

Vic (LKKAuto)

From: Vic (LKKAuto)
Sent: Friday, 22 November, 2019 10:06 AM
To: Tan, Bennie-WZ
Cc: Admin A; Vic (LKKAuto); Adrian Ling (LKKAuto)
Subject: RE: <SEEK MANDATE> RE: Your Ref: 5179665897SG-003_ACCIDENT INVOLVING VEHICLES SJV 4943T AND SLL 6571Z ON 22/03/2019 LKK REF CC6/AIG19007484/Ahb3

Dear Bennie,

We refer to your below email and the contents were noted.

We check and will get back to you for an update.

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: Tan, Bennie-WZ [mailto:Bennie-WZ.Tan@aig.com]

Sent: Friday, 22 November, 2019 1:08 AM

To: Vic (LKKAuto)

Subject: RE: <SEEK MANDATE> RE: Your Ref: 5179665897SG-003_ACCIDENT INVOLVING VEHICLES SJV 4943T AND SLL 6571Z ON 22/03/2019 LKK REF CC6/AIG19007484/Ahb3

Hi Vic

Referring to your mandate request.

Please advise on the reason for TP vehicle to repair under Lump Sum since it is within 3 years old vehicle. Also, please advise on why lump sum repair discount not at 30% since they are one of Pilot Initiative workshops.

Separately, please let us have a detailed breakdown towards surveyor's recommendation of 10 repair days for our consideration.

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 | www.aig.sg

From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

Sent: Friday, November 15, 2019 12:14 PM

To: Tan, Bennie-WZ

Cc: Admin A; Vic (LKKAUTO); Loh, Chee-Heng

Subject: [EXTERNAL] RE: <SEEK MANDATE> RE: Your Ref: 5179665897SG-003_ACCIDENT INVOLVING VEHICLES SJV 4943T AND SLL 6571Z ON 22/03/2019 LKK REF CC6/AIG19007484/Ahb3

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Dear Bennie,

We refer further to our below email.

Please be informed that TP is chasing for settlement.

For your approval and/or further instructions please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAUTO)

Sent: Friday, 8 November, 2019 2:00 PM

To: Tan, Bennie-WZ

Cc: Admin A; Vic (LKKAUTO)

Subject: <SEEK MANDATE> RE: Your Ref: 5179665897SG-003_ACCIDENT INVOLVING VEHICLES SJV 4943T AND SLL 6571Z ON 22/03/2019 LKK REF CC6/AIG19007484/Ahb3

Importance: High

Your Ref: 5179665897SG

Our Ref: CC6/AIG19007484/Ahb3

Dear Bennie,

We refer further to the below email.

It was reported that Insured vehicle lost control and collided to the TP vehicle.

A letter was sent out to the Insured to notify TP claim and NCD issues and no feedback received till date.

Summary to offer to repairer **HUA MENG SPRAY PAINTING WORKSHOP** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair	\$ 20,702.20	\$ 11,000.00
Loss of Rental (\$180 x 9 days)	\$ 1,620.00	\$ 1,620.00
LTA Search Fee	\$ 7.49	\$ 7.49
TOTAL	\$ 22,329.69	\$ 12,627.49

Breakdown of days is as follows:

Recommended days	10 Days
TOTAL CLAIMED DAYS	9 Days

Relevant supporting claim documents are uploaded in merimen for your perusal.

For your approval and/or further instruction please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

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From: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]

Sent: Tuesday, 29 October, 2019 4:14 PM

To: Vic (LKKAuto)

Cc: Admin A

Subject: RE: Your Ref: 5179665897SG-003_ACCIDENT INVOLVING VEHICLES SJV 4943T AND SLL 6571Z ON 22/03/2019 LKK REF CC6/AIG19007484/Ahb3

Hi Vic

Thank you for your email.

We write to inform you may proceed to handle this matter per usual since there is nothing incriminating found.

Kindly write to TP repairer to discharge their lawyer immediately in view of maintaining an amicable settlement with them.

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 | www.aig.sg

From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Tuesday, October 29, 2019 4:09 PM

To: Tan, Bennie-WZ

Cc: Admin A; Vic (LKKAuto)

Subject: [EXTERNAL] RE: Your Ref: 5179665897SG-003_ACCIDENT INVOLVING VEHICLES SJV 4943T AND SLL 6571Z ON 22/03/2019 LKK REF CC6/AIG19007484/Ahb3

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Dear Bennie,

We refer further to our below email.

Please be informed that TP had decided to submit the claim through their solicitor together with the BI claim (