



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

24 JULY 2019

RAMAKRISHNA MISSION

179 Bartley Road
Singapore 539784

By Post & By Email

Dear Sir/Madam,

OUR REF : CC6/AIG19006593/Uha3

YOUR REF : SKX 1938G

ACCIDENT INVOLVING SKX 1938G AND SJU 7372B ALONG MOULMEIN ROAD ON 19.02.2019

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from Body Repairer/Workshop acting on behalf of the owner of SJU 7372B against your motor insurance policy.

Based on the accident report and accident scenario, it was reported that your vehicle had collided to the Third-Party vehicle SJU 7372B from the rear. As such, liability is down against us.

Please be informed that your No Claim Discount (NCD – if any) may be affected as a result of the claim against your policy.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defense, please reply to us within 10 days from the date of this letter.

Your full co-operation in the handling of the claim is required and kindly submit the following to vicalpeh@lkkauto.com within 10 days from the date of this letter **if not provided at AIG's reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)



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- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AIG's prior knowledge and consent.

This letter should **not** be regarded as a waiver by AIG of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AIG shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6841 2096 or email us at vicalpeh@lkkauto.com.

Please quote the claim reference when you contact us that we can assist you more effectively.

Yours sincerely,



Vic Alpeh
Case Handler
DID: 6841 2096
FAX: 6741 4108
Email: vicalpeh@lkkauto.com

c.c. AIG Asia Pacific Insurance Pte Ltd
(Motor Claims Dept)

admin@ramakrishna.org.sg
(Email)

Jasper Chua (LKK Auto)

From: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>
Sent: Wednesday, 4 November 2020 10:36 AM
To: Jasper Chua (LKK Auto)
Cc: Admin A
Subject: RE: SJU 7372B / DOA : 19/02/2019 / LKK ref : CC6/AIG19006593/Uba3

Dear Jasper

The above mention vehicle was not repaired and withdraw claim in our workshop.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

From: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: 04 November 2020 10:30
To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: SJU 7372B / DOA : 19/02/2019 / LKK ref : CC6/AIG19006593/Uba3

WITHOUT PREJUDICE

Dear Anysia,

As spoken over the phone , kindly advise whether the vehicle were repaired and whether to continue pursuing the claim.

Thanks

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

Jasper Chua (LKK Auto)

From: Jasper Chua (LKK Auto)
Sent: Wednesday, 4 November 2020 10:44 AM
To: 'Goh, Jeremy'
Cc: Admin A
Subject: RE: <file review> AIG Ref: #0286380953SG003#027# || Accident between SKX 1938 G and SJU 7372 B *** LKK REF: CC6/AIG19006593/Uba3

Dear Jeremy ,

Sorry for the late response.

We just checked with TP wkp, the vehicle was not repaired and they decided to withdraw the claim.

We will submit survey report and close the file from our end .

Thanks

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

From: Goh, Jeremy <Jeremy.Goh@aig.com>
Sent: Thursday, 29 October 2020 5:20 PM
To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Subject: RE: <file review> AIG Ref: #0286380953SG003#027# || Accident between SKX 1938 G and SJU 7372 B ***
LKK REF: CC6/AIG19006593/Uba3

Dear Jasper,

Any updates to this case.

I have sent 3 reminders but still no updates. Can you let me know what is the claim status.

I need to know roughly how much to set the reserve as well.

Thanks and Regards

Jeremy Goh
AIG

Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1767

Jeremy.Goh@aig.com | www.aig.sg

Advanced Leave Notification:

From: Goh, Jeremy

Sent: Wednesday, September 23, 2020 3:10 PM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Subject: RE: <file review> AIG Ref: #0286380953SG003#027# || Accident between SKX 1938 G and SJU 7372 B ***
LKK REF: CC6/AIG19006593/Uba3

Dear Jasper,

Any updates on this case?

Hope to hear from you soon.

Thanks and Regards

Jeremy Goh
AIG

Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1767

Jeremy.Goh@aig.com | www.aig.sg

Advanced Leave Notification:

From: Goh, Jeremy

Sent: Wednesday, August 26, 2020 4:13 PM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Subject: RE: <file review> AIG Ref: #0286380953SG003#027# || Accident between SKX 1938 G and SJU 7372 B ***
LKK REF: CC6/AIG19006593/Uba3

Dear Jasper,

I make reference to the below email.

I have not gotten an update from your side on this matter.

Can I get a status update.

Hope to hear from you soon.

Thanks and Regards

Jeremy Goh
AIG

Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1767

Jeremy.Goh@aig.com | www.aig.sg

Advanced Leave Notification:

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, July 28, 2020 12:03 PM

To: Goh, Jeremy <Jeremy.Goh@aig.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: [EXTERNAL] RE: <file review> AIG Ref: #0286380953SG003#027# || Accident between SKX 1938 G and SJU 7372 B *** LKK REF: CC6/AIG19006593/Uba3

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

Dear Jeremy,

Thank you for your email.

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

Hi Jasper,

Please seek mandate.

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)

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: Goh, Jeremy <Jeremy.Goh@aig.com>

Sent: Tuesday, 28 July, 2020 11:59 AM

To: Admin A <admin-a@lkkauto.com>

Subject: <file review> AIG Ref: #0286380953SG003#027# || Accident between SKX 1938 G and SJU 7372 B

Dear LKK team,

I make reference to the case above.

May I get a status update on the case.

Hope to hear from you soon.

Thanks and Regards

Jeremy Goh

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1767

Jeremy.Goh@aig.com | www.aig.sg

Advanced Leave Notification:

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