

Vic (LKKAuto)

From: Vic (LKKAuto)
Sent: Thursday, 7 March, 2019 2:48 PM
To: Md Noor, Norsiah
Cc: Admin A; Vic (LKKAuto)
Subject: RE: - SID 13316162 & CLAIM No 3582009338SG - PLS CTC TP, SHE ASKING ON STATUS OF HER CLAIMS LKK REF CC3/AIG19003681/hb3

Dear Norsiah,

We refer to your below email.

We had reviewed the matter and spoke to the Insured where he accidentally pressed the accelerator on his vehicle and collided to the TP vehicle.

AS such, liability is not to his favour and we had already informed TP repairer on it.

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)



Auto
Consultants
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Save the Earth. Print only when necessary.

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From: Md Noor, Norsiah [mailto:Norsiah.MdNoor@aig.com]

Sent: Thursday, 7 March, 2019 2:20 PM

To: Vic (LKKAuto)

Subject: RE: - SID 13316162 & CLAIM No 3582009338SG - PLS CTC TP, SHE ASKING ON STATUS OF HER CLAIMS

Importance: High

Dear Vic,

Please advise status of this matter.

Have we revert to Performance on the liability?

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 | www.aig.com.sg



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From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]
Sent: Wednesday, March 6, 2019 6:44 PM
To: Paramchand, Varsha <Varsha.Paramchand@aig.com>
Cc: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Mutalip, Nurashikin <Nurashikin.Mutalip@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Md Noor, Norsiah <Norsiah.MdNoor@aig.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: FW: - SID 13316162 & CLAIM No 3582009338SG - PLS CTC TP, SHE ASKING ON STATUS OF HER CLAIMS

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Please note that: -

LKK ref	Officer in charge
CC3/AIG19003681/HB3	Vic

To check availability of the case handler, you may contact the undersigned

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

- SID 13316162 & CLAIM No 3582009338SG - PLS CTC TP, SHE ASK

From: Paramchand, Varsha
To: CS A Team, Admin A, admin-d@lkkauto.com
Cc: Md Noor, Norsiah, Rumli, Sharizah, Mutalip, Nurashikin, Quek, Joyceline-CH, Md Noor, Norsiah
Sent: 3/6/2019 2:41:42 PM

Hi LKK / Norsiah

Third party called in & mentioned her w/shop already submitted claim on 26/2.
She is asking to speak to case handler . pls assist to ctc tp CELESTE @ 98735317 .
Tq

Varsha

From: Paramchand, Varsha [<mailto:cl.svc.amb2@aig.com>]
Sent: Wednesday, March 6, 2019 2:37 PM
To: Paramchand, Varsha <Varsha.Paramchand@aig.com>
Subject: SID 13316162 & CLAIM No 3582009338SG - PLS CTC TP, SHE ASKING ON STATUS OF HER CLAIMS

Referral & Escalation Form

Staff: Paramchand, Varsha
Vehicle number : SLB3040L
Third Party Vehicle number:
Type of Claim:
Type of Account:
Policy number : 2100458914
Policy Holder Name : Atma Singh s/o Nand Singh
Caller Name : Atma Singh s/o Nand Singh
Claims Amount :
Contact Number : 62893560 **Fax:**
Email : atmasmra@singnet.com.sg
Service Description: Claims - Speak to Claims Examiner

Hi Norsiah, lkk

Third party called in & mentioned her w/shop already submitted claim on 26/2.
She is asking to speak to case handler . pls assist to ctc insd @ 98735317.

**** Entered By: sspnhr (Abd-Rahim, Norhayati) @ 06/03/2019 02:24 PM ****
only verified pol no

Hi Claims

Third Party said her w/shop already submitted claims on 26/2/2019 and we are taking too long to respond.
She wants to speak to claims officer.

Thanks

**** Entered By: ssppdv (Paramchand, Varsha) @ 06/03/2019 02:34 PM **** (Saved Draft)
3582009338SG - lkk, cc Norsiah

3582009338SG - lkk, cc Norsiah

Regards

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[[-1890347.2857662--]]

From: Paramchand, Varsha <Varsha.Paramchand@aig.com>

Sent: Wednesday, 6 March 2019 2:42 PM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Mutalip, Nurashikin <Nurashikin.Mutalip@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Md Noor, Norsiah <Norsiah.MdNoor@aig.com>

Subject: - SID 13316162 & CLAIM No 3582009338SG - PLS CTC TP, SHE ASKING ON STATUS OF HER CLAIMS



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