

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Tuesday, 9 October, 2018 11:41 AM
To: Lee, Ming-Yao; Cecilia Lee Peng Geok
Cc: Admin A; Vic (LKKAUTO)
Subject: RE: Acknowledgement of LOD's - TP claiming against AIG - 7 SHC 8769C SJY 5882M CC3/AIG18010276/K1hb3 4/6/2018 Vic

Without Prejudice

Dear All,

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

We are looking into the matter and will get back for an update/offer in due course.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Lee, Ming-Yao [mailto:MingYao.Lee@aig.com]
Sent: Tuesday, 9 October, 2018 11:19 AM
To: Vic (LKKAUTO)
Cc: Cecilia Lee Peng Geok
Subject: RE: Acknowledgement of LOD's - TP claiming against AIG - 7 SHC 8769C SJY 5882M CC3/AIG18010276/K1hb3 4/6/2018 Vic

Hi Vic,

We spoke. For your necessary action on this matter.

Regards,

George Lee

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1769 | Fax +(65) 6835 7416

From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]
Sent: 09 October 2018 11:16
To: Lee, Ming-Yao
Cc: Admin A; KKLau; Vic (LKKAUTO)
Subject: Re: Acknowledgement of LOD's - TP claiming against AIG - 7 SHC 8769C SJY 5882M
CC3/AIG18010276/K1hb3 4/6/2018 Vic
Importance: High

Without Prejudice

Dear George

Our earlier conversation refers. Understand that your insured driver had lodged the accident report.

Please let us have your settlement offer by this week.

Thank you.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843

From: Lee, Ming-Yao <MingYao.Lee@aig.com>
Sent: Wednesday, 26 September 2018 10:58 AM
To: Cecilia Lee Peng Geok
Cc: Admin A; KKLau; Vic (LKKAUTO)
Subject: RE: Acknowledgement of LOD's - TP claiming against AIG - 7 SHC 8769C SJY 5882M
CC3/AIG18010276/K1hb3 4/6/2018 Vic

Without Prejudice

Hi Cecilia,

We will revert soonest after our insured has reported.

Apologize for the inconvenience caused. Meanwhile, please hold hands.

Regards,
George Lee
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd
78 Shenton Way #08-16 Singapore(079120)
Tel +(65) 6419 1769 | Fax +(65) 6835 7416

From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]
Sent: 26 September 2018 10:53
To: Lee, Ming-Yao
Cc: Admin A; KKLau; Vic (LKKAUTO)
Subject: Re: Acknowledgement of LOD's - TP claiming against AIG - 7 SHC 8769C SJY 5882M
CC3/AIG18010276/K1hb3 4/6/2018 Vic
Importance: High

Without Prejudice

Dear George

Our earlier conversation refers.

Our hirer is chasing us again. Please assist to expedite and let us have your position/offer by next week.

Thank you.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843

From: Lee, Ming-Yao <MingYao.Lee@aig.com>
Sent: Monday, 24 September 2018 8:59 AM
To: Cecilia Lee Peng Geok
Cc: Admin A; KKLau; Vic (LKKAUTO)
Subject: RE: Acknowledgement of LOD's - TP claiming against AIG - 7 SHC 8769C SJY 5882M
CC3/AIG18010276/K1hb3 4/6/2018 Vic

Without Prejudice

Hi Cecilia,

We refer to above mentioned accident.

We are in the midst of obtaining information from our insured.

As such, please hold hands.

Regards,
George Lee
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1769 | Fax +(65) 6835 7416

Ming-Yao.Lee@aig.com | www.aig.com.sg

From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]
Sent: 21 September 2018 11:53
To: Lee, Ming-Yao
Cc: Admin A; KKLau; Vic (LKKAUTO)
Subject: Re: Acknowledgement of LOD's - TP claiming against AIG - 7 SHC 8769C SJY 5882M

CC3/AIG18010276/K1hb3 4/6/2018 Vic

Importance: High

Without Prejudice

Dear George

Our earlier conversation refers. Our hirer is pressing us on settlement.

Attached video footage. Please note that the video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.

Please revert with your position if AIG is prepared to settle or repudiate liability. We look forward to hearing from you soon.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok

Sent: Tuesday, 4 September 2018 9:49 AM

To: Vic (LKKAUTO)

Cc: Admin A; KKLau; George Lee Ming-Yao AIG

Subject: Re: Acknowledgement of LOD's - TP claiming against AIG - 7 SHC 8769C SJY 5882M

CC3/AIG18010276/K1hb3 4/6/2018 Vic

Without Prejudice

Dear Vic

Please refer to our conversation on 28/08/2018 and revert with settlement offer.

If your insured still refuses to lodge accident report, please advise if AIG repudiate liability.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Sent: Friday, 24 August 2018 9:49 AM

To: Cecilia Lee Peng Geok

Cc: Admin A; KKLau; Vic (LKKAUTO)

Subject: RE: Acknowledgement of LOD's - TP claiming against AIG - 7 SHC 8769C SJY 5882M

CC3/AIG18010276/K1hb3 4/6/2018 Vic

Without Prejudice

Dear Cecilia,

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

As we have yet to receive our Insured's report, we will check and will get back to you for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Friday, 24 August, 2018 9:22 AM

To: Vic (LKKAuto)

Cc: Admin A; KKLau

Subject: Re: Acknowledgement of LOD's - TP claiming against AIG - 7 SHC 8769C SJY 5882M

CC3/AIG18010276/K1hb3 4/6/2018 Vic

Importance: High

Without Prejudice

Dear Vic

Our conversation on 16/08/2018 refers. Understand from you that your client went to report the accident at a Accident Reporting Centre located at Bukit Merah, I believe you should be able to retrieve the info as the reporting centre is under NAC LKK's operation.

