

Khanchna (LKK Auto)

From: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Sent: Wednesday, 29 January 2020 8:44 AM
To: Khanchna (LKK Auto)
Cc: Admin A
Subject: RE: Rejection Appeal - AIG REF: TP / 4712175468SG [Accident involving SHD 6055L & SJT 1028R [AIG] on 15/11/2018]

Dear Khanchna,

Kindly be advised that we have rejected injury claim since February 2019.

Based on insured's video footage, he was already in the lane when collision happened.

We will consider their claim if there is any evidence to support their version.

Meanwhile please check with insured on his claim against third party.

Thank you

Kind regards
Norsiah

Norsiah Md Noor
AIG

Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte Ltd
78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419-1606
Norsiah.MdNoor@aig.com | www.aig.com.sg



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From: Khanchna (LKK Auto) [mailto:khanchna@lkkauto.com]
Sent: Friday, January 10, 2020 5:30 PM
To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] Rejection Appeal - AIG REF: TP / 4712175468SG [Accident involving SHD 6055L & SJT 1028R [AIG] on 15/11/2018]

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

Dear Ms. Norsiah,

The third party repairer appealed on the rejection and said that their hirer injury claim has been settled and are referring to BOLA 9.

Their reasons for appeal are as follows:

- 1) your insured has emerged from the service road and encroached onto our taxi's path.
- 2) The damage to your insured's vehicle is at the right rear (as confirmed by your insured and scene photo attached) and NOT at the rear portion.
- 3) The damage sustained to both vehicles support our driver's version.
- 4) Our relief's injury claim has been settled.

If the third party injury claim was settled, please advice whether we may settle the matter at best.

Thank you.

"Wishing you a Happy and Prosperous Lunar New Year"



Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Sent: Thursday, 26 December 2019 9:45 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Seeking instructions to reject third party claim - AIG REF: TP / 4712175468SG [Accident involving SHD 6055L & SJT 1028R [AIG] on 15/11/2018]

Dear Khanchna,

Please proceed to reject the third party claim.

Thank you

Kind regards
Norsiah

Norsiah Md Noor

AIG

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From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]

Sent: Wednesday, November 13, 2019 5:06 PM

To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>

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

Subject: [EXTERNAL] RE: Seeking instructions to reject third party claim - AIG REF: TP / 4712175468SG [Accident involving SHD 6055L & SJT 1028R [AIG] on 15/11/2018]

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Dear Ms. Norsiah,

The third party repairer informed that they don't have the video.

We maintain our suggestion to reject the claim.

Your approval please.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: khanchna@lkkauto.com | Fax: 6741-4108

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

From: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>

Sent: Wednesday, 13 November 2019 2:18 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

Subject: RE: Seeking instructions to reject third party claim - AIG REF: TP / 4712175468SG [Accident involving SHD 6055L & SJT 1028R [AIG] on 15/11/2018]

Dear Khanchna,

Please request video footage from SMRT taxi.

Thank you

Kind regards
Norsiah

Norsiah Md Noor

AIG

Complex Claims Examiner
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From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]

Sent: Wednesday, November 13, 2019 11:01 AM

To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>

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

Subject: [EXTERNAL] Seeking instructions to reject third party claim - AIG REF: TP / 4712175468SG [Accident involving SHD 6055L & SJT 1028R [AIG] on 15/11/2018]

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Dear Ms. Norsiah,

The above matter refers.

Based on the documents at hand and video footage, we opine that liability is down against third party for front to rear end collision of our Insured vehicle.

As such, we suggest to reject the claim.

Your approval please.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

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