

## Vic (LKKAUTO)

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**From:** Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>  
**Sent:** Wednesday, 31 October, 2018 3:58 PM  
**To:** michellewright33@gmail.com  
**Cc:** Vic (LKKAUTO)  
**Subject:** RE: AIG ref: 4067941163SG-003 II accident involving SLQ7758U & SKZ4364G on 12/10/18 along Serangoon North Avenue 4

Dear Ms. Ng,

For an update, the owner of SKZ4364G had withdrawn the matter and will proceed to claim from his own policy first and will submit the applicable excess (deductible) later on. Under the local laws, a claimant who wishes to file a civil claim has up to 6 years to do so from the date of accident.

We have further reviewed the matter and based on the damage patterns to both vehicles, we are of the view that your version is more probable and have revised liability assessment to "insured not at fault" for the accident.

Kindly note that our assessment is on a without prejudice basis and in the event claimant produce substantial evidence and there is change in our assessment, we will inform you accordingly.

thank you,

**Saliha Syed Yusoff**

**AIG**

Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd

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**From:** michellewright33@gmail.com [mailto:michellewright33@gmail.com]  
**Sent:** Monday, October 29, 2018 2:08 PM  
**To:** Syed-Yusoff, Saliha  
**Cc:** Vic (LKKAUTO)

**Subject:** Re: AIG ref: 4067941163SG-003 II accident involving SLQ7758U & SKZ4364G on 12/10/18 along Serangoon North Avenue 4

Hi

I took this video today so you have a better of what happened. 3rd party driver was directly behind me blocking the bus bay. He had to move when the bus came and that was how he side swiped me and ended up waiting at the front of the car queue in front of the school gate. Thanks

Sent from my iPhone

On 24 Oct 2018, at 5:24 PM, Syed-Yusoff, Saliha <[Saliha.Syed-Yusoff@aig.com](mailto:Saliha.Syed-Yusoff@aig.com)> wrote:

Dear Ms. Michelle,

We refer to the above-captioned and your recent enquiry dated 18/10/18.

We would be grateful if you could let us have the following items so that we can assess the Third Party claim objectively :-

1. video footage of the accident
2. independent witness statement
3. letter from traffic police advising you to lodge report for any potential bodily injury claim.

thank you,

**Saliha Syed Yusoff**  
**AIG**

Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd

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<181020181718\_Insurance letter.JPG>

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