

Vic (LKKAUTO)

From: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Sent: Thursday, 6 February, 2020 2:43 PM
To: Vic (LKKAUTO)
Cc: Admin A; Loh, Chee-Heng; Tan, Bennie-WZ
Subject: RE: <SEEK MANDATE> RE: <REQUEST TO REOPEN> RE: Our Ref: 0933002098SG (003) - Status - LKK REF: CC3/AIG16016503/H1hb3

Dear Vic,

As spoken, we have repudiated all liabilities for this accident.

Please advise CDGE the same.

Thank you

Kind regards
Norsiah

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



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From: Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]
Sent: Thursday, February 6, 2020 1:41 PM
To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>; Loh, Chee-Heng <Chee-Heng.Loh@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: [EXTERNAL] BLOCKED ATTACHMENT: RE: <SEEK MANDATE> RE: <REQUEST TO REOPEN> RE: Our Ref: 0933002098SG (003) - Status - LKK REF: CC3/AIG16016503/H1hb3

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

This email contained an attachment that is potentially malicious. To protect the AIG network and users, the attachment named image005.png,image006.png,image007.wmz,gz,image007.wmz.wmf was removed from the email. If you believe that this is a legitimate email from a trusted source, please contact either the sender or your helpdesk to have the message resent in compliance with the corporate electronic messaging standard.

Please be aware that SPAM and other malicious email often have a forged sender to make it appear to be sent from someone on your contact list or otherwise trust.

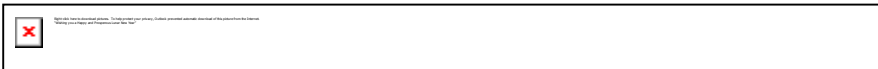
Dear Norsiah,

We refer further to the below email.

During our meeting on 17/01/2020, we were informed that PIR was amended and that our Insured was charged with Drink Driving.

Kindly confirm and advise if claim will be repudiated so we can inform the TP repairer and close off this matter.

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: Vic (LKKAuto)

Sent: Wednesday, 6 November, 2019 6:12 PM

To: Md Noor, Norsiah

Cc: Admin A; Vic (LKKAuto)

Subject: RE: <SEEK MANDATE> RE: <REQUEST TO REOPEN> RE: Our Ref: 0933002098SG (003) - Status - LKK REF: CC3/AIG16016503/H1hb3

Dear Norsiah,

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

However, I thought it was our Insured who was potentially drink driving.

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

Sent: Wednesday, 6 November, 2019 3:00 PM

To: Vic (LKKAuto)

Cc: Admin A

Subject: RE: <SEEK MANDATE> RE: <REQUEST TO REOPEN> RE: Our Ref: 0933002098SG (003) - Status - LKK REF: CC3/AIG16016503/H1hb3

Dear Vic,

We have purchased PIR. Refer to the attached.

Based on the PIR please proceed to reject third party claim.

Thank you

Kind regards
Norsiah

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



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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]
Sent: Friday, June 28, 2019 9:23 AM
To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: [EXTERNAL] RE: <SEEK MANDATE> RE: <REQUEST TO REOPEN> RE: Our Ref: 0933002098SG (003) - Status - LKK REF: CC3/AIG16016503/H1hb3

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Dear Norsiah,

We refer to your below email.

Please be informed that till date, we are yet to receive PIR from both parties.

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: Md Noor, Norsiah [<mailto:Norsiah.MdNoor@aig.com>]
Sent: Monday, 18 March, 2019 4:35 PM
To: Vic (LKKAUTO)
Cc: Admin A
Subject: RE: <SEEK MANDATE> RE: <REQUEST TO REOPEN> RE: Our Ref: 0933002098SG (003) - Status - LKK REF: CC3/AIG16016503/H1hb3

Dear Vic,

Taxi driver reported that insured was observed to have failed the breathe analyzer test.

Please forward the Traffic Police Result for our perusal.

Thank you

Kind regards
Norsiah

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



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

Sent: Wednesday, March 13, 2019 5:53 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: <SEEK MANDATE> RE: <REQUEST TO REOPEN> RE: Our Ref: 0933002098SG (003) - Status - LKK REF: CC3/AIG16016503/H1hb3

Importance: High

Dear Norsiah,

We refer to our below email.

Kindly advise 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: Vic (LKKAuto)

Sent: Wednesday, 12 December, 2018 11:37 AM

To: 'Md Noor, Norsiah'

Cc: Admin A; Vic (LKKAuto)

Subject: RE: <SEEK MANDATE> RE: <REQUEST TO REOPEN> RE: Our Ref: 0933002098SG (003) - Status - LKK REF: CC3/AIG16016503/H1hb3

Dear Norsiah,

We refer to our below email.

