

Road Traffic Accident involving vehicle nos. SJS 9020P and SGL 6852Y on 15/09/2018

Chronology of the case: -

15/09/2018	Date of accident.
17/09/2018	- Rec'd assign from workshop to conduct PRS
18/09/2018	- upload case in Merimen.
20/09/2018	- LKK conducted survey on TP vehicle.
21/09/2018	- Non reporting case, call OID (Mohd Ezam Yunus Bin Mohd Yunus) at 8102 6922 as stated by TP on TP GIA report – phone number not in use, Send non-reporting letter to OI(Yeap Ban Har) based on address provided by AIG in Merimen.
02/11/2018	- A Mr Alan(OI's friend) calls in and mentions he received our non-reporting letter to OI. We explain to him, we received third party claim against OI Mr Yip Insurance policy and Policy holder/driver still yet to file accident report, and needs to lodge GIA report ASAP. He identifies himself as OI and OID Friend. OI(Mr Yeap) currently out station (USA) and he is not the driver. He will try to lodge accident report on behalf of OI. - informed him we also trying to contact OID based the number given by OID in third party GIA report however the number not in use. -Advised him to inform OID to get letter of authorization and certificate of insurance to file accident report ASAP.
13/11/2018	- Mr Alan call in (few times) and mention want to do private settlement on this matter urgently. Explain to him TP workshop estimate and surveyor recommendation amount, - spoke to workshop OIC (Ms Anysia Foo), told her about private settlement on this matter, she agreed and request call back after 2pm. - give Mr Alan workshop contact details and told him to contact Workshop after 2pm.
26/11/2018	- call TP workshop (Ms Anysia) and check private settlement status. Was told by workshop Mr Alan didn't contact workshop at all. - Call Mr Alan, He questioning what if let insurance company handle the matter now. Advised him have to get owner/driver file GIA report to let insurance investigate the matter. He will check and try to file accident report to let insurance company handle the matter.
30/11/2018	- TP workshop call in and mention their client chasing the matter. Explain to workshop, our Insured decided to let insurance company handle the matter and following up non-reporting matter. - Call Mr Alan to follow up the reporting, still yet to file report. He refuse to give driver contact number and he will get the driver to file report ASAP.
12/12/2018	- TP Driver (Mr Seow) call in and check status, explain to him, we are in the midst of liaise with our Insured for non-reporting. He felt that the change to private settlement and then back to insurance company for handling were indications that our driver and Mr. Alan were trying to pull a fast one on the claim. - Call Mr Alan, confirmed they still non reporting, explain to him, TP might escalate the matter, and OI or Driver may have to attend to court on this matter. He still refuse to give driver contact number and OI contact number/e-mail, he will get the driver to contact us.

17-20/12/2018	-Following up few calls with Mr Alan, he pick up every call, however he mention will get driver contact us and rushing cut off the line. - Driver didn't contact us at all.
20/12/2018	Spoke to TP Driver (Mr Seow), informed him we are pending relevant driver lodge report/contact us. Advise him to hold hand as we will seek comments/instruction from our principal.
21/12/2018	Spoke Ms Norsiah (M/s AIG), explain to her this is non-reporting case, and there is a third party (OI friend/not driver) get involved in this matter, private settlement issue and not willing given OI/Driver contact details. Ms. Norsiah instructed to proceed with sending AR letter 3 times and letter to traffic police, and if necessary,AIG May consider repudiation of the matter. Also got OI contact number 9688 6150 from Ms. Norsiah based on her records., call 9688 6150, can't get through, phone was off.. -spoke to TP Driver(Mr Seow), explain to him, we will officially send registered letter to our Insured, if still no reply from our Insured, we may wrote to Traffic Police to seek assist on this matter. He then may escalate further if M/s AIG repudiate the matter due to breach policy.
26/12/2018	call 9688 6150(OI) again, can't get through, phone was not. Call 9069 8614(Alan), no body pick-up. Send 1 st AR register mail
02/01/2019	Spoke Ms Norsiah (M/s AIG), provides her updates that OI phone continues to be switched off. We will continue to send AR register mail.
15/01/2019	Send 2 nd AR register mail
30/01/2019	Send final AR register mail and fax letter to traffic police department