

## Vic (LKKAUTO)

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**From:** Foo, Chityan <Chityan.Foo@aig.com>  
**Sent:** Monday, 30 September, 2019 9:51 AM  
**To:** Vic (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: SID 13422274 Claim No 5125574709SG LKK REF CC3/AIG18020326/R1hb3

Hi Vic,

We refer to your email dated 30.09.19.

You may wish to invite insured down and explain to him on the damages indicated in adjuster report.

Please try to convince him and proceed to settle third party claim at best.

Kind regards,

**Jimmy Foo**

**AIG**

Complex Claims Examiner

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

Tel +(65) 6419 1945 | Fax +(65) 6835 7416

[Chityan.foo@aig.com](mailto:Chityan.foo@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]  
**Sent:** Monday, September 30, 2019 9:47 AM  
**To:** Foo, Chityan <Chityan.Foo@aig.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>  
**Subject:** [EXTERNAL] RE: SID 13422274 Claim No 5125574709SG LKK REF CC3/AIG18020326/R1hb3

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Dear Jimmy,

We refer to the subject matter and to our telephone conversation last week.

As instructed, we called Insured once again to inform on the consistency of damages sustained to the TP vehicle.

However, the Insured still insisted that the damages to TP vehicle may not cause by him (see attached email).

The Insured requested to have our full report for his review.

For your further instructions please.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto: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 September, 2019 11:04 AM

**To:** Foo, Chityan

**Cc:** Rumli, Sharizah; Admin A; Vic (LKKAuto)

**Subject:** RE: SID 13422274 Claim No 5125574709SG LKK REF CC3/AIG18020326/R1hb3

Dear Jimmy,

We refer to the below email.

Upon further clarification, our surveyor had confirmed that damages were consistent to the nature of accident.

As TP repairer is an agent workshop, cost of repair may vary from outside garages.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** Foo, Chityan [<mailto:Chityan.Foo@aig.com>]

**Sent:** Monday, 1 July, 2019 1:46 PM

**To:** Vic (LKKAuto)

**Cc:** Rumli, Sharizah

**Subject:** FW: SID 13422274 Claim No 5125574709SG LKK REF CC3/AIG18020326/R1hb3

Hi Vic,

We refer to the above matter

Please let us know the outcome of the survey as soon as possible.

Kind regards,

**Jimmy Foo**

**AIG**

Complex Claims Examiner

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

Tel +(65) 6419 1945 | Fax +(65) 6835 7416

[Chityan.foo@aig.com](mailto:Chityan.foo@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Foo, Chityan

**Sent:** Thursday, June 27, 2019 2:49 PM

**To:** Paramchand, Varsha <[Varsha.Paramchand@aig.com](mailto:Varsha.Paramchand@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** Quek, Joyceline-CH <[JoycelineCH.Quek@aig.com](mailto:JoycelineCH.Quek@aig.com)>; Rumli, Sharizah <[Sharizah.Rumli@aig.com](mailto:Sharizah.Rumli@aig.com)>

**Subject:** RE: SID 13422274 Claim No 5125574709SG LKK REF CC3/AIG18020326/R1hb3

Hi Varsha,

Spoken with insured and will follow-up with insured's enquiries.

Hi LKK,

Insured complained that damages are inconsistent and would like surveyor to review on the damages again.

He felt unfair to pay for damages that is unrelated to the accident.

Kindly let us hear from you soon.

Kind regards,

**Jimmy Foo**

**AIG**

Complex Claims Examiner

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

Tel +(65) 6419 1945 | Fax +(65) 6835 7416

[Chityan.foo@aig.com](mailto:Chityan.foo@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Paramchand, Varsha

**Sent:** Thursday, June 27, 2019 12:29 PM

**To:** Foo, Chityan <[Chityan.Foo@aig.com](mailto:Chityan.Foo@aig.com)>

**Cc:** Quek, Joyceline-CH <[JoycelineCH.Quek@aig.com](mailto:JoycelineCH.Quek@aig.com)>; Rumli, Sharizah <[Sharizah.Rumli@aig.com](mailto:Sharizah.Rumli@aig.com)>

**Subject:** SID 13422274 - FW: SID 13422274 Claim No 5125574709SG LKK REF CC3/AIG18020326/R1hb3

Hi Jimmy,

Insd send in NPS feedback & unhappy over the Tp claim. Insd doesn't want to speak to LKK & wants to speak to claims officer directly. Pls assist to ctc Insd @ 96616272

Tq

Varsha

\*\*\*\* Entered By: SSPACA (Cajes, Alexander) @ 27/06/2019 12:03 PM \*\*\*\*

Hi Claims,

We have received NPS feedback from insured.

