

RE: - SID 13937421 / OC 0435841998SG / Agent request to speak w...

From: Paramchand, Varsha
To: Jia Le (LKK Auto)
Cc: Quek, Joyceline-CH, Rumli, Sharizah, Foo, Chityan, Chua, Tienzhu (SG)
Sent: 23/1/2020 4:59:48 PM

hi Jia Le,

Pls assist to ctc Agent urgently.
Tq

Varsha

**** Entered By: SSPEAM (Bacusa, Eamon) @ 01/23/2020 04:45 PM ****

Dear Claims,

Agent called again, asking for the claim details.

Please chase.

thanks

From: Chua, Tienzhu (SG)
Sent: Wednesday, January 22, 2020 5:09 PM
To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Foo, Chityan <Chityan.Foo@aig.com>
Subject: AIGENCRYPT - SID 13937421 / OC 0435841998SG / Agent request to speak with CSE

Good day LKK

Please assist to contact agent Mr Tan at 94552818 as requested below:

Call center notes:

**** Entered By: SSPRBE (Esai, Rooban) @ 22/01/2020 04:53 PM ****

Tan (PIAS PTE LTD - 032014) called in to cnfrm the Claim on 25/01/2019.....he says that the I does not remember the claim on the policy.....advsd teh reserve amnt....he was adamant to speak to teh Claims offcire as teh Insured is irate stating that he was never intimated about teh accident and never had an accident...tasked to claims

**** Entered By: SSPRBE (Esai, Rooban) @ 22/01/2020 04:55 PM ****

Dear Team

Policy No. : 1800015101

Tan (PIAS PTE LTD - 032014) called in to cnfrm the Claim on 25/01/2019.

He says that the Insured does not remember the accident on the policy as he says there was never an accident in 2019.

He was adamant to speak to the Claims officer as the Insured is irate stating that he was never intimidated about the accident.

Please call the Agent urgently as he needs to inform the Insured accordingly.

Thanks

Chua Tien Zhu (TZ)

Claims Care Associate
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