

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 19 February 2021 11:19 AM  
**To:** Boyogan, Joane  
**Cc:** Admin A  
**Subject:** RE: #4370202680SG003#027#Accident involving SLJ7886U on 6 Feb 2019 - LKK REF CC6/LCR19002546/Ukb3

Hi Joane,

I am taking over the matter.

We have propose 50% liability to third party and currently pending response from them.

We will follow up and update you again. Thanks.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** Boyogan, Joane <Joane.Boyogan@aig.com>  
**Sent:** Thursday, 18 February 2021 3:59 PM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Subject:** FW: #4370202680SG003#027#Accident involving SLJ7886U on 6 Feb 2019 - LKK REF CC6/LCR19002546/Ukb3

Dear Hsiao Tong,

Understand Khanchna is no longer with LKK

Kindly forward my email below to the person-in-charge who took over this matter

Thank you

*If you have received this message outside of your usual work hours, I do not expect that you will read it, respond to it, or act on it until appropriate for you.*

Regards,

**Joane Boyogan (Ms)**

Senior Complex Claims Examiner

AIG Asia Pacific Insurance Pte. Ltd.

AIG Building  
78 Shenton Way, Level 10  
Singapore 079120  
Tel +(65) 6419 1898  
[joane.boyogan@aig.com](mailto:joane.boyogan@aig.com) | [www.aig.sg](http://www.aig.sg)

*Annual leave notification – 22 Feb 2021*

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**From:** Boyogan, Joane  
**Sent:** Thursday, February 18, 2021 3:56 PM  
**To:** 'Khanchna (LKK Auto)' <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Cc:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: #4370202680SG003#027#Accident involving SLJ7886U on 6 Feb 2019 - LKK REF CC6/LCR19002546/Ukb3

Dear Khanchna,

We refer to our email of 30 Dec 2020

Kindly let us know if there's any movement for this file

Thank you

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Regards,

**Joane Boyogan (Ms)**  
Senior Complex Claims Examiner  
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building  
78 Shenton Way, Level 10  
Singapore 079120  
Tel +(65) 6419 1898  
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**From:** Boyogan, Joane  
**Sent:** Wednesday, December 30, 2020 6:31 PM  
**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: #4370202680SG003#027#Accident involving SLJ7886U on 6 Feb 2019 - LKK REF CC6/LCR19002546/Ukb3

Dear Khanchna,

We refer to above matter

Please proceed to offer liability up to 50% and let us have your recommendation on quantum

Thank you

Regards,

**Joane Boyogan (Ms)**  
Senior Complex Claims Examiner  
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building  
78 Shenton Way, Level 10  
Singapore 079120  
Tel +(65) 6419 1898  
[joane.boyogan@aig.com](mailto:joane.boyogan@aig.com) | [www.aig.sg](http://www.aig.sg)

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**Annual leave notification – 28 December 2020**

**Office Closure – 24 and 31 December 2020**

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**From:** Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]  
**Sent:** Monday, October 26, 2020 2:32 PM  
**To:** Boyogan, Joane <[Joane.Boyogan@aig.com](mailto:Joane.Boyogan@aig.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [EXTERNAL] RE: #4370202680SG003#027#Accident involving SLJ7886U on 6 Feb 2019 - LKK REF CC6/LCR19002546/Ukb3

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Dear Ms. Joanne,

There is no police outcome from Third party to date.

Insured reported that Third party squeezed into his lane. Whereas the Third party said that Insured side swipe his vehicle.

The TP's accident video does not show conclusively that Insured is at fault.

We propose to settle the claim at 50% basis due to conflicting versions and no supporting evidence.

Your approval please.

Thank you.

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

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**From:** Boyogan, Joane <[Joane.Boyogan@aig.com](mailto:Joane.Boyogan@aig.com)>  
**Sent:** 28 May 2020 12:14 PM  
**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: #4370202680SG003#027#Accident involving SLJ7886U on 6 Feb 2019 - LKK REF CC6/LCR19002546/Ukb3

Dear Khanchna,

We understand from OI's workshop that they did not pursue to claim against third party as there's only minor damage on OI's vehicle. OI's workshop also confirmed that there's no video footage of the accident.

With regard to third party's video which is in Merimen, we're of the view that it does not a conclusive prove that OID is fully at fault.

Please let us know once third party forward a copy of PIR

Thank you

Regards,

**Joane Boyogan (Ms)**

**AIG**

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #10-00 Singapore 079120

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

**Sent:** Tuesday, May 19, 2020 4:15 PM

**To:** Boyogan, Joane

**Cc:** Admin A

**Subject:** [EXTERNAL] RE: #4370202680SG003#027#Accident involving SLJ7886U on 6 Feb 2019 - LKK REF CC6/LCR19002546/Ukb3

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Dear Ms. Joane,

We refer to your below email.

Please be informed that we are pending for our Insured's update on their counter claim status and we have also requested for police outcome from the third party.

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,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6841 2360 | email: [khanchna@lkkauto.com](mailto:khanchna@lkkauto.com) | Fax: 6741-4108

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

---

**From:** Boyogan, Joane <[Joane.Boyogan@aig.com](mailto:Joane.Boyogan@aig.com)>

**Sent:** Tuesday, May 19, 2020 3:57 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: #4370202680SG003#027#Accident involving SLJ7886U on 6 Feb 2019 - LKK REF CC6/LCR19002546/Ukb3

Dear Ms Khanchna,

With reference to above matter

Kindly let us know the status of the above matter

Thank you

Regards,

**Joane Boyogan (Ms)**

**AIG**

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #10-00 Singapore 079120

Tel +65 64191898

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

**Sent:** Tuesday, March 31, 2020 10:32 AM

**To:** Boyogan, Joane

**Cc:** Admin A; Vic (LKKAuto); Khanchna (LKK Auto)

**Subject:** [EXTERNAL] RE: #4370202680SG003#027#Accident involving SLJ7886U on 6 Feb 2019 - LKK REF CC6/LCR19002546/Ukb3

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

Dear Joane,

We refer to your below email.

Please be informed that this matter is handled by Ms Khanchna.

Based on our records, we did not receive any feedback from Insured on our request for evidence.

However, TP had provided to us their client's video footage (as uploaded in merimen) and photos as attached.

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

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---

**From:** Boyogan, Joane [<mailto:Joane.Boyogan@aig.com>]

**Sent:** Monday, 30 March, 2020 5:55 PM

**To:** Vic (LKKAuto)

**Subject:** #4370202680SG003#027#Accident involving SLJ7886U on 6 Feb 2019

Hi Vic,

With reference to your email to OI on 13 Aug 2019

Could you check if OI replied to your email and provided OI's video footage or scene photos?

Thanks!

Regards,

**Joane Boyogan (Ms)**

**AIG**

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

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