

Jia Le (LKK Auto)

From: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Saturday, 29 August 2020 12:57 AM
To: Jia Le (LKK Auto)
Cc: Khoo, Kay-Eng
Subject: RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

Importance: High

Hi Jia Le

Refer to below listed timeline:

PRS notice received from Vision Law: 26/12/2019
Survey conducted : 27/12/2019
Recommended repair days : 4days
Included survey day & Sunday : 1 survey + 1 sunday

Hence, our offer of 6days is fair and reasonable. Not forgetting, we have offered TP repairer one time off legal fee (\$200) to discharge Vision Law on this matter.

Separately on the rental component, I clearly stated in my email dated 18/08/2020 that TP vehicle is MERCEDES BENZ C180K (1597cc) makes and model (see below screenshot). TP repairer may choose to provide an outstanding customer service to their client with an upgraded vehicle: TOYOTA CAMRY **which is definitely a high cc vehicle** but this cost should not be passed on to the tortfeasor. We will be compensating TP no more than the stated rental rate under NIMA benchmark (below 1600cc vehicle) for TP to book a rental vehicle should be of similar makes and model to his current vehicle.

Vehicle No. SLL9679C	Make / Model MERCEDES BENZ / C180K
Vehicle Type : P10 - Passenger Motor Car	Vehicle Attachment 1 : No Attachment
Vehicle Scheme : Normal	Chassis No. : WDD2040452A273553
Propellant : Petrol	Engine No. : 27191031206151
Motor No. : -	Engine Capacity : 1597 cc
Power Rating : -	Maximum Power Output : 115.0 kW (154 bhp)
Maximum Laden Weight : 1970 kg	Unladen Weight : 1500 kg
Year Of Manufacture : 2009	Original Registration Date : 26 Jun 2009

Thank you.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #09-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Wednesday, August 26, 2020 5:02 PM
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: [EXTERNAL] RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

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

Hi Bennie,

We have spoken to repairer and they mentioned that the rental company rate for same brand of TP vehicle is about \$240/day, so they chose to rent the Toyota Camry(consider on the size same with TP vehicle) to their client. Also, we attached the breakdown of number of day for your reference.

As such, TP insisted to claim LOR at 7days and at least \$150/day.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]
Sent: Tuesday, 18 August 2020 2:38 PM
To: Jia Le (LKK Auto)
Subject: RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

Hi Jia Le

What's the repairer reason to demand 150 bucks per day. TP vehicle is 1597cc makes and model. Rental vehicle provided should be similar makes and model to TP vehicle.

Kindly advise.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #09-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Tuesday, August 18, 2020 1:56 PM
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: [EXTERNAL] RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

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Hi Bennie,

TP did not accept LOR at \$120 and insisted for \$150/day. Otherwise, they will proceed with legal route.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]
Sent: Friday, 17 July 2020 5:45 PM
To: Jia Le (LKK Auto)
Subject: RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

Hi Jia Le

Thank you for an update.

Basically M/s Vision Law have not done nothing on this matter other than preparing LOD. Hence the cost quoted by them is on the high side furthermore we have instructed you to reach out to TP repairer on our intention to Direct Settle matter way back in February 2020. Strictly for amicable settlement and one time-off basis in view of Direct Settlement relation not to be taken as precedent, we are agreeable offer to \$150-200.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #09-16 Singapore 079120
Tel +(65) 6419 1718

Advanced Leave Notification:

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Friday, July 17, 2020 5:04 PM
To: Tan, Bennie-WZ
Subject: [EXTERNAL] RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

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Hi Bennie,

We have spoken to workshop and they said that \$350 for lawyer fee is already cheaper as discuss with Vision Law LLC. Also, workshop can bear for more \$50 for lawyer fee. They will withdraw from lawyer if you can offer them \$300 for lawyer fee.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256 3561 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]
Sent: Thursday, 16 July 2020 3:40 PM
To: Jia Le (LKK Auto)
Subject: RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

Hi Jia Le

1 week passed since our holding response to M/s Vision Law LLC.

Kindly urgently provide an update on this matter.

Thank you.

Best Regards

Bennie Tan

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #09-16 Singapore 079120

Tel +(65) 6419 1718

Advanced Leave Notification:

From: Tan, Bennie-WZ
Sent: Monday, July 13, 2020 10:58 AM
To: 'Jia Le (LKK Auto)'
Subject: RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

Hi Jia Le

Please follow up closely with TP repairer.

Separately per our previous tele-conversation, please advise if survey report is ready for mandate request basing on LOD via Vision Law.

Best Regards

Bennie Tan
AIG

Senior Complex Claims Examiner
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78 Shenton Way #09-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Monday, July 13, 2020 10:54 AM
To: Tan, Bennie-WZ
Subject: [EXTERNAL] RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

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Hi Bennie,

We are still pending their confirmation.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256 3561 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]
Sent: Thursday, 9 July 2020 7:00 PM
To: Jia Le (LKK Auto)

Subject: RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

Hi Jia Le

I am following up on this.

