

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Monday, 2 December, 2019 2:38 PM
To: Lee, Ming-Yao
Cc: Admin A; Vic (LKKAUTO)
Subject: RE: Our Ref : 0136180189SG | Accident Involving SLQ1291M & SKA4652G At Entrance of Vertex Building on 24/12/2018 - LKK REF CC4/AIG18023171/Khb3

Dear Ming Yao,

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

We will inform and maintain position to the TP repairer.

We will submit WP report instead and close the matter in our end.

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: Lee, Ming-Yao [mailto:MingYao.Lee@aig.com]

Sent: Monday, 2 December, 2019 1:57 PM

To: Vic (LKKAUTO)

Cc: Admin A

Subject: RE: Our Ref : 0136180189SG | Accident Involving SLQ1291M & SKA4652G At Entrance of Vertex Building on 24/12/2018 - LKK REF CC4/AIG18023171/Khb3

Hi Vic,

We refer to your email below. Sorry for delay in replying.

Our policy does not cover for accidents occurred during the engagement of Motor Trade activity.

The case shall be under the care of motor trade policy insurer.

Regards,

Lee Ming Yao, George

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769

Ming-Yao.Lee@AIG.com | www.aig.sg

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

Sent: 13 November 2019 11:42

To: Lee, Ming-Yao <MingYao.Lee@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: [EXTERNAL] RE: Our Ref : 0136180189SG | Accident Involving SLQ1291M & SKA4652G At Entrance of Vertex Building on 24/12/2018 - LKK REF CC4/AIG18023171/Khb3

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Dear Ming Yao,

We refer to your below email.

Please be advised that we had informed the TP repairer to redirect the claim to the driver as per below instruction due to motor trade policy.

However, TP refused to redirect the claim and also doesn't want to pay for our Survey Report and insisted to settle the claim under AIG (see attached email).

Kindly advise 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

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From: Lee, Ming-Yao [<mailto:MingYao.Lee@aig.com>]

Sent: Tuesday, 12 February, 2019 12:14 PM

To: Joy Irene (LKKAuto)

Subject: FW: Our Ref : 0136180189SG | Accident Involving SLQ1291M & SKA4652G At Entrance of Vertex Building on 24/12/2018

Hi Irene,

Referring this case, please hold hands with TP first as we need to verify details with Car Empire.

May have to redirect claim to Car Empire under their Motor Trade Policy.

Regards,
George Lee
AIG

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

AIG Building, 78 Shenton Way, #08-16 Singapore 079120
Tel +(65) 6419 1769

Ming-Yao.Lee@aig.com | www.aig.sg



AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards.
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From: Bernard Beeckman [<mailto:bernard.beeckman@gmail.com>]

Sent: 10 February 2019 18:07

To: Lee, Ming-Yao

Cc: joyirene@lkkauto.com

Subject: Re: Our Ref : 0136180189SG | Accident Involving SLQ1291M & SKA4652G At Entrance of Vertex Building on 24/12/2018

Dear George,

First off, my sincere apologies for my extremely late response. I am out off Singapore and I only pick up on your email now as my wife is back in Singapore and found some letters relating to the accident in our letterbox.

I was not in Singapore when the accident happened. The situation is as follows. I was selling off my car under consignment with Car Empire (see attached contract) and one of the employees of the car company (see attached IC) was driving the car and had an accident. Car Empire informed me and I shared my insurance details with them and I was actually under the impression that they had reached out to AIG on my behalf. I am now surprised to learn that this may not have happened.

Let me know what needs to be done now, but note that I am not in Singapore. You can reach me on the following number: +61 433 671 918.

I also attach all of the letters we received in our mailbox. One is from the counter party and 2 are from your side.

Looking forward to hearing from you.

Bernard Beeckman

On Mon, Jan 28, 2019 at 1:24 PM Lee, Ming-Yao <MingYao.Lee@aig.com> wrote:

Hi Mr. Bernard,

We refer to above mentioned accident. We are unable to reach you via telephone.

We noted on your enquiry on your policy and we have received property damage claim from owner of third party vehicle, SKA4652G for losses arising from said accident.

However, understand from our colleague that you informed that you were not involved in the accident.

May we seek further clarification on this matter from you?

We hope to hear from you soonest.

Regards,

George Lee
AIG

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

AIG Building, 78 Shenton Way, #08-16 Singapore 079120
Tel +(65) 6419 1769

Ming-Yao.Lee@aig.com | www.aig.sg



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