

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Wednesday, 13 November, 2019 5:58 PM
To: Ler, Bernard-JQ; Rumli, Sharizah
Cc: Quek, Joyceline-CH; Paramchand, Varsha; Admin A; Vic (LKKAUTO)
Subject: RE: SID : 13806944 OC : 6744137438SG (CTC oi @ 97359882) - LKK REF CC6/AIG18015779/Ahb3q2

Dear All,

We refer to the below email.

Please be informed that we had spoken to the Insured and addressed her concerns.

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)



Save the Earth. Print only when necessary.

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From: Ler, Bernard-JQ [mailto:Bernard-JQ.Ler@aig.com]
Sent: Wednesday, 13 November, 2019 5:31 PM
To: Rumli, Sharizah; Vic (LKKAUTO)
Cc: Quek, Joyceline-CH; Paramchand, Varsha
Subject: RE: SID : 13806944 OC : 6744137438SG (CTC oi @ 97359882)

Hi Shasha,

Case is under care of LKK.

Hi Vic,

Please refer below and contact OI urgently.

Thanks.

Best Regards,

Bernard Ler
AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd
78 Shenton Way #08-16 Singapore(079120)
Tel +(65) 6419 1946

Bernard-JQ.Ler@aig.com | www.aig.com.sg

From: Rumli, Sharizah
Sent: 13 November 2019 17:24
To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>
Subject: SID : 13806944 OC : 6744137438SG (CTC oi @ 97359882)

Hi bernard,

OI is disputing on the claims amount and feels that the TP was exaggerating.
OI mentioned that this is a rip off
OI insisted to the claims examiner handling the case to explain the reason of the payout.

Pls assist to ctc insd.

Thanks

Call ctr note :-

*** Entered By: SSPBST (Tarnjit Singh, Belveen Singh) @ 13/11/2019 04:45 PM ***

Claims no : 6744137438SG

OI received letter stating that the claims is settled and closed.
Adv OI on the payout amount as per check in AEGIS.
OI is disputing on the claims amount and feels that the TP was exaggerating.
OI mentioned that this is a rip off
OI insisted to the claims examiner handling the case to explain the reason of the payout.

Hi Team,

Kindly assist to call OI @ 97359882
Thanks

Ben

Home - Internet Explorer
https://oneclaim.apac.aig.net/prweb/GCExt/8eivpeaBdRyjeQX-EZJqTEOgaCYI7OxhZ
File Edit View Favorites Tools Help
Page Safety Tools

SHARIZAH BINTE RUMLI

Home

Claim Search
Claim Number

Get Claim

Recent Claims
6744137438SG
7397766423SG
9320806858SG
2509809313SG
8600801701SG

Enter Loss
//You are not authorized to create a new loss. You are not authorized to create a new loss.

View
Workbaskets
Worklist Summary
My Features
Financial Worklist Items

+ Analytics
+ Notifications
+ Work Management
+ Policy Search
+ Claim Search
+ Work Items
+ Maintenance
+ Assignment
+ Financial
+ Create BroadCast Message

Claim 6744137438SG

Claim Number	Policy Number - Eff Date - Exp Date	Claim
6744137438SG	2100365657 - 03/03/2018 - 02/03/2019	Resolv
Date of Loss	Insured Name	Adjust
24/08/2018	Leong Lau Kheng, Janice Mrs. Thian-Leong Lau Kheng	JACLY

Take Action
Access Claim

Overall Claim Summary
Financial Summary
Features
View Conta

Feature	Total Loss/ Fatal	Name	Role
001	No	Leong Lau Kheng, Janice Mrs	Vehic
002	No		Insur
003 (PD)	No		erty Ve
004	No		Thir

Additional Details

Adjuster BERNARD
Name: JI
QIAN
LER
Adjuster BERNARD
Email ID: -
JQ.LER@AIG.COM

Team assigned:

Office:
Singapore

Done

Sharizah Rumli (Shasha)
AIG

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +(65) 6419-3000

www.aig.sg



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