Status pls.

Best Regards

Bennie Tan
AIG

Senior Complex Claims Examiner
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Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Tan, Bennie-WZ
Sent: Wednesday, July 08, 2020 3:14 PM
To: Jia Le (LKK Auto)
Subject: RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

Dear Jia Le

Attached TP lawyer's email to us on their intent to commence legal proceedings.

As spoken, kindly write to TP repairer on their confirmation to withdraw their lawyer to resolve this matter amicably through Direct Settlement.

For urgent attention on this pls.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #09-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Wednesday, July 08, 2020 1:18 PM
To: Tan, Bennie-WZ
Subject: [EXTERNAL] RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

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Dear Bennie,

We have uploaded the email in Merimen.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256 3561 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]

Sent: Wednesday, 3 June 2020 2:29 PM

To: Jia Le (LKK Auto)

Subject: RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

Importance: High

Dear Jia Le

Further to email dated 29th May 2020.

Please be informed TP lawyer, M/s VISION LAW LLC is chasing for our response to matter. (See attached)

Kindly urgently update on developments with TP repairer. Also, please write to them formally on immediate withdrawal of VISION LAW LLC while they submit their LOD for Direct Settlement purpose.

Kindly acknowledge.

Best Regards

Bennie Tan

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #09-16 Singapore 079120

Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

Sent: Friday, May 29, 2020 6:00 PM

To: Tan, Bennie-WZ

Subject: [EXTERNAL] RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

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Dear Bennie,

We have spoken to workshop. However, they haven't send us the LOD, will remind them again on this matter.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]

Sent: Friday, 29 May 2020 5:56 PM

To: Jia Le (LKK Auto)

Subject: RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

Dear Jia Le

Following up to my email dated 11/05/2020.

Kindly advise any updates from TP repairer and whether they have given a confirmation on discharging Vision Law LLC.

Appreciate your response pls.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #09-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Tan, Bennie-WZ

Sent: Monday, May 11, 2020 12:02 PM

To: Jia Le (LKK Auto)

Subject: RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

Dear Jia Le

TP has submitted LOD via Vision Law LLC.

If TP repairer is agreeable to discharge them and proceed with Direct Settlement, they should be able to quantify very quickly.

Please follow up with TP repairer closely and get them to give a confirmation on discharging Vision Law LLC.

Best Regards

Bennie Tan
AIG

Senior Complex Claims Examiner
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78 Shenton Way #09-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

Sent: Wednesday, April 29, 2020 4:19 PM

To: Tan, Bennie-WZ

Subject: [EXTERNAL] RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

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Dear Bennie,

We are pending a copy of LOD from TP workshop.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]

Sent: Wednesday, 29 April 2020 12:47 AM

To: Jia Le (LKK Auto)

Subject: RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

Dear Jia Le

We are following up to our email dated 28/03/20.

Kindly urgently provide us an update on developments / last correspondent with Third Party.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #09-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Tan, Bennie-WZ
Sent: Saturday, March 28, 2020 1:13 AM
To: 'Jia Le (LKK Auto)'
Subject: RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

Dear Jia Le

We are reviewing this matter.

Kindly provide us an update on developments / last correspondent with Third Party.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Tan, Bennie-WZ
Sent: Sunday, February 23, 2020 7:32 PM
To: Jia Le (LKK Auto)
Subject: RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

Dear Jia Le

Reference to above matter.

We have received TP LOD from Vision Law LLC. (Copy been uploaded into merimem)

Please urgently assist to speak to TP repairer and confirm if they are resolve claim via Direct Settlement.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

Sent: Wednesday, January 22, 2020 12:30 PM

To: Tan, Bennie-WZ

Subject: [EXTERNAL] RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

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

Hi Bennie,

We have finalized with TP on 08/10/19 and pending Letter of Demand from them.

Thank you.

"Wishing you a Happy and Prosperous Lunar New Year"



Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]

Sent: Wednesday, 22 January 2020 12:21 PM

To: Jia Le (LKK Auto)

Subject: RE: Your ref: 4742010327SG-003 [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

Hi Jia Le

We are reviewing this matter.

Kindly advise on the status / last correspondence with TP etc on this claim.

Best Regards

Bennie Tan

AIG

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Tan, Bennie-WZ

Sent: Thursday, October 10, 2019 12:23 PM

To: 'Jia Le (LKK Auto)'

Subject: RE: Your ref: 4742010327SG [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

Hi Jia Le

Video updated per request.

Please reach out to me if there is any issue.

Best Regards

Bennie Tan

AIG

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

Sent: Thursday, October 10, 2019 11:54 AM

To: Tan, Bennie-WZ

Subject: [EXTERNAL] Your ref: 4742010327SG [ACCIDENT INVOLVING VEHICLES SME1194L AND SLL9679C ON 24/12/2018]

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

Dear Bennie,

Kindly assist to upload OI video in Merimen for our viewing.

Thank you.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

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