

Olivia Lau (LKKAUTO)

From: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Sent: Wednesday, 27 January 2021 4:52 PM
To: Asher Sng (LKKAUTO); Md Noor, Norsiah
Cc: Hsiao Tong (LKKAUTO)
Subject: RE: URGENT - Peg Ref: VSR18-23840 AIG Ref: CC6/AIG18012936/T1wb3; Accident Involving SLL3797J (Grab) & SKU8940T (AIG) on 26.06.2018

Categories: Green Category

Dear Asher,

Thank you and can you work with Norsiah to calibrate an appropriate response to the TP repairer please as there were communication with Jia Le and Norsiah earlier.

Khoo Kay Eng

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

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1026
kay-eng.khoo@aig.com | www.AIG.sg

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From: Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]
Sent: Wednesday, January 27, 2021 4:06 PM
To: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Cc: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: [EXTERNAL] RE: URGENT - Peg Ref: VSR18-23840 AIG Ref: CC6/AIG18012936/T1wb3; Accident Involving SLL3797J (Grab) & SKU8940T (AIG) on 26.06.2018

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

Hi Kay Eng / Norsiah,

We refer to the email below.

We have review both party video footage.

Based on the accident video both party travel on the merging lane however insured travel ahead of third party in the single lane when third party overtook insured vehicle on the single lane.

We are of the opinion that the liability is not in third party favor.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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



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.

From: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>

Sent: Wednesday, 27 January 2021 3:38 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

Subject: FW: URGENT - Peg Ref: VSR18-23840 AIG Ref: CC6/AIG18012936/T1wb3; Accident Involving SLL3797J (Grab) & SKU8940T (AIG) on 26.06.2018

Hi Asher,

Can you look into this matter and coordinate with Norsiah on a response.

Case rejected in 2019 but subsequently resurrected.

There is a video footage available – do advise if you have the same if not will arrange to upload/avail it to you.

Do advise, thank you.

Khoo Kay Eng

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

AIG Building
78 Shenton Way, Level 10

Singapore 079120
Tel +(65) 6419 1026
kay-eng.khoo@aig.com | www.AIG.sg

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From: Johnson Chua [<mailto:johnsonchua@pegasusengrg.com.sg>]
Sent: Thursday, January 21, 2021 2:16 PM
To: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Cc: Pauline Ngu <pauline.pegasusengrg@gmail.com>; Diane Wang <diane.pegasusengrg@gmail.com>
Subject: [EXTERNAL] URGENT - Peg Ref: VSR18-23840 AIG Ref: CC6/AIG18012936/T1wb3; Accident Involving SLL3797J (Grab) & SKU8940T (AIG) on 26.06.2018

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

Hi Kay Eng,

We forward the email correspondence below for your ease of reference.

We have not received any favourable reply from your good office so far.

Please look into the matter and let us know your position in this matter.

Thank you.

Regards,
Johnson Chua
Senior Claims Manager
Pegasus Engineering & Trading Pte Ltd

Tel : 6513 7748 | Fax : 6251 3161
Add : 74 Kian Teck Road Singapore 628800

Make Life a Beautiful Ride

----- Forwarded message -----

From: **Johnson Chua** <johnsonchua@pegasusengrg.com.sg>

Date: Tue, Sep 29, 2020 at 2:53 PM

Subject: URGENT - Peg Ref: VSR18-23840 AIG Ref: CC6/AIG18012936/T1wb3; Accident Involving SLL3797J (Grab) & SKU8940T (AIG) on 26.06.2018
To: <Norsiah.mdnoor@aig.com>
Cc: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>

**Without Prejudice
Save As To Costs**

Hi Norsiah,

We have not received any response from you so far.

Once again, we enclose a copy of the accident video footage provided by our clients for your attention.

The video footage shows that your insured grazed against the right side rear portion of our clients' vehicle at the merging lane.

We understand that your insured did not file any counterclaim against our clients for this accident.

Since the quantum is very small, please review your insured's liability and resolve our clients' property damage claim within **TEN (10)** days from the date hereof.

