

Vic (LKKAUTO)

From: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Monday, 16 December, 2019 5:56 PM
To: SN.CHIOK@GMAIL.COM
Cc: Tan, Wilson-KL; Tee, Chee-Wah; Vic (LKKAUTO); edmund.gin@premiumauto.com.sg
Subject: AIG Ref: 1180731415SG-003 / 004 || Accident Involving SCN8019K / SMF3791U on 14/04/2019

Hi Mdm. Chiok

Referring to our earlier conference call with Edmund, Sam and myself this afternoon.

We wish to inform the Third Party property damage claim submitted by SMF3791U handled by our appointed adjuster, LKK Auto Consultants Pte Ltd [person in charge, Mr. Vic] is currently outstanding and pending finalization to the survey on Third Party vehicle. The injury claim [handled by my colleague, Mr Wilson] submitted by M/s Legal Options LLC acting for driver of SMF3791U was successfully resolved and paid end July' 2019. In view of this settlement, you may have received an official letter from AIG on the closure to Third Party driver's injury claim in approximately August' 2019.

Pertaining to your query on the call received from a staff (i.e. Ekynn), we have reviewed internally with my fellow colleagues from the Call Center etc. We regret to inform there is no record on the call made to you on this accident during August' 2019. Furthermore, Ms. Ekynn is no longer with our organization at that point in time.

In view of the above, appreciate if you could forward to us any supporting documents / correspondences on the above queries for us to review further.

Thank you.

Best Regards

Bennie Tan
AIG

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

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From: Tan, Wilson-KL
Sent: Tuesday, June 25, 2019 5:24 PM
To: SN.CHIOK@GMAIL.COM; SNTAN1819@GMAIL.COM
Subject: AIG REF: 1180731415SG004 YR REF: SCN8019K ACCIDENT DATE: 14 APRIL 2019 MAIN ORCHARD BLVD

Dear Hedy

We refer to our telephone conversation with reference to the above mentioned matter.

We have received an injury claim from law firm, Legal Options LLC, representing driver of SMF3791U, Wong Chan Kwok.

Our assessment of this accident is not in your favor as you have reported hitting onto rear of the claimant's vehicle.

We will resolve to negotiate the claims at best possible terms.

You need not respond towards the letter from Legal Options LLC.

Thank you.

Wilson Tan
AIG

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AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards.
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