As per insured he was supposed to receive a call from us in regards to his claim last May but until now there is no follow up made.

Insured is not happy with the TP claim and would like someone to call him to explain on this and to provide fact findings via his email.

Also insured does not want to speak to LKK and would like to receive a call directly from AIG.

Please assist to contact insured at 96616272 and email him the fact finding of his claim as per his request at [etlian@yahoo.com.sg](mailto:etlian@yahoo.com.sg).

Thanks

\*\*\*\* Entered By: SSPACA (Cajes, Alexander) @ 27/06/2019 12:03 PM \*\*\*\*

- transfer call from Eamon
- as per insured feedback provided is in relation to car accident last October
- insured said that he is not happy with the claim made by third party
- he also advised that he was advised by claims previously that they will get back to him when he spoke to claims last May but yet to receive any updates
- insured highlighted that he don't want to talk to LKK as AIG is supposed to communicate with him since he purchase the policy from AIG
- explained that LKK is our surveyor but insured said we must assist him with his enquiry as he is not in favor if the TP claim against his policy and is requesting for the fact findings on this matter
- advised will highlight on this and will have claims to contact him and in the event that he is unreachable to email him at [etlian@yahoo.com.sg](mailto:etlian@yahoo.com.sg)
- insured said to email him the fact finding on this claim
- refer to task

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**From:** Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

**Sent:** Monday, June 24, 2019 10:47 AM

**To:** Foo, Chityan <[Chityan.Foo@aig.com](mailto:Chityan.Foo@aig.com)>

**Cc:** Quek, Joyceline-CH <[JoycelineCH.Quek@aig.com](mailto:JoycelineCH.Quek@aig.com)>; Paramchand, Varsha <[Varsha.Paramchand@aig.com](mailto:Varsha.Paramchand@aig.com)>; Rumli, Sharizah <[Sharizah.Rumli@aig.com](mailto:Sharizah.Rumli@aig.com)>; Quek, Joyceline-CH <[JoycelineCH.Quek@aig.com](mailto:JoycelineCH.Quek@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Subject:** [EXTERNAL] RE: SID 13422274 Claim No 5125574709SG LKK REF CC3/AIG18020326/R1hb3

This message is from an external sender; be cautious with links and attachments.

Dear Jimmy,

We refer to your below email.

Please be informed that I am taking over the matter.

We called Insured Mr Eng on his mobile but to no avail.

Our surveyor had checked and in the view that the damages sustained to the TP vehicle is consistent to the nature of the accident as reported by both parties.

We will continue to follow up on Insured and will get back for an update.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** Shu Pei (LKKAuto)

**Sent:** Wednesday, 8 May, 2019 10:38 AM

**To:** Foo, Chityan

**Cc:** Quek, Joyceline-CH; Paramchand, Varsha; Rumli, Sharizah; Mutalip, Nurashikin; Admin A; Joy Irene (LKKAuto)

**Subject:** RE: SID 13422274 Claim No 5125574709SG

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Please note that: -

LKK ref	Officer in charge
CC3/AIG18020326/KJB3	Joy

***To check availability of the case handler, you may contact the undersigned***

Best Regards,

**Shu Pei** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupe@lkkauto.com](mailto:shupe@lkkauto.com) | fax: 6741-4108

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**From:** Foo, Chityan <[Chityan.Foo@aig.com](mailto:Chityan.Foo@aig.com)>  
**Sent:** Wednesday, 8 May 2019 9:31 AM  
**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Quek, Joyceline-CH <[JoycelineCH.Quek@aig.com](mailto:JoycelineCH.Quek@aig.com)>; Paramchand, Varsha <[Varsha.Paramchand@aig.com](mailto:Varsha.Paramchand@aig.com)>; Rumli, Sharizah <[Sharizah.Rumli@aig.com](mailto:Sharizah.Rumli@aig.com)>; Mutalip, Nurashikin <[Nurashikin.Mutalip@aig.com](mailto:Nurashikin.Mutalip@aig.com)>  
**Subject:** RE: SID 13422274 Claim No 5125574709SG

Hi LKK,

Please assist to contact our insured.