**Regards,
Johnson Chua
Senior Claims Manager
Pegasus Engineering & Trading Pte Ltd**

Tel : 6513 7748 | Fax : 6251 3161
Add : 74 Kian Teck Road Singapore 628800

Make Life a Beautiful Ride

On Fri, Sep 4, 2020 at 1:34 PM Johnson Chua <johnsonchua@pegasusengrg.com.sg> wrote:

URGENT

**Without Prejudice
Save As To Costs**

Hi Norsiah,

We refer to the above matter.

We understand that your insured has no intention to file a counterclaim against our clients for this accident.

As such, please look into the matter and resolve our clients' property damage claim with us amicably.

Thank you.

**Regards,
Johnson Chua**

Senior Claims Manager

Pegasus Engineering & Trading Pte Ltd

Tel : 6513 7748 | Fax : 6251 3161

Add : 74 Kian Teck Road Singapore 628800

Make Life a Beautiful Ride

On Mon, Aug 17, 2020 at 11:09 AM Jia Le (LKK Auto) <JiaLe@lkkauto.com> wrote:

WITHOUT PREJUDICE

Dear Alexx,

Please be informed that we are still pending our principal instruction on this matter and had sent reminder to our principal.

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: 6841 2157 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Alexx Kuah [mailto:alex.pegasusengrg@gmail.com]

Sent: Friday, 14 August 2020 9:32 AM

To: Jia Le (LKK Auto)

Cc: Asher Sng (LKKAuto); Cecilia Chong (LKK Auto); Admin A; Yoyo Tian; Johnson Chua

Subject: Re: Final Reminder - Peg Ref:VSR18-23840 AIG Ref:CC6/AIG18012936/T1wb3 Accident Involving SLL3797J(Grab) & SKU8940T(AIG) On 26.06.2018

Without Prejudice

Dear Jiale,

We have not received your offer yet.

Please get back to us with your offer within 5 days hereof.

Thank you.

Regards,

Alexx Kuah

Pegasus Engineering & Trading Pte Ltd

Tel : 6513 7748 | Fax : 6251 3161

Add : 74 Kian Teck Road Singapore 628800

Make Life a Beautiful Ride

On Wed, 5 Aug 2020 at 10:03, Alexx Kuah <alex.pegasusengrg@gmail.com> wrote:

Without Prejudice

Dear JiaLe,

We have not received your offer yet.

Please get back to us with your offer within 5 days hereof.

Thank you.

Regards,

Alexx Kuah

Pegasus Engineering & Trading Pte Ltd

Tel : 6513 7748 | Fax : 6251 3161

Add : 74 Kian Teck Road Singapore 628800

Make Life a Beautiful Ride

On Mon, 27 Jul 2020 at 11:39, Jia Le (LKK Auto) <JiaLe@lkkauto.com> wrote:

WITHOUT PREJUDICE

Dear Alexx,

Please be informed that we are still pending our principal instruction on this matter.

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: 6256 3561 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Alexx Kuah [mailto:alex.pegasusengrg@gmail.com]

Sent: Monday, 27 July 2020 11:37 AM

To: Jia Le (LKK Auto); Asher Sng (LKKAuto)

Cc: Cecilia Chong (LKK Auto); Admin A; Yoyo Tian; Johnson Chua

Subject: Re: Final Reminder - Peg Ref:VSR18-23840 AIG Ref:CC6/AIG18012936/T1wb3 Accident Involving SLL3797J(Grab) & SKU8940T(AIG) On 26.06.2018

Without Prejudice

Dear Jiale / Asher,

We have been sending reminders for this case and did not get a reply from you yet.

Please get back to us within 5 days hereof.

Thank you.

Regards,

Alexx Kuah

Pegasus Engineering & Trading Pte Ltd

Tel : 6513 7748 | Fax : 6251 3161

Add : 74 Kian Teck Road Singapore 628800

Make Life a Beautiful Ride

On Thu, 16 Jul 2020 at 10:30, Alexx Kuah <alex.pegasusengrg@gmail.com> wrote:

Without Prejudice

Dear Jiale,

We have not received any offer or reply from you.

