

Vic (LKKAuto)

From: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Sent: Friday, 6 March, 2020 12:12 PM
To: Vic (LKKAuto)
Cc: Admin A; Khoo, Kay-Eng; Fong, Andy-SY
Subject: RE: Our Ref: 3546399823SG003; Your Ref: CC4/AIG18019954/R1FA3Q2

Dear Vic,

On exceptional basis we will proceed with settlement as we have repairer's confirmation that the will undertake the balance of 50% COR.

Pls upload all the supporting documents onto merimen and proceed with payment package.

Kind Regards,
Saliha

Saliha Syed Yusoff
AIG

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

AIG Building, 78 Shenton Way #08-16, Singapore 079120
Tel +(65) 6419 1917 |
www.aig.sg

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From: Vic (LKKAuto) [mailto:vicalpeh@lkkauto.com]
Sent: Thursday, March 5, 2020 11:45 AM
To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Fong, Andy-SY <Andy-SY.Fong@aig.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: [EXTERNAL] RE: Our Ref: 3546399823SG003; Your Ref: CC4/AIG18019954/R1FA3Q2

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Dear Saliha,

We refer to your below email and to our telephone conversation earlier.

As spoken, for this case, we had informed repairer that liability is unclear before we received their LOD.

As for some agent workshops, they will only furnish the ATA once the matter is settled.

This is why we had requested for the DV and ATA together once the repairer agreed on our below offer of 50/50 and in order to process payment.

We take note of your below email and for future cases, the ATA will be requested prior to any negotiation/settlement.

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)



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

Sent: Wednesday, 4 March, 2020 8:44 AM

To: Vic (LKKAuto)

Cc: Admin A; Khoo, Kay-Eng; Fong, Andy-SY

Subject: RE: Our Ref: 3546399823SG003; Your Ref: CC4/AIG18019954/R1FA3Q2

Dear Vic,

Without the ATA, we should not even communicate with the repairer in the first place.

Kindly advise at which stage your side will request for ATA?

Kind Regards,
Saliha

Saliha Syed Yusoff

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

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

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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]
Sent: Tuesday, March 3, 2020 6:38 PM
To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: [EXTERNAL] RE: Our Ref: 3546399823SG003; Your Ref: CC4/AIG18019954/R1FA3Q2

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Dear Saliha,

We refer further to our below email.

TP repairer informed us that they are unable to produce the ATA (see attached email) as owner may insist not at fault and TP repairer will bear the 50% instead.

Kindly advise if we can proceed to close the matter without the ATA and/or for your further instruction.

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)



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From: Vic (LKKAUTO)
Sent: Tuesday, 3 March, 2020 3:25 PM
To: Syed-Yusoff, Saliha; Khoo, Kay-Eng
Cc: Admin A; Vic (LKKAUTO)
Subject: RE: Our Ref: 3546399823SG003; Your Ref: CC4/AIG18019954/R1FA3Q2

Dear All,

We refer further to the below email.

Please be informed that TP repairer just informed us today to close case as per agreed amount (see attached email).

We are currently pending for TP ATA for file closure.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

Sent: Friday, 14 February, 2020 12:08 PM

To: Khoo, Kay-Eng; Vic (LKKAuto)

Subject: RE: Our Ref: 3546399823SG003; Your Ref: CC4/AIG18019954/R1FA3Q2

Dear Kay Eng,

This is the matter that repairer requested us to convince TP owner accept our 50% as he refused to sign the LOA.

TP repairer have previously accepted our offer and returned the signed DV as well.

As previously discussed, we're in no position to advise TP on his NCD repercussion and also our basis for 50% offer as it's between him and his insurer as well repairer.

Kind Regards,
Saliha

Saliha Syed Yusoff

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

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

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From: Khoo, Kay-Eng
Sent: Friday, February 7, 2020 5:04 PM
To: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Cc: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Subject: Our Ref: 3546399823SG003; Your Ref: CC4/AIG18019954/R1FA3Q2

Dear Vic,

Please review and advise current status of this claim residing in Merimen at Pending Adjuster Survey stage.

Thank you.

Khoo Kay Eng
AIG

Manager, Auto Property Damage Claims
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1026

kay-eng.khoo@aig.com | www.aig.sg



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