

Hsiao Tong (LKKAuto)

From: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Sent: Thursday, 8 August 2019 5:23 PM
To: yb chen
Cc: Hsiao Tong (LKKAuto); Asher Sng (LKKAuto)
Subject: RE: SMH3598B- Our Ref: 6654868674SG

Dear Ryan,

We refer to our telephone conversation earlier.

We will take note on your concern of the statement "Your NCD will be affected due to late reporting" and to forward to our underwriting department for their attention.

As liability is down against us, we as your insurers will therefore proceed to negotiate for an amicable settlement with the Third Party.

Please note that your Non-Claim Discount (NCD)(if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim.

Thank you

Kind regards
Norsiah

Norsiah Md Noor
AIG

Complex Claims Examiner
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From: yb chen [mailto:ryan216@hotmail.com]
Sent: Wednesday, August 7, 2019 11:27 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>; yb chen <ryan216@hotmail.com>
Subject: [EXTERNAL] Re: SMH3598B

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

Dear Hsiao Tong / Norsiah

i have received Accident Statement from AIG and i cant accept the statement made 'Your NCD will be affected due to late reporting'.

i express my disappointment over AIG online reporting system as i had filed this accident case on the very same day i had the accident.

Can AIG give me a call back to follow up this case?

Ryan Chen

From: yb chen <ryan216@hotmail.com>
Sent: Friday, August 2, 2019 11:29 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Md Noor, Norsiah (<Norsiah.MdNoor@aig.com>) <Norsiah.MdNoor@aig.com>; yb chen <ryan216@hotmail.com>
Subject: Re: SMH3598B

Dear Norsiah

even when i tried to submit my feedback, there is error message generated.

what an online reporting channel ????

Ryan Chen

From: yb chen <ryan216@hotmail.com>
Sent: Friday, August 2, 2019 11:27 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Md Noor, Norsiah (<Norsiah.MdNoor@aig.com>) <Norsiah.MdNoor@aig.com>; yb chen <ryan216@hotmail.com>
Subject: Re: SMH3598B

Dear Hsiao Tong

i have resubmitted via AIG website. As i cant trust AIG website online reporting, i have decided to attach all files which i did so far.

Dear Norsiah

it is disappointing to see a simple reporting to AIG become such a difficult task. i have resubmitted via AIG website but there is an error at the description page, which i have to snapshot the written description.

at the end of submitting this report, there is also no reference no provided and no traceability record. will AIG again ask me to resubmit the report?????

Ryan Chen

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Wednesday, July 17, 2019 6:19 PM
To: yb chen <ryan216@hotmail.com>
Cc: Md Noor, Norsiah (<Norsiah.MdNoor@aig.com> <Norsiah.MdNoor@aig.com>
Subject: RE: SMH3598B

Dear Mr Chen,

As spoken earlier, AIG is unable to trace your online report for this matter.

Kindly assist to re-do the report online and tick "Reporting Only".

We apologised for your inconvenience caused.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: yb chen <ryan216@hotmail.com>
Sent: Friday, 14 June 2019 12:24 PM
To: Md Noor, Norsiah (<Norsiah.MdNoor@aig.com> <Norsiah.MdNoor@aig.com>); Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; yb chen <ryan216@hotmail.com>
Subject: Fw: SMH3598B

dear Norsiah (AIG)

refer below and attached addendum.

dear Hsiao Tong

please advise if there is any action from me?

Ryan Chen

From: yb chen
Sent: Thursday, June 13, 2019 9:43 AM
To: chewht@lkkauto.com; ryan216@hotmail.com
Subject: SMH3598B

Dear Hsiao Tong

i have submitted addendum on AIG website as instructed by AIG / authorised workshop.

please find the addendum and reference no.

Ryan Chen

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