

RE: OC : 8107520856SG SID : 13027162 (CTC INSD @ 90620589)

From: Zawaye, Norsazani
To: Rumli, Sharizah, Admin A, Admin-B, SUR
Cc: Sukimin, Nurasikin, Quek, Joyceline-CH, Paramchand, Varsha, Mutalip, Nurashikin
Sent: 23/10/2018 3:18:34 PM

Hi LKK,

Kindly assist to contact OI on the parts: OI complaining why gave an approval for the headlight to be repaired.

Aside Shasha,

For the Premium amount , will ask CCSA to contact OI to advise accordingly.

Thanks & Regards,

Norsazani Zawaye
AIG
Claims Adjuster | Express Auto Claims
Singapore Claims | AIG Shared Services

From: Rumli, Sharizah
Sent: Tuesday, October 23, 2018 2:39 PM
To: Admin A; Admin-B; Zawaye, Norsazani
Cc: Sukimin, Nurasikin; Quek, Joyceline-CH; Paramchand, Varsha; Mutalip, Nurashikin
Subject: AIGENCRYPT OC : 8107520856SG SID : 13027162 (CTC INSD @ 90620589)

Hi LKK / Nani,

Pls assist to ctc insd as insd dispute why we gave an approval for the headlights of her car to be repaired.

Kindly assist and u may refer call ctr note .

Thanks

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CALL CTR NOTE :-

**** Entered By: SSPARM (Ramos, Marienelle-A) @ 23/10/2018 01:39 PM ****

OI checking on the LOB of accident in September 2018

advised 100%

OI would like to know how much her premium will be affected

of this claim advised we will not be able to advise until RN is generated 51 days before
expiry date

OI complaining why AIG gave an approval for the headlight to be repaired
and it's very expensive

advised workshop would get their consent first before we proceed with repair
OI said nothing like that happened
OI does not wish to talk to me anymore because of my Filipino accent
and would like to speak to the person in charge.

Dear Claims,

Please assist to call OI as she's questioning why we gave an approval
for the headlights of her car to be repaired.

Claim# 8107520856SG

Thank you

Sharizah Rumli (Shasha)
AIG

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

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Sharizah.rumli@aig.com | www.aig.com.sg

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