Attached scene photo shows after the collision, your driver alighted to take some photos.



Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Sent: Thursday, 23 August 2018 1:40 PM

To: Cecilia Lee Peng Geok

Cc: Admin A; KKLau; Vic (LKKAUTO)

Subject: RE: Acknowledgement of LOD's - TP claiming against AIG - 7 SHC 8769C SJY 5882M
CC3/AIG18010276/K1hb3 4/6/2018 Vic

Without Prejudice

Dear Cecilia,

We refer to your below email.

Please be informed that till date, we are still waiting for our Insured to lodge the report.

We will continue to follow up on the matter and will get back to you for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Thursday, 23 August, 2018 10:56 AM

To: Vic (LKKAuto)

Cc: Admin A; KKLau

Subject: Re: Acknowledgement of LOD's - TP claiming against AIG - 7 SHC 8769C SJY 5882M
CC3/AIG18010276/K1hb3 4/6/2018 Vic

Hi Vic

Please advise status.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

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

Sent: Wednesday, 15 August 2018 12:03 PM

To: Cecilia Lee Peng Geok

Cc: Admin A; KKLau; Vic (LKKAuto)

Subject: RE: Acknowledgement of LOD's - TP claiming against AIG - 7 SHC 8769C SJY 5882M
CC3/AIG18010276/K1hb3 4/6/2018 Vic

Without Prejudice

Dear Cecilia,

We refer to your below email.

Please be informed that we are still pending for our Insured's GIA report despite several reminders to our principal.

We will continue to follow up and will get back for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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Consultants
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From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Wednesday, 15 August, 2018 11:31 AM

To: Vic (LKKAuto)

Cc: Admin A; KKLau

Subject: Re: Acknowledgement of LOD's - TP claiming against AIG - 7 SHC 8769C SJY 5882M

CC3/AIG18010276/K1hb3 4/6/2018 Vic

Importance: High

Without Prejudice

Dear Vic

Please revert. Our client is chasing again.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok

Sent: Wednesday, 8 August 2018 4:50 PM

To: Vic LKK

Cc: LKK Admin LKK

Subject: RE: Acknowledgement of LOD's - TP claiming against AIG - 7 SHC 8769C SJY 5882M

CC3/AIG18010276/K1hb3 4/6/2018 Vic

Without Prejudice

Dear Vic

Our conversation on 27/07/2018 refers.

Please advise if your insured had lodged GIA report and revert with offer on urgent basis.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Vic (LKKAUTO)

Sent: Tuesday, 10 July, 2018 4:28 PM

To: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Cc: Admin A

Subject: RE: Acknowledgement of LOD's - TP claiming against AIG - 7 SHC 8769C SJY 5882M
CC3/AIG18010276/K1hb3 4/6/2018 Vic

Without Prejudice

Dear Cecilia,

We refer to your below email.

Please be informed that we are still pending for our Insured's GIA report.

We will follow up and will get back to you for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Tuesday, 10 July, 2018 1:46 PM

To: Vic (LKKAUTO)

Cc: Admin A

Subject: Acknowledgement of LOD's - TP claiming against AIG - 7 SHC 8769C SJY 5882M CC3/AIG18010276/K1hb3
4/6/2018 Vic

7 SHC 8769C

SJY 5882M CC3/AIG18010276/K1hb3

4/6/2018 Vic

Without Prejudice

Dear Sir/Madam

Our hirer is chasing for settlement, please look into the matter and revert with your offer soon.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: "Shu Pei (LKKAuto)" <shupeil@lkkauto.com>

To: Jasmine Cai Yuyan <jasminecai@cdge.com.sg>, Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Cc: KKLau <kklau@lkkauto.com>, Admin A <admin-a@lkkauto.com>, "Thin Thin (LKKAuto)" <thinthin@lkkauto.com>, "Joy Irene (LKKAuto)" <JoyIrene@lkkauto.com>, "Hsiao Tong (LKKAuto)" <chewht@lkkauto.com>, "Vivian Lau (LKKAuto)" <vivianlau@lkkauto.com>, "Vic (LKKAuto)" <vicalpeh@lkkauto.com>

Date: 25/06/2018 02:11 PM

Subject: Acknowledgement of LOD's - TP claiming against AIG

WITHOUT PREJUDICE

Dear Cecilia / Jasmine,

We acknowledge receipt of your LOD's for the following cases.

NO TAXI NO. OI's NO. Our reference DOA Case Handler / Investigator

1 SHC 1977P GBG 7561R CC3/AIG18009209/K1ub3 17/5/2018 Thin Thin

2 SHB 6621M SBR 6776L CC3/AIG18009616/K1jb3 24/5/2018 Joy

3 SHC 8247S SLS 5221D CC3/AIG18009620/K1ub3 25/5/2018 Thin Thin

4 SHB 3229H SLX 5312Z CC3/AIG18009471/K1pb3 23/5/2018 Hsiao Tong

5 SHA 5727D SLQ 6931S CC3/LCR18009880/K1wb3 27/5/2018 Vivian

6 SHA 4047P SJW 1444G CC3/LCR18010277/K1wb3 3/6/2018 Vivian

7 SHC 8769C SJY 5882M CC3/AIG18010276/K1hb3 4/6/2018 Vic

8 SHA 6121U SLQ 2581U CC3/AIG18010686/K1jb3 8/6/2018 Joy

9 SHD 4851T GBC 6014G CC3/AIG18010685/K1jb3 8/6/2018 Joy

10 SHA 7536A SLE 6175X CC3/LCR18009618/K1jb3 25/5/2018 Joy

11 SHB 2258E SJT 5303U CC3/AIG18009875/K1wb3 29/5/2018 Vivian

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

Thank you.

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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