

## Hsiao Tong (LKKAuto)

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**From:** Md Noor, Norsiah <Norsiah.MdNoor@aig.com>  
**Sent:** Wednesday, 19 September 2018 1:56 PM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** RE: Your ref: 4358413236SG \*Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Dear Hsiao Tong,

Please proceed to settle the claim and request for a copy of original receipt.

Thank you

Norsiah Md Noor  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte Ltd  
78 Shenton Way #08-16 Singapore 079120  
Tel +(65) 6419-1606 | Fax +(65) 6835-7417  
[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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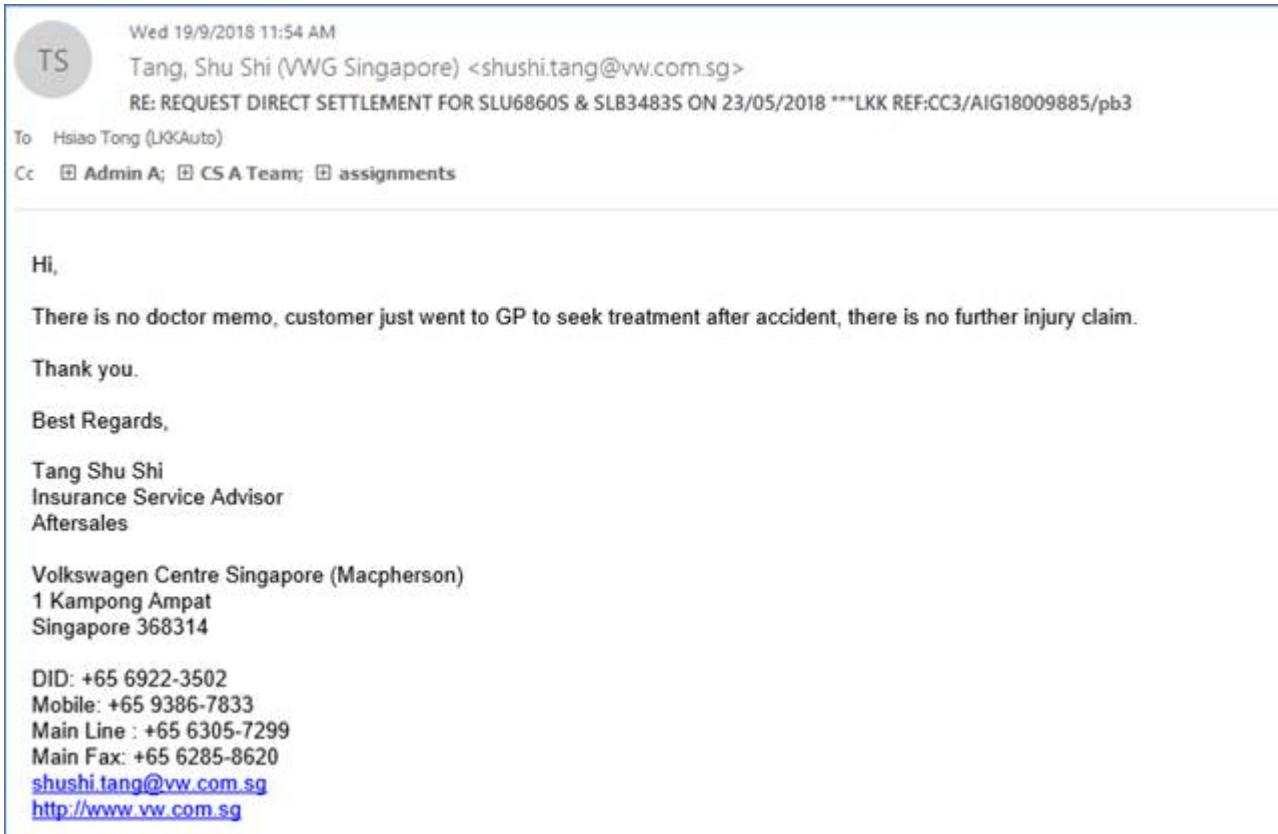
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**From:** Hsiao Tong (LKKAuto) [mailto:[chewht@lkkauto.com](mailto:chewht@lkkauto.com)]  
**Sent:** Wednesday, September 19, 2018 12:02 PM  
**To:** Md Noor, Norsiah  
**Subject:** RE: Your ref: 4358413236SG \*Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Hi Norsiah,

Kindly refer to the email below from third party repairer which is self-explanatory.



Kindly advise if we can settle the abovementioned medical claim alongside with the PD claim.

Thank you.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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

**Sent:** Tuesday, 18 September 2018 12:13 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: Your ref: 4358413236SG \*Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Dear Hsiao Tong,

Any doctor's memo and please confirm with TP's claimant that he is not seeking any medical treatment due to this accident.

Thank you

Norsiah Md Noor  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte Ltd  
78 Shenton Way #08-16 Singapore 079120  
Tel +(65) 6419-1606 | Fax +(65) 6835-7417  
[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Friday, September 14, 2018 3:50 PM  
**To:** Md Noor, Norsiah  
**Subject:** RE: Your ref: 4358413236SG \*Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Hi Norsiah,

We refer to our below email.

Please informed that Third Party driver is claiming for medical fee of \$39.00 under PD claim.

Kindly advise if we can settle the abovementioned medical claim alongside with the PD claim.

Thank you.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 5 September 2018 10:00 AM  
**To:** 'Md Noor, Norsiah' <[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com)>  
**Subject:** RE: Your ref: 4358413236SG \*Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Hi Norsiah,

We refer to the above matter.

Please informed that Third Party driver is claiming for medical fee of \$39.00 under PD claim.

Kindly advise if we can settle the abovementioned medical claim alongside with the PD claim.

Thank you.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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**From:** Hsiao Tong (LKKAuto)

**Sent:** Wednesday, 13 June 2018 12:44 PM

**To:** 'Md Noor, Norsiah' <[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com)>

**Subject:** RE: Your ref: 4358413236SG \*Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Hi Norisah,

We confirmed that OID was an authorised driver.

Attached is a copy of video footage from third party for your easy reference. Liability is not in OID favour.

We will proceed to direct settlement with third party.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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**From:** Md Noor, Norsiah [<mailto:Norsiah.MdNoor@aig.com>]

**Sent:** Thursday, 7 June 2018 11:37 AM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: Your ref: 4358413236SG \*Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Dear Hsiao Tong,

No issue if OID was authorize to drive the vehicle.

Thank you

Norsiah Md Noor  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte Ltd  
78 Shenton Way #08-16 Singapore 079120  
Tel +(65) 6419-1606 | Fax +(65) 6835-7417  
[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Thursday, June 07, 2018 10:51 AM  
**To:** Md Noor, Norsiah  
**Subject:** RE: Your ref: 4358413236SG \*Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Hi Norsiah,

We refer to our below email.

Kindly advise as third party repairer(Volkswagen Centre Singapore) is chasing for update/outcome.

Thank you.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 5 June 2018 12:25 PM  
**To:** Md Noor, Norsiah ([Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com)) <[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com)>  
**Subject:** Your ref: 4358413236SG \*Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Your ref: **4358413236SG**

Our Ref: CC3/AIG18009885/pb3

Dear Norsiah,

**ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018**

We refer to the above matter and our tele-conversation earlier.

We understand that the driver Mr Michael Soh San Chwan is an employee of insured's company.

Kindly advise if there is any policy issue and whether we can proceed direct settlement with third party.

Thank you.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

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