Kind regards,

**Jimmy Foo**  
**AIG**

Complex Claims Examiner  
AIG Building, 78 Shenton Way, #08-16, Singapore 079120  
Tel +(65) 6419 1945 | Fax +(65) 6835 7416

[Chityan.foo@aig.com](mailto:Chityan.foo@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Mutalip, Nurashikin  
**Sent:** Tuesday, May 7, 2019 1:58 PM  
**To:** Foo, Chityan <[Chityan.Foo@aig.com](mailto:Chityan.Foo@aig.com)>  
**Cc:** Quek, Joyceline-CH <[JoycelineCH.Quek@aig.com](mailto:JoycelineCH.Quek@aig.com)>; Paramchand, Varsha <[Varsha.Paramchand@aig.com](mailto:Varsha.Paramchand@aig.com)>; Rumli, Sharizah <[Sharizah.Rumli@aig.com](mailto:Sharizah.Rumli@aig.com)>; Mutalip, Nurashikin <[Nurashikin.Mutalip@aig.com](mailto:Nurashikin.Mutalip@aig.com)>  
**Subject:** FW: SID 13422274 Claim No 5125574709SG

Hi Jimmy,

Insd wants to dispute on TPclaim and requested to speak with the claims examiner.  
Please assist to ctc insd, Mr Eng @ 96616272.

Thanks and Regards,  
Ekynn

**From:** Mutalip, Nurashikin [<mailto:cl.svc.amb8@aig.com>]  
**Sent:** Tuesday, May 7, 2019 1:54 PM  
**To:** Mutalip, Nurashikin <[Nurashikin.Mutalip@aig.com](mailto:Nurashikin.Mutalip@aig.com)>  
**Subject:** SID 13422274 Claim No 5125574709SG

#### Referral & Escalation Form

**Staff:** Mutalip, Nurashikin  
**Vehicle number :** SJN7887U  
**Third Party Vehicle number:**  
**Type of Claim:**  
**Type of Account:**

**Policy number :** 2100300664

**Policy Holder Name :** Eng Tuan Lian

**Caller Name :** Eng Tuan Lian

**Claims Amount :**

**Contact Number :** 96616272

**Fax:**

**Email :** [etlian@yahoo.com.sg](mailto:etlian@yahoo.com.sg)

**Service Description:** Claims - Speak to Claims Examiner

**\*\*\* Entered By: SSPMJL (Manibalan, Jaya Lachme) @ 02/05/2019 05:41 PM \*\*\***

Hi team,

cm request to speak to claim officer. Cm claim already sent email but didn't receive any respond pertaining his claim.

cm dispute for his claim details . Kindly please arrange callback as soon to cm.

☐ \*\*\* Entered By: ssppdv (Paramchand, Varsha) @ 03/05/2019 09:40 AM \*\*\*

claim no?

☐ \*\*\* Entered By: SSPMJL (Manibalan, Jaya Lachme) @ 03/05/2019 05:02 PM \*\*\*

Hi team,

**000119174 2018/11/08 00:00:00 Insured Struck Parked Vehicle AUTOMOBILE Third party PD SGD 5,200.00 O 100 JIMMY**

Kindly please arrange callback as soon to cm.

☐ \*\*\* Entered By: ssppdv (Paramchand, Varsha) @ 06/05/2019 09:38 AM \*\*\*

5125574709SG

When Isnd submit email? to which email address? is insd disputing TP claim? pls provide more info.

tq

☐ \*\*\* Entered By: SSPMJL (Manibalan, Jaya Lachme) @ 07/05/2019 12:15 PM \*\*\*

Hi Team,

Cm claim sent email on early April . Cm claim sent request via contact us. Yes cm disputing for TP claim.

Please assist to callback cm as soon.

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