

RE: [Reminder 3] AIG/LKK Ref: SJB8662H CDGE Ref: CC18120708/SHC7042Y/AT >> Acc on 25.12.2018  
invlg SHC7042Y & SJB8662H [AIG] -AIG Ref: 3491272485SG-003

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

Mon 8/24/2020 4:12 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Dear Asher,

Noted. Thank you

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](mailto:Norsiah.MdNoor@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)



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**From:** Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]

**Sent:** Monday, August 24, 2020 4:08 PM

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

**Subject:** [EXTERNAL] Re: [Reminder 3] AIG/LKK Ref: SJB8662H CDGE Ref: CC18120708/SHC7042Y/AT >> Acc on 25.12.2018 invlg SHC7042Y & SJB8662H [AIG] -AIG Ref: 3491272485SG-003

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Hi Norsiah,

We refer to our tele-conversation.

We have contacted insured to inform that we would to settle the matter at best, insured agreed.

As per our discussion we proposed to offer and settle the matter from 50% up to 80% max.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

**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.**

---

**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Sent:** Monday, August 24, 2020 3:38 PM

**To:** Md Noor, Norsiah <[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com)>

**Subject:** Re: [Reminder 3] AIG/LKK Ref: SJB8662H CDGE Ref: CC18120708/SHC7042Y/AT >> Acc on 25.12.2018 invlg SHC7042Y & SJB8662H [AIG] -AIG Ref: 3491272485SG-003

Hi Norsiah,

We refer to the email below.

Based on both party video third party stop for no reason and rear ended by insured.

So far there is no PIR from both party.

Kindly call me at 9455 3745 to discuss on this case.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

**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.**

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**From:** Md Noor, Norsiah <[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com)>

**Sent:** Monday, August 24, 2020 3:30 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Subject:** FW: [Reminder 3] AIG/LKK Ref: SJB8662H CDGE Ref: CC18120708/SHC7042Y/AT >> Acc on 25.12.2018 invlg SHC7042Y & SJB8662H [AIG] -AIG Ref: 3491272485SG-003

Dear Asher,

Refer to the above.

Kindly assist to look into this matter.

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

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**From:** Tan, Bennie-WZ  
**Sent:** Monday, August 24, 2020 3:01 PM  
**To:** Md Noor, Norsiah <[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com)>  
**Cc:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>  
**Subject:** RE: [Reminder 3] AIG/LKK Ref: SJB8662H CDGE Ref: CC18120708/SHC7042Y/AT >> Acc on 25.12.2018 invlg SHC7042Y & SJB8662H [AIG] -AIG Ref: 3491272485SG-003

Hi Norsiah

Received 3<sup>rd</sup> reminder from CDGE on your case.

Please advise any updates from LKK on said matter.

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](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.sg](http://www.aig.sg)

*Advanced Leave Notification:*

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**From:** Aileen Tan Lee Noi <[aileentan@cdge.com.sg](mailto:aileentan@cdge.com.sg)>  
**Sent:** Thursday, August 20, 2020 10:52 AM  
**To:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>  
**Subject:** [EXTERNAL] [Reminder 3] AIG/LKK Ref: SJB8662H CDGE Ref: CC18120708/SHC7042Y/AT >> Acc on 25.12.2018 invlg SHC7042Y & SJB8662H [AIG]

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Mr Bennie Tan  
M/s AIG Asia Pacific Insurance Pte Ltd

We refer to subject matter resting with your email dated 19 June 2020.

This case has remained outstanding to-date. Please let us have your early reply with offer to wrap up this long outstanding case.

We look forward to hearing from you. Thank you.

Best Regards

Aileen Tan  
Claims Department | ComfortDelGro Engineering Pte Ltd  
Off: 6214 8735 | Fax: 6214 1843



Think Before Printing

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**From:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>  
**Sent:** Friday, 19 June 2020 12:54  
**To:** Aileen Tan Lee Noi <[aileentan@cdge.com.sg](mailto:aileentan@cdge.com.sg)>  
**Subject:** RE: [Reminder 2] AIG/LKK Ref: SJB8662H CDGE Ref: CC18120708/SHC7042Y/AT >> Acc on 25.12.2018 invlg SHC7042Y & SJB8662H [AIG]

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Dear Aileen

Thank you for your email.

We have written to our adjuster, LKK.

They will respond to you accordingly.

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](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Aileen Tan Lee Noi [<mailto:aileentan@cdge.com.sg>]  
**Sent:** Wednesday, June 10, 2020 3:15 PM  
**To:** Tan, Bennie-WZ  
**Subject:** [EXTERNAL] [Reminder 2] AIG/LKK Ref: SJB8662H CDGE Ref: CC18120708/SHC7042Y/AT >> Acc on 25.12.2018 invlg SHC7042Y & SJB8662H [AIG]

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Mr Bennie Tan  
M/s AIG Asia Pacific Insurance Pte Ltd

Please let us have your reply/offer to wrap up this long outstanding case. Thank you.

Best Regards

Aileen Tan  
Claims Department | ComfortDelGro Engineering Pte Ltd  
Off: 6214 8735 | Fax: 6214 1843



Think Before Printing

**From:** Aileen Tan Lee Noi <[aileentan@cdge.com.sg](mailto:aileentan@cdge.com.sg)>

**Sent:** Tuesday, 12 May 2020 20:12

**To:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>

**Subject:** Re: [Reminder] AIG/LKK Ref: SJB8662H CDGE Ref: CC18120708/SHC7042Y/AT >> Acc on 25.12.2018 invlg SHC7042Y & SJB8662H [AIG]

Hi Bennie

9.00 am to 10.00 am 🐼

Best Regards

Aileen Tan

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8735 | Fax: 6214 1843



---

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

**Sent:** Tuesday, 12 May 2020 17:54

**To:** Aileen Tan Lee Noi <[aileentan@cdge.com.sg](mailto:aileentan@cdge.com.sg)>

**Subject:** RE: [Reminder] AIG/LKK Ref: SJB8662H CDGE Ref: CC18120708/SHC7042Y/AT >> Acc on 25.12.2018 invlg SHC7042Y & SJB8662H [AIG]

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Hi Aileen

I actually tried to call you earlier.

