE THIS INVOICE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY ERRORS OR DISCREPANCIES WITHIN 14 DAYS OF RECEIPT. IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL TREAT THIS INVOICE AS CORRECT AND BINDING.

ComfortDelGro Engineering Pte Ltd

A member of COMFORTDELGRO

Head Office:
205 Braddell Road
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010004	91375123	2,654.41	

GST REG. NO. M2-8921817-3

TAX INVOICE

COMPANY REG. NO.: 199506048W
Page: 2

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

#08-16 78 SHENTON WAY, CHARTIS BUILD
SINGAPORE SG 079120

CONTACT NO: 64193000 3225094

VEHICLE NO
SHC8247S

MAKE
HYUNDAI

MODEL
I-40

DATE OF REG
16.07.2015

CHASSIS CODE
KMBLB41UMGU075427

INV. NO/DATE
91375123 30.05.2018

JOB NO.
305164440

ODOMETER READING

DATE/TIME IN
25.05.2018 09:40

Items total	2,480.76
Add GST @ 7.000 %	173.65
Invoice amount	2,654.41

Issued by : KATHERINETAN 30.05.2018 11:52:16
Repair type : CLSO/57/57
Payment type/Term: /Credit 30 days

- WHILST TAKING ALL REASONABLE PRECAUTIONS AGAINST FIRE, THEFT OR ACCIDENTAL DAMAGE, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR CARS OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE DRIVEN AND TESTED AT OWNERS' RISK.
- CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY GIVE NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS, OTHERWISE, THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.
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ComfortDelGro Engineering Pte Ltd

A member of COMFORTDELGRO

Head Office:
205 Braddell Road
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010004	91375123	2,654.41	

Our Ref: CT18050690

Date: 30 May 2018



TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON	25/05/2018 @ 09:25 hrs
ALONG	AIRPORT T2 DEPARTURE
INVOLVING	SLS5221D

We refer to the above-mentioned accident and wish to inform that **Comfort Transportation Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SHC8247S** (the "Taxi"). The Taxi was hired to **ONG CHOON YIAM IC NO S1796316C** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$115.00** per day (inclusive of GST).

Please be advised that the Taxi was insured with **MS First Capital Insurance Ltd** on a third party basis at the material time of the accident.

We wish to confirm that the aforesaid hirer-operator had obtained our permission to undertake repairs for damage on the Taxi arising from the said accident with a motor workshop of his choice.

Please liaise with the said hirer-operator or his authorized workshop directly for settlement of claims with third party's insurance company in respect of the said accident.

Yours faithfully

Christine Tay
Assistant Manager, Fleet Safety

This is a computer generated letter. No signature is required.

SHC80475

MILEAGE READING				MILEAGE TRAVELLED (KM)		HOURS OPERATED (TI)		NAME OF DRIVER	MILEAGE READING				MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)	
						FROM	TO							FROM	TO
383	91	7				0526	1234	230578	004	386	2342			1735	2358
384	07	8				1735	2306	240518	004	386	593			0528	1300
384	30	9				0529	1213	240518	004	386	828			1730	2330
384	50	0				0610	0115	250518	004	386				0528	0938
384	70	2				1200	1755	260518	Accident	14				0940	-
384	95					0630	2220	260518	Repair					1300	-
385	15	9				0519	1300								
385	33	6				1740	2250								
385	56	5				0528	1340								
385	79	7				1735	0018								
386	07	7				0528	1300								

Enquire Vehicle Insurer

Vehicle No.	Incident Date/Time	Search Status	Insurance Company Code	Insurance Company Name
SLS5221D	25 May 2018 / 09:25:00	Successful	A04	AIG ASIA PACIFIC INSURANCE PTE. LTD.