Please get back to us within 5 days hereof.

Thank you.

Regards,

Alexx Kuah

Pegasus Engineering & Trading Pte Ltd

Tel : 6513 7748 | Fax : 6251 3161

Add : 74 Kian Teck Road Singapore 628800

Make Life a Beautiful Ride

On Thu, 11 Jun 2020 at 10:36, Johnson Chua <johnsonchua@pegasusengrg.com.sg> wrote:

Hi Jia Le / Cecilia,

This case has been pending since June 2018.

We understand that your principal has a copy of the accident video footage for this accident.

Hence, please forward a copy of the same for our reference if your principal maintains their position of no liability.

We await your urgent response in this matter.

Regards,

Johnson Chua

Senior Claims Manager

Pegasus Engineering & Trading Pte Ltd

Tel : 6513 7748 | Fax : 6251 3161

Add : 74 Kian Teck Road Singapore 628800

Make Life a Beautiful Ride

On Thu, May 14, 2020 at 3:12 PM Jia Le (LKK Auto) <JiaLe@lkkauto.com> wrote:

WITHOUT PREJUDICE

Dear Johnson,

We will remind our principal on this matter and get back to you once our principal revert.

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: Johnson Chua [mailto:johnsonchua@pegasusengrg.com.sg]

Sent: Thursday, 14 May 2020 3:09 PM

To: Jia Le (LKK Auto); Admin A

Cc: Yoyo Tian

Subject: Final Reminder - Peg Ref:VSR18-23840 AIG Ref:CC6/AIG18012936/T1wb3 Accident Involving SLL3797J(Grab) & SKU8940T(AIG) On 26.06.2018

Hi Jia Le,

We refer to your email below.

We understand that your principal has a copy of the accident video footage for this accident.

Hence, please forward a copy of the same for our reference if your principal maintains their position of no liability.

We await your urgent response in this matter.

Regards,

Johnson Chua

Senior Claims Manager

Pegasus Engineering & Trading Pte Ltd

Tel : 6513 7748 | Fax : 6251 3161

Add : 74 Kian Teck Road Singapore 628800

Make Life a Beautiful Ride

On Wed, 8 Apr 2020 at 15:45, Jia Le (LKK Auto) <JiaLe@lkkauto.com> wrote:

WITHOUT PREJUDICE

Dear Alexx,

Please be informed that we are pending instruction from our principal.

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: Alexx Kuah [mailto:alex.pegasusengrg@gmail.com]

Sent: Wednesday, 8 April 2020 2:35 PM

To: Jia Le (LKK Auto)

Cc: Admin A; pauline.pegasusengrg; Diane Wang

Subject: Fourth Reminder - Peg Ref:VSR18-23840 AIG Ref:CC6/AIG18012936/T1wb3 Accident Involving SLL3797J(Grab) & SKU8940T(AIG) On 26.06.2018

Without Prejudice

Dear Jiale,

We have send you a few reminder on this case and did not get a reply from you.

Kindly get back to us within 5 Days hereof.

Thank you.

Regards,

Alexx Kuah

Pegasus Engineering & Trading Pte Ltd

Tel : 6513 7748 | Fax : 6251 3161

Add : 74 Kian Teck Road Singapore 628800

Make Life a Beautiful Ride

On Thu, 2 Apr 2020 at 09:31, Alexx Kuah <alex.pegasusengrg@gmail.com> wrote:

Without Prejudice

Dear Jiale,

We have not heard from you yet.

Therefore kindly let us have your offer within 5days hereof.

Thank you.

On Fri, 27 Mar 2020 at 12:11, Alexx Kuah <alex.pegasusengrg@gmail.com> wrote:

Without Prejudice

Dear Jiale,

We have not heard from you yet.

Therefore kindly let us have your offer within 5days hereof.

Thank you.

On Fri, 20 Mar 2020 at 11:44, Alexx Kuah <alex.pegasusengrg@gmail.com> wrote:

Without Prejudice

Dear Jiale,

Kindly review the video footage.

Thank you.

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