Kindly advise 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: Vic (LKKAuto)

Sent: Friday, 9 November, 2018 11:45 AM

To: 'Md Noor, Norsiah'

Cc: Admin A; Vic (LKKAuto)

Subject: RE: <SEEK MANDATE> RE: <REQUEST TO REOPEN> RE: Our Ref: 0933002098SG (003) - Status - LKK REF: CC3/AIG16016503/H1hb3

Dear Norsiah,

We refer to our below email.

Kindly advise 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: Md Noor, Norsiah [<mailto:Norsiah.MdNoor@aig.com>]

Sent: Tuesday, 23 October, 2018 10:17 AM

To: Vic (LKKAuto)

Subject: RE: <SEEK MANDATE> RE: <REQUEST TO REOPEN> RE: Our Ref: 0933002098SG (003) - Status - LKK REF: CC3/AIG16016503/H1hb3

Dear Vic,

As spoken, please hold on to this case.

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 | www.aig.com.sg

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

Sent: Friday, September 28, 2018 1:48 PM

To: Md Noor, Norsiah

Cc: Admin A; Vic (LKKAUTO)

Subject: <SEEK MANDATE> RE: <REQUEST TO REOPEN> RE: Our Ref: 0933002098SG (003) - Status - LKK REF: CC3/AIG16016503/H1hb3

Importance: High

Dear Norsiah,

We refer to your below email.

It was reported that Insured vehicle had rear-ended TP vehicle.

We had spoken to the Insured Mr Ang and he was informed of the TP claim, liability and NCD issue and agreed to settle the claim. An email was also sent out to the Insured on 08/09/2016. No further feedback from Insured till to date.

TP vehicle was recommended to be a total loss due to structure unsafe and not economical to repair.

Summary to offer to repairer **COMFORTDELGRO ENGINEERING PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
TOTAL LOSS – Report Uploaded	\$ 8,660.00	\$ 8,660.00
Loss of Rental (\$110.21 x 30 days)	\$ 3,306.30	\$ 1,653.15 (\$110.21 x 15 days)
Loss of Income (\$80 x 30 days)	\$ 2,400.00	\$ 750.00 (\$50 x 15 days)
LTA Search Fee	\$ 5.35	\$ 5.35
TOTAL	\$ 14,371.65	\$ 11,068.50

Breakdown of days is as follows:

Recommended days	15 Days
TOTAL	15 Days

Relevant supporting claim documents are uploaded in merimen for your perusal.

For your approval and/or further instruction please.

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

Sent: Monday, 24 September, 2018 3:15 PM

To: Vic (LKKAUTO)

Cc: Admin A

Subject: RE: <REQUEST TO REOPEN> RE: Our Ref: 0933002098SG (003) - Status - LKK REF: CC3/AIG16016503/H1hb3

Dear Vic,

Please update status.

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

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From: Vic (LKKAUTO) [<mailto:viclpeh@lkkauto.com>]

Sent: Wednesday, July 04, 2018 11:29 AM

To: Md Noor, Norsiah

Cc: Admin A; Vic (LKKAUTO)

Subject: <REQUEST TO REOPEN> RE: Our Ref: 0933002098SG (003) - Status - LKK REF: CC3/AIG16016503/H1hb3

Dear Norsiah,

We refer further to our below email.

Please be informed that TP had just provided to us their LOD.

As such, kindly assist to reopen case in merimen for our further action.

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: Vic (LKKAuto)

Sent: Tuesday, 21 November, 2017 11:38 AM

To: 'Md Noor, Norsiah'

Cc: Admin A; Vic (LKKAuto)

Subject: RE: Our Ref: 0933002098SG (003) - Status - LKK REF: CC3/AIG16016503/H1hb3

Dear Norsiah,

We refer further to our below email.

As spoken, last correspondence with the TP repairer was during our surveyor's inspection with the claimant's vehicle on 01/09/2016.

Till date, no LOD and feedback from TP yet.

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: Vic (LKKAuto)

Sent: Monday, 30 October, 2017 9:52 AM

To: 'Md Noor, Norsiah'

Cc: Admin A; Vic (LKKAuto)

Subject: RE: Our Ref: 0933002098SG (003) - Status - LKK REF: CC3/AIG16016503/H1hb3

Our Ref: CC3/AIG16016503/H1hb3

Dear Norsiah,

We refer to your below email.

Please be informed that our surveyor had recommended a total loss for this matter.

Till date, we haven't received any TP LOD yet. As such, due to TP inactivity, we will proceed to close the matter and submit our report accordingly.

We will reopen the case should there be any further development.

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

Sent: Monday, 30 October, 2017 9:35 AM

To: Vic (LKKAuto)

Subject: Our Ref: 0933002098SG (003) - Status

Dear Vic,

Refer to the above.

Please update status.

Than 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

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