

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Thursday, 27 June, 2019 6:20 PM
To: Shu Pei (LKKAUTO); Chityan.Foo@aig.com
Cc: Quek, Joyceline-CH; Rumli, Sharizah; Paramchand, Varsha; Admin A; Vic (LKKAUTO)
Subject: RE: SID 13422274 Claim No 5125574709SG LKK REF CC3/AIG18020326/R1hb3

Dear Jimmy,

We refer to the below email and the contents were noted.

Please be informed that we are still pending for the TP to furnish us any evidence, eg. Photos or video footage in order for us to address Insured's concern on the damages sustained to the TP vehicle.

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: Shu Pei (LKKAUTO)
Sent: Thursday, 27 June, 2019 5:16 PM
To: Chityan.Foo@aig.com
Cc: Quek, Joyceline-CH; Rumli, Sharizah; Paramchand, Varsha; Admin A; Vic (LKKAUTO)
Subject: FW: SID 13422274 Claim No 5125574709SG LKK REF CC3/AIG18020326/R1hb3

Dear Sir / Madam,

Thank you for your email.

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

Dear Vic,

Kindly assist.

Thank you

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: shupeil@lkkauto.com | fax: 6741-4108

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

From: Foo, Chityan <Chityan.Foo@aig.com>

Sent: Thursday, 27 June 2019 2:49 PM

To: Paramchand, Varsha <Varsha.Paramchand@aig.com>; Admin A <admin-a@lkkauto.com>

Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Rumli, Sharizah <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 | www.aig.sg

From: Paramchand, Varsha

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

To: Foo, Chityan <Chityan.Foo@aig.com>

Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Rumli, Sharizah <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.

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
- insured said to email him the fact finding on this claim
- refer to task

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

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

To: Foo, Chityan <Chityan.Foo@aig.com>

Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Admin A <admin-a@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Vic (LKKAuto) <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 | 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 | fax: 6741-4108

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

From: Foo, Chityan <Chityan.Foo@aig.com>

Sent: Wednesday, 8 May 2019 9:31 AM

To: Admin A <admin-a@lkkauto.com>

Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Rumli,

Sharizah <Sharizah.Rumli@aig.com>; Mutalip, Nurashikin <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 | www.aig.sg

From: Mutalip, Nurashikin
Sent: Tuesday, May 7, 2019 1:58 PM
To: Foo, Chityan <Chityan.Foo@aig.com>
Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Mutalip, Nurashikin <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>
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

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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