

Veron Chen (LKKAUTO)

From: Bryan Ang (LKKAUTO)
Sent: Thursday, 14 February 2019 11:47 AM
To: Syed-Yusoff, Saliha
Cc: Veron Chen (LKKAUTO)
Subject: RE: AIG ref: 0751639458SG-003 *URGENT* POTENTIAL COMPLAINT

Dear Saliha

The adjusted COR was communicated to the repairer and they did not raise any objection. If there is any issue on your subsequent offer of my adjusted COR, please let me know.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

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

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

From: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Sent: Thursday, 14 February 2019 11:33 AM
To: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Cc: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Subject: RE: AIG ref: 0751639458SG-003 *URGENT* POTENTIAL COMPLAINT

Dear Bryan,

Is the COR finalized with repairer or on w/p basis?

Thank you

Kind Regards,
Saliha

Saliha Syed Yusoff

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16, Singapore 079120

Tel +(65) 6419 1917 |

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From: Bryan Ang (LKKAUTO) [<mailto:bryanang@lkkauto.com>]
Sent: Tuesday, February 12, 2019 11:04 AM
To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Cc: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Subject: RE: AIG ref: 0751639458SG-003 *URGENT* POTENTIAL COMPLAINT

Dear Saliha

Further to my email below.

I have informed insured driver, Ms Li Ying, of my findings and the adjusted COR. She has no issue with the matter. She is also aware that the NCD will be affected in the event of settlement.

COR has been adjusted to 972.65 with 2 days of repair. Height measurement report and paper survey report will be forwarded to your good office for your further handling.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

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

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

From: Bryan Ang (LKKAUTO)
Sent: Tuesday, 15 January 2019 9:20 PM
To: KKLau <kklau@lkkauto.com>
Cc: Syed-Yusoff, Saliha <saliha.syed-yusoff@aig.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; Investigation <investigation@lkkauto.com>; assignments <assignments@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>
Subject: Re: AIG ref: 0751639458SG-003 *URGENT* POTENTIAL COMPLAINT

Dear Saliha

Have completed my ground work and findings from measurement show height of damage to TP vehicle correspond to height of number plate of insured vehicle. Will be doing the following:-

1. Inform insured of my findings
2. Adjust TP survey report accordingly

Reports will be forwarded to you in due course.

Bryan Ang

LKK Auto Consultants Pte Ltd

On 15 Jan 2019, at 21:11, KKLau <kklau@lkkauto.com> wrote:

Hi LKK,

Please update AIG after interviewed the insured.

Regards,
K K Lau
LKK Auto Consultants P L.

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From: Syed-Yusoff, Saliha <saliha.syed-yusoff@aig.com>
Sent: Tuesday, January 15, 2019 11:31 AM
To: Bryan Ang (LKKAuto); Admin-D (LKKAuto); SUR; Investigation
Cc: assignments; Olivia Lau (LKKAuto)
Subject: RE: AIG ref: 0751639458SG-003 *URGENT* POTENTIAL COMPLAINT

Dear Team,

Any update on this?

Kind Regards,
Saliha

Saliha Syed Yusoff
AIG

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

AIG Building, 78 Shenton Way #08-16, Singapore 079120
Tel +(65) 6419 1917 |
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From: Bryan Ang (LKKAuto) [<mailto:bryanang@lkkauto.com>]
Sent: Saturday, January 05, 2019 2:12 PM
To: Syed-Yusoff, Saliha; Admin-D (LKKAuto); SUR; Investigation
Cc: assignments; Olivia Lau (LKKAuto)
Subject: RE: AIG ref: 0751639458SG-003 *URGENT* POTENTIAL COMPLAINT

Dear Saliha

Have run through the file and it seems that the photos attached in insured's GIA showing the TP vehicle had showed a shape of a number plate frame's corner ie simply a "L" shape.

I will attend to this matter and will contact the insured first thing Monday morning to arrange.

Dear Veron

Please get file from surveyor and pass to me.

Thanks.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

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

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

From: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Sent: Friday, 4 January 2019 3:50 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; Investigation <investigation@lkkauto.com>

Cc: assignments <assignments@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>

Subject: RE: AIG ref: 0751639458SG-003 *URGENT* POTENTIAL COMPLAINT

Importance: High

Dear team,

Please contact OID by end of the day to make the arrangement. She's unhappy that no phone call made to her till date.

Their renewal premium is affected by this alleged accident and they would like to know the outcome of the investigation.

Kind Regards,

Saliha

Saliha Syed Yusoff

AIG

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From: Syed-Yusoff, Saliha
Sent: Friday, January 04, 2019 2:07 PM
To: 'Admin-D (LKKAuto)'; 'SUR'
Cc: 'assignments'
Subject: RE: AIG ref: 0751639458SG-003 *URGENT*

Dear Team,

Kindly advise if this has been arranged?

thank you

Kind Regards,
Saliha

Saliha Syed Yusoff
AIG

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

AIG Building, 78 Shenton Way #08-16, Singapore 079120
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From: Syed-Yusoff, Saliha
Sent: Wednesday, December 19, 2018 10:40 AM
To: 'Admin-D (LKKAuto)'; SUR
Cc: assignments
Subject: RE: AIG ref: 0751639458SG-003
Importance: High

Dear Team,

our insured driver confirmed no contact between both vehicles. Kindly arrange for inspection of insured vehicle together with the height measurement.

Do contact Ms. Yi Ling (OID) for the arrangement.

thank you

Kind Regards,
Saliha

Saliha Syed Yusoff
AIG

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From: Admin-D (LKKAuto) [<mailto:admin-d@lkkauto.com>]
Sent: Thursday, December 13, 2018 10:57 AM
To: Syed-Yusoff, Saliha; SUR
Cc: assignments
Subject: RE: AIG ref: 0751639458SG-003

Dear Saliha,

Thank you for the assignment.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Syed-Yusoff, Saliha [<mailto:Saliha.Syed-Yusoff@aig.com>]
Sent: Wednesday, 12 December, 2018 5:36 PM
To: SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: AIG ref: 0751639458SG-003

Dear Team,

Previously your surveyor had conducted the PRI of claimant's vehicle.

Enclosed is TP's independent surveyor report for your adjustment on the COR.

please acknowledge receipt

Kind Regards,

Saliha

Saliha Syed Yusoff

AIG

Complex Claims Examiner

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