Sure, any preferred timing?

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](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Aileen Tan Lee Noi [<mailto:aileentan@cdge.com.sg>]

**Sent:** Tuesday, May 12, 2020 5:53 PM

**To:** Tan, Bennie-WZ

**Subject:** [EXTERNAL] Re: [Reminder] AIG/LKK Ref: SJB8662H CDGE Ref: CC18120708/SHC7042Y/AT >> Acc on 25.12.2018 invlg SHC7042Y & SJB8662H [AIG]

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Hi Bennie

You may call me tomorrow morning at DID: 6214 8735? Thank you

Best Regards

Aileen Tan  
Claims Department | ComfortDelGro Engineering Pte Ltd  
Off: 6214 8735 | Fax: 6214 1843



---

**From:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>  
**Sent:** Friday, 8 May 2020 11:48  
**To:** Aileen Tan Lee Noi <[aileentan@cdge.com.sg](mailto:aileentan@cdge.com.sg)>  
**Subject:** RE: [Reminder] AIG/LKK Ref: SJB8662H CDGE Ref: CC18120708/SHC7042Y/AT >> Acc on 25.12.2018 invlg SHC7042Y & SJB8662H [AIG]

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Hi Aileen

Hope you are all well and safe.

Am I able to have a chat with you over this matter.

Thanks.

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](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Aileen Tan Lee Noi [<mailto:aileentan@cdge.com.sg>]  
**Sent:** Wednesday, May 06, 2020 3:44 PM  
**To:** Vic (LKKAUTO)  
**Cc:** Tan, Bennie-WZ  
**Subject:** [EXTERNAL] [Reminder] AIG/LKK Ref: SJB8662H CDGE Ref: CC18120708/SHC7042Y/AT >> Acc on 25.12.2018 invlg SHC7042Y & SJB8662H [AIG]

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Mr Vic Alpeh  
M/s LKK Auto Consultants Pte Ltd

We refer to subject matter resting with our email dated 20 March 2020.

Please let us have your reply with offer to wrap up this long outstanding case.

Your early reply is awaited. Thank you.

Best Regards

Aileen Tan  
Claims Department | ComfortDelGro Engineering Pte Ltd  
Off: 6214 8735 | Fax: 6214 1843



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**From:** Aileen Tan Lee Noi <[aileentan@cdge.com.sg](mailto:aileentan@cdge.com.sg)>  
**Sent:** Friday, 20 March 2020 13:31  
**To:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Cc:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>  
**Subject:** [To GIA] AIG/LKK Ref: SJB8662H CDGE Ref: CC18120708/SHC7042Y/AT >> Acc on 25.12.2018 invlg SHC7042Y & SJB8662H [AIG]

WITHOUT PREJUDICE

Mr Vic Alpeh  
M/s LKK Auto Consultants Pte Ltd

We refer to subject matter resting with email dated 13 February 2020.

Taxi was hit from behind by SJB8662H and under BOLA S27, liability is 100% in taxi's favour.

This case has remained outstanding to-date. Please be informed that if we are unable to resolve the matter by **27 March 2020**, we shall escalate the dispute to GIA for adjudication. Thank you.

Best Regards

Aileen Tan  
Claims Department | ComfortDelGro Engineering Pte Ltd  
Off: 6214 8735 | Fax: 6214 1843



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**From:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Sent:** Thursday, 13 February 2020 4:50 PM  
**To:** Kazali Haji Selahudin <[kazali@cdge.com.sg](mailto:kazali@cdge.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>  
**Subject:** RE: SHC 7042Y and SJB 8662H on 25/12/2018 \_ LKK REF CC4/AIG18023177/K1hb3

Without Prejudice

Dear Kazali,

We refer to your below email.

Kindly put on hold the matter as we are in the midst of clearing our Insured.

We will get back to you for an update as soon as possible.

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:** Kazali Haji Selahudin [<mailto:kazali@cdge.com.sg>]

**Sent:** Thursday, 13 February, 2020 11:23 AM

**To:** Tan, Bennie-WZ

**Cc:** Admin A; Vic (LKKAUTO)

**Subject:** Re: SHC 7042Y and SJB 8662H on 25/12/2018 \_ LKK REF CC4/AIG18023177/K1hb3

**Importance:** High

Dear Bennie,

Kindly assist to review and let us know if you are in favor to escalate this matter to GIA for DRM. Your prompt reply is appreciated. Thank you.

Best Regards

**Kazali Hj Selahudin**

Claims Department / ComfortDelGro Engineering Pte Ltd

Off: 6214 8736 / Fax: 6214 1843



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

**Sent:** Tuesday, 28 January 2020 11:15 AM

**To:** Kazali Haji Selahudin <[kazali@cdge.com.sg](mailto:kazali@cdge.com.sg)>

**Subject:** Automatic reply: SHC 7042Y and SJB 8662H on 25/12/2018 \_ LKK REF CC4/AIG18023177/K1hb3

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Hi,

I am currently away from office & will be back on 04/02/2020. As I do not have access to my email and voicemail, do expect a delay in responding to your email. For any urgent matters, you may wish to contact our Call Centre at 6419-3000 for assistance.

Thank you.

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