

Jia Le (LKK Auto)

From: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Thursday, 5 November 2020 8:31 PM
To: Jia Le (LKK Auto)
Subject: RE: AIG Ref: 0315361574SG-003 || Accident Involving GBD6868D / SKR5197H on 21/06/2018

Hi Jia Le

Facts in dispute: Whether OI did indeed collide into TP parked vehicle.

Facts not in dispute:

1. TP has a witness and reported to Police as a "Hit & Run" accident
2. No Traffic Police Investigation Results on OI guilty for careless driving or inconsiderate driving etc.
3. No any other evidences to said accident

Onus is on TP to provide concrete evidences such as video & PIR to support their rebuttal of this accident was caused entirely by our insured's vehicle and not plainly on any vehicle present at the vicinity. Furthermore, Traffic Police would have taken action if OI indeed was at fault especially so for "Hit & Run" accident. Please remind Chew Goon Motor that they are **ARC under few insurers like NTUC INCOME** and under the code of conduct set by GIA, they are strictly not allowed to litigate this matter and to escalate to GIA DRM if liability is in dispute.

Separately, please confirm if repairs on TP vehicle been completed by TP repairer as well as finalization of survey to this 2018 claim.

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: Thursday, November 05, 2020 5:02 PM
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: [EXTERNAL] RE: AIG Ref: 0315361574SG-003 || Accident Involving GBD6868D / SKR5197H on 21/06/2018

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

Hi Bennie,

TP did not agree the conclusion and request for 50% liability.

Kindly let us have your instruction.

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: Tuesday, 20 October 2020 10:32 AM

To: Jia Le (LKK Auto)

Subject: RE: AIG Ref: 0315361574SG-003 || Accident Involving GBD6868D / SKR5197H on 21/06/2018

Hi Jia Le

Thank you for your updates below.

Since there is no PIR / any concrete evidences from TP and OI reported in his Police report of non-involvement in any accident, kindly reject this TP claim.

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 20, 2020 9:00 AM

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

Subject: [EXTERNAL] RE: AIG Ref: 0315361574SG-003 || Accident Involving GBD6868D / SKR5197H on 21/06/2018

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Hi Bennie,

There were damages on TP vehicle. However, we are unable to confirm whether the damage to TP is caused by OI vehicle.

We have checked with TP and they did not have the PIR.

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: Friday, 28 August 2020 7:49 PM

To: Jia Le (LKK Auto)

Subject: RE: AIG Ref: 0315361574SG-003 || Accident Involving GBD6868D / SKR5197H on 21/06/2018

Hi Jia Le

Further to my email dated 24th June 2020.

I am following on my review to this matter.

Please provide an update to status as well as last correspondence with TP etc.

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: Tan, Bennie-WZ

Sent: Wednesday, June 24, 2020 3:10 PM

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

Subject: RE: AIG Ref: 0315361574SG-003 || Accident Involving GBD6868D / SKR5197H on 21/06/2018

Hi Jia Le

Reference to above matter.

Please advise us based on your surveyor's findings: TP damages consistent / caused by OI vehicle?

Separately, please advise if TP forward us a copy of PIR for our further review.

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

Advanced Leave Notification:

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Wednesday, April 29, 2020 4:40 PM
To: Tan, Bennie-WZ
Subject: [EXTERNAL] RE: AIG Ref: 0315361574SG-003 || Accident Involving GBD6868D / SKR5197H on 21/06/2018

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Hi Bennie,

Insured mentioned that he did not hit onto TP vehicle. We have request evidence from TP and they provide the scene photos on that time of accident.

However the photos did not shows that insured has hit TP vehicle.

Kindly let us have your instruction.

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: Wednesday, 29 April 2020 1:09 AM
To: Jia Le (LKK Auto)
Cc: KKLau; Khoo, Kay-Eng
Subject: RE: AIG Ref: 0315361574SG-003 || Accident Involving GBD6868D / SKR5197H on 21/06/2018

Hi Jia Le

I am following up on this case.

Kindly provide an update on claim status and developments/last correspondent with TP.

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: Tan, Bennie-WZ
Sent: Tuesday, March 31, 2020 11:54 PM
To: Jia Le (LKK Auto)
Cc: Olivia Lau (LKKAuto); Khoo, Kay-Eng
Subject: RE: AIG Ref: 0315361574SG-003 || Accident Involving GBD6868D / SKR5197H on 21/06/2018

Hi Jia Le

I am following up on this case.

Kindly provide an update on claim status and developments/last correspondent with TP.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1718

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

Advanced Leave Notification:

From: Tan, Bennie-WZ
Sent: Monday, December 02, 2019 10:05 AM
To: Jia Le (LKK Auto)
Cc: Olivia Lau (LKKAuto); Khoo, Kay-Eng
Subject: RE: AIG Ref: 0315361574SG-003 || Accident Involving GBD6868D / SKR5197H on 21/06/2018

Hi Jia Le

When was your last correspondence with TP repairer and last activity on this case.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1718

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

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Monday, December 02, 2019 8:44 AM
To: Tan, Bennie-WZ
Cc: Olivia Lau (LKKAuto); Khoo, Kay-Eng
Subject: [EXTERNAL] RE: AIG Ref: 0315361574SG-003 || Accident Involving GBD6868D / SKR5197H on 21/06/2018

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

Dear Bennie,

We are pending a copy of PIR from Third Party.

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: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]
Sent: Saturday, 30 November 2019 6:34 PM
To: Jia Le (LKK Auto)
Cc: Olivia Lau (LKKAuto); Khoo, Kay-Eng
Subject: RE: AIG Ref: 0315361574SG-003 || Accident Involving GBD6868D / SKR5197H on 21/06/2018

Hi Jia Le

Further to our email dated 09/09/2019.

Any updates to this matter pls.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1718

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

From: Tan, Bennie-WZ
Sent: Monday, September 09, 2019 4:44 PM
To: Jia Le (LKK Auto)
Cc: Olivia Lau (LKKAuto); Khoo, Kay-Eng
Subject: RE: AIG Ref: 0315361574SG-003 || Accident Involving GBD6868D / SKR5197H on 21/06/2018

Hi Carlor

Referring to your email.

Noted that TP has no evidences on OI causing this accident and OID has no recollection involving in this accident.

Please request for PIR from TP since both parties reported to the Police as well as any concrete evidences from TP for our necessary review.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1718

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

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

Sent: Monday, August 19, 2019 9:02 AM

To: Tan, Bennie-WZ

Cc: Olivia Lau (LKKAuto); Khoo, Kay-Eng

Subject: [EXTERNAL] RE: AIG Ref: 0315361574SG-003 || Accident Involving GBD6868D / SKR5197H on 21/06/2018

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Dear Bennie,

We refer to the above matter.

Our insured reported that he did not recall involved in any accident/hitting any vehicle.

Third Party reported that our insured collided onto his parked vehicle while reversing.

We checked with third party and they do not have any video/evidence available.

Kindly let us have your instruction.

Thank you.

Best Regards,

Carlor Chan | 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: Saturday, 17 August 2019 5:48 PM

To: Jia Le (LKK Auto)

Cc: Olivia Lau (LKKAuto); Khoo, Kay-Eng

Subject: AIG Ref: 0315361574SG-003 || Accident Involving GBD6868D / SKR5197H on 21/06/2018

Hi Jia Le

We refer to the above matter under your care.

We are reviewing this file. Please let us have an update to case / last development or correspondence with TP on matter.

Best Regards

Bennie Tan

AIG

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1718

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

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