

## Vic (LKKAUTO)

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**From:** Vic (LKKAUTO)  
**Sent:** Monday, 16 December, 2019 4:45 PM  
**To:** Tan, Bennie-WZ  
**Cc:** Admin A; Vic (LKKAUTO)  
**Subject:** RE: (URGENT!) AIG Ref: 1180731415SG-003 || Accident Involving SCN8019K / SMF3791U on 14/04/2019 - LKK REF CC6/AIG19006934/Ahb3

Dear Bennie,

We refer to the below email.

Please be informed that after we sent out letter to the Insured dated 20/06/2019, we did not received any feedback from her.

However, we received the TP LOD but we have not do any settlement in view that our Insured had previously disputed on the claim and damages to TP vehicle.

In view of the above, please advise if we will conduct a height measurement to the Insured vehicle to determine the consistency of damages to both vehicles.

Thank you.

*"Best Wishes for Merry Christmas & Happy New Year 2020"*

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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**From:** Tan, Bennie-WZ [mailto:Bennie-WZ.Tan@aig.com]  
**Sent:** Monday, 16 December, 2019 3:45 PM  
**To:** Vic (LKKAUTO)  
**Subject:** (URGENT!) AIG Ref: 1180731415SG-003 || Accident Involving SCN8019K / SMF3791U on 14/04/2019  
**Importance:** High

Hi Vic

Referring to our earlier tele-conversation on this matter.

Insured spoke to me earlier at noon mentioned that your good office sent letter/called her sometime in Aug' 2019. Please urgently assist to do a thorough check on case activity to this matter.

FYI, this is a potential complaint case.

Thank you.

Best Regards

**Bennie Tan**

**AIG**

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

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1718

[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.sg](http://www.aig.sg)