Previous OK



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

30 NOVEMBER 2018

ROBERTS DANIEL
25 ORANGE GROVE ROAD
#05-02
SINGAPORE 258351

By Post & By Email

Dear Sir/Madam,

OUR REF : CC3/AIG18009620/K1hb3
YOUR REF : SLS 5221D
ACCIDENT INVOLVING SLS 5221D AND SHC 8247S ALONG CHANGI AIRPORT T2
DEPARTURE AREA ON 25.05.2018

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from Body Repairer/Workshop acting on behalf of the owner of SHC 8247S against your motor insurance policy.

Based on the accident report and accident scenario, it was reported that your vehicle had collided to the Third-Party vehicle SHC 8247S. As such, liability may not be on your favour.

Please be informed that your No Claim Discount (NCD – if any) may be affected as a result of the claim against your policy.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defense, please reply to us within 10 days from the date of this letter.

Your full co-operation in the handling of the claim is required and kindly submit the following to vicalpeh@lkkauto.com within 10 days from the date of this letter **if not provided at AIG's reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AIG's prior knowledge and consent.

This letter should **not** be regarded as a waiver by AIG of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AIG shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6256 3561 or email us at vicalpeh@lkkauto.com.

Please quote the claim reference when you contact us that we can assist you more effectively.

Yours sincerely,


Vic Alpeh
Case Handler
DID: 6841 2096
FAX: 6741 4108
Email: vicalpeh@lkkauto.com

c.c. AIG Asia Pacific Insurance Pte Ltd
(Motor Claims Dept)

Dmroberts943@gmail.com
(Email)

Hsiao Tong (LKKAUTO)

From: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Sent: Monday, 15 February 2021 4:24 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A; Jaslin Kok (LKK Auto)
Subject: RE: [Reminder 11] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG] *** LKK REF: CC3/AIG18009620/K1rb3

Dear Hsiao Tong,

Please proceed to offer third party as recommendation.

Thank you

Norsiah MdNoor

Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1606
Norsiah.MdNoor@aig.com | www.AIG.sg

If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.

From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Monday, February 15, 2021 2:17 PM
To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Subject: [EXTERNAL] RE: [Reminder 11] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG] *** LKK REF: CC3/AIG18009620/K1rb3

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

Hi Norsiah,

Further to our below email.

We are of the view that the damages sustained and the adjusted cost of repair to the third party vehicle is consistent to the nature of the accident.

The summary of claim is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 3,428.41	\$ 2,654.41
2. Loss of Rental (2days x \$115.00)	\$ 230.00	\$ 230.00 (2days x \$115.00)
3. Loss of Income (2days x \$80.00)	\$ 160.00	\$ 100.00 (2days x \$50.00)
4. LTA/GIA Search Fee	\$ 7.49	\$ 7.49
Total	\$ 3,825.90	\$ 2,991.90

Kindly advise if we may proceed to negotiate settlement up to \$2,991.90(all-in) with third party repairer or else advise your instruction. Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Monday, 8 February 2021 2:49 PM

To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>

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

Subject: RE: [Reminder 11] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG] *** LKK REF: CC3/AIG18009620/K1rb3

Dear Norsiah

Please be informed that this is a part by part repair and the case was sometime back. Hence TP workshop couldn't reduce the cost.

Kindly let us have your instructions.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)

Sent: Wednesday, 13 January 2021 9:02 AM

To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>

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

Subject: RE: [Reminder 11] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG] *** LKK REF: CC3/AIG18009620/K1rb3

Dear Norsiah

Tried to call you but to no avail.

You can call us back @ 6841 2157.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Wednesday, 30 December 2020 11:41 AM

To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: RE: [Reminder 11] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG] *** LKK REF: CC3/AIG18009620/K1rb3

Dear Norsiah,

Case reassign to Jaslin.

Hi Jaslin,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

"Best Wishes for Merry Christmas & Happy New Year 2021"

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>

Sent: Wednesday, 30 December, 2020 11:32 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: FW: [Reminder 11] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG]

Dear Mei Kwan,

Who take over this matter.

I need to discuss.

Thank you

Norsiah MdNoor

Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd

AIG Building

78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 0616

Norsiah.MdNoor@aig.com | www.AIG.sg

If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Thursday, November 12, 2020 11:13 AM
To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Cc: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: [EXTERNAL] RE: [Reminder 11] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG]

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

Dear Norsiah,

We refer to the above matter.

Kindly let us have your further instruction as third party is chasing for settlement.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]
Sent: Thursday, 8 October 2020 12:07 AM
To: Jia Le (LKK Auto); Md Noor, Norsiah
Cc: Khoo, Kay-Eng; KKLau
Subject: RE: [Reminder 11] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG]

Hi Norsiah

For your follow up with the necessary discussion / advice to Jia Le. Please aim to resolve this aging case without further delay.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #09-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Tuesday, October 06, 2020 9:38 AM
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; KKLau <kklau@lkkauto.com>; Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Subject: [EXTERNAL] RE: [Reminder 11] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG]

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

Hi Bennie,

We are pending further instruction from Norsiah. We have send reminder on 25/08/2020.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]
Sent: Monday, 5 October 2020 9:35 AM
To: Jia Le (LKK Auto)
Cc: Khoo, Kay-Eng; KKLau; Md Noor, Norsiah
Subject: RE: [Reminder 11] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG]
Importance: High

Hi Jia Le

CDGE just sent us the 11th reminder on above matter.

I believe we have given our instructions on this matter. Kindly provide us an urgent update / latest developments pls.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #09-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Sent: Friday, October 02, 2020 10:41 AM

To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Cc: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Subject: [EXTERNAL] [Reminder 11] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG]

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

WITHOUT PREJUDICE

Mr Bennie Tan
M/s AIG Asia Pacific Insurance Pte Ltd

Please let us have your reply to our email dated 11 September 2020. Thank you.

Best Regards

Aileen Tan
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8735 | Fax: 6214 1843



From: Aileen Tan Lee Noi <aileentan@cdge.com.sg>

Sent: Friday, 11 September 2020 13:34

To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Md Noor, Norsiah <Norsiah.MdNoor@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Subject: [Reminder 10] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG]

WITHOUT PREJUDICE

Mr Bennie Tan
M/s AIG Asia Pacific Insurance Pte Ltd

We refer to subject matter resting with our email dated 20 August 2020.

Kindly arrange for this case to be resolved as soon as possible.

Your attention and early reply is awaited. Thank you.

Best Regards

Aileen Tan
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8735 | Fax: 6214 1843



From: Aileen Tan Lee Noi <aileentan@cdge.com.sg>

Sent: Thursday, 20 August 2020 11:03

To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Md Noor, Norsiah <Norsiah.MdNoor@aig.com>

Cc: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Subject: [Reminder 9] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG]

WITHOUT PREJUDICE

Ms Norsiah

M/s AIG Asia Pacific Insurance Pte Ltd

Mr Chan Jie Le

M/s LKK Auto Consultants Pte Ltd

We refer to subject matter resting with our email dated 10 June 2020.

Please let us have your reply with offer to wrap up this long outstanding case.

Your urgent attention and response is awaited. Thank you.

Best Regards

Aileen Tan

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8735 | Fax: 6214 1843



Think Before Printing

From: Aileen Tan Lee Noi <aileentan@cdge.com.sg>

Sent: Wednesday, 10 June 2020 15:10

To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Md Noor, Norsiah <Norsiah.MdNoor@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Subject: [Reminder 8] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG]

WITHOUT PREJUDICE

Ms Chan Jie Le

M/s LKK Auto Consultants Pte Ltd

Please let us have your reply/offer to wrap up this long outstanding case. Thank you.

Best Regards

Aileen Tan



Think Before Printing

From: Aileen Tan Lee Noi <aileentan@cdge.com.sg>

Sent: Tuesday, 21 April 2020 15:09

To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Md Noor, Norsiah <Norsiah.MdNoor@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Subject: [Reminder 7] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG]

WITHOUT PREJUDICE

Ms Chan Jie Le
M/s LKK Auto Consultants Pte Ltd

Please let us have your reply/offer to wrap up this long outstanding claim. Thank you.

Best Regards

Aileen Tan
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8735 | Fax: 6214 1843



Think Before Printing

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Sent: Monday, 23 March 2020 11:39

To: Aileen Tan Lee Noi <aileentan@cdge.com.sg>

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: [Reminder 6] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG]

WITHOUT PREJUDICE

Dear Aileen,
Please be informed that we are pending instruction from our principal.
Thank you.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Aileen Tan Lee Noi [<mailto:aileentan@cdge.com.sg>]
Sent: Monday, 9 March 2020 9:27 AM
To: Md Noor, Norsiah
Cc: Jia Le (LKK Auto); Tan, Bennie-WZ
Subject: [Reminder 6] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG]

WITHOUT PREJUDICE

Ms Norisah
M/s AIG Asia Pacific Insurance Pte Ltd

Please let us have your early reply with offer to move this long outstanding claim. Thank you.

Best Regards

Aileen Tan
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8735 | Fax: 6214 1843



From: Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Sent: Monday, 13 January 2020 13:12
To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Cc: Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: [Reminder 5] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG]

WITHOUT PREJUDICE

Ms Norsiah
M/s AIG Asia Pacific Insurance Pte Ltd

Please let us have your early reply with offer to wrap up this long outstanding case. Thank you.

Best Regards

Aileen Tan
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8735 | Fax: 6214 1843



From: Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Sent: Monday, 9 December 2019 13:26
To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Cc: Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: [Reminder 4] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG]

WITHOUT PREJUDICE

Ms Norsiah
M/s AIG Asia Pacific Insurance Pte Ltd

Please let us have your early reply with offer to wrap up this long outstanding case. Thank you.

Best Regards

Aileen Tan
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8735 | Fax: 6214 1843



From: Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Sent: Monday, 11 November 2019 17:39
To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Cc: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Subject: [Reminder 3] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG]

WITHOUT PREJUDICE

Ms Norsiah
M/s AIG Asia Pacific Insurance Pte Ltd

Please let us have your early reply with offer to wrap up this case. Thank you.

Best Regards

Aileen Tan
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8735 | Fax: 6214 1843



From: Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Sent: Tuesday, 8 October 2019 09:49
To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Cc: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Subject: [Reminder 2] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG]

WITHOUT PREJUDICE

Ms Norsiah
M/s AIG Asia Pacific Insurance Pte Ltd

Please let us have your reply to our email dated 16 August 2019 and reminder of 6 September 2019. Thank you.

Best Regards

Aileen Tan
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8735 | Fax: 6214 1843

From: Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Sent: Friday, 6 September 2019 09:44
To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Cc: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Subject: [Reminder] AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG]

WITHOUT PREJUDICE

Ms Norsiah
M/s AIG Asia Pacific Insurance Pte Ltd

Please let us have your reply to our email dated 16 August 2019. Thank you.

Best Regards

Aileen Tan
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8735 | Fax: 6214 1843

From: Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Sent: Friday, 16 August 2019 13:30
To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Cc: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Subject: AIG Ref: 2809962978SG CDGE Ref: T0518/SHC8247S/AT >> Acc on 25.05.2018 invlg SHC8247S & SLS5221D [AIG]

WITHOUT PREJUDICE

Ms Norsiah
M/s AIG Asia Pacific Insurance Pte Ltd

We refer to subject matter and our RTM in your office on 7 August 2019.

We attach our taxi's CCTV footage for your attention.

Kindly review and let us have your reply with offer to wrap up this long outstanding claim. Thank you.

Best Regards

Aileen Tan
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8735 | Fax: 6214 1843

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