

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Wednesday, 22 May, 2019 4:34 PM
To: Mutalip, Nurashikin; Mei Kwan (LKKAUTO)
Cc: Chan, Kian-Meng; Quek, Joyceline-CH; Paramchand, Varsha; Rumli, Sharizah; Admin A; CS A Team
Subject: RE: SID 13444544 Claim No 1545658872SG *** LKK REF :CC4/AIG19005855/ha3

Dear Ekynn,

We refer to your below email.

We had spoken to the Insured Mr Ng where he confirmed accident details. We are unable to advise Insured of the estimated cost of repair as we are still pending for TP inspection schedule. Till date, we have not inspected TP vehicle yet.

We noted that Insured may dispute on the cost of repair and we will get back to him with that matter after inspection.

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: Mutalip, Nurashikin [mailto:Nurashikin.Mutalip@aig.com]
Sent: Wednesday, 22 May, 2019 4:19 PM
To: Mei Kwan (LKKAUTO); Vic (LKKAUTO)
Cc: Chan, Kian-Meng; Quek, Joyceline-CH; Paramchand, Varsha; Rumli, Sharizah; Admin A; CS A Team
Subject: RE: SID 13444544 Claim No 1545658872SG *** LKK REF :CC4/AIG19005855/ha3

Hi LKK,

Please advise if insd has been contacted?

Thanks and Regards,
Ekynn

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Wednesday, May 15, 2019 10:47 AM
To: Mutalip, Nurashikin <Nurashikin.Mutalip@aig.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Cc: Chan, Kian-Meng <Kianmeng.Chan1@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: [EXTERNAL] RE: SID 13444544 Claim No 1545658872SG *** LKK REF :CC4/AIG19005855/ha3

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'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

Thank you for your email.

Please note that: -

LKK ref	Officer in charge
CC4/AIG19005855/ha3	Vic - 6841 2096

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

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mutalip, Nurashikin <Nurashikin.Mutalip@aig.com>
Sent: Tuesday, 14 May, 2019 4:13 PM
To: Admin A <admin-a@lkkauto.com>
Cc: Chan, Kian-Meng <Kianmeng.Chan1@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Mutalip, Nurashikin <Nurashikin.Mutalip@aig.com>
Subject: RE: SID 13444544 Claim No 1545658872SG

Hi LKK,

Insd mentioned that he received a call from surveyor mentioned his NCD will be affected due to this accident. He mentioned that there were only small bump on the TP vehicle and the claim amount shouldn't be huge. Please assist to ctc insd, Mr Ng @ 90469118.

**** Entered By: sspmzb (Basheer Ahmad, Mohamed Zubair) @ 14/05/2019 03:48 PM ****

Caller mentioned he received a call surveyor mentioned his NCD will affected due to this accident
Caller mentioned there were only small bump on the TP vehicle and amount should be huge
Advice we will not pay the amount they are requesting for just like as they need to provide justification in regards to the claim

Dear Team,

Insured provide feedback that the claim shouldn't be huge amount as its a minor bump.

Thank you.

Zubair

Thanks and Regards,
Ekynn

From: Mutalip, Nurashikin [<mailto:cl.svc.amb8@aig.com>]

Sent: Tuesday, May 14, 2019 3:57 PM

To: Mutalip, Nurashikin <Nurashikin.Mutalip@aig.com>

Subject: SID 13444544 Claim No 1545658872SG

Referral & Escalation Form

Staff: Mutalip, Nurashikin

Vehicle number : SFR338K

Third Party Vehicle number:

Type of Claim:

Type of Account:

Policy number : 2100168712

Policy Holder Name : Ng Soo Hock

Caller Name : Ng Soo Hock

Claims Amount :

Contact Number : 90469118

Fax:

Email : desdel@singnet.com.sg

Service Description: Claims - General Inquiry - 2100168712 \ 1545658872SG \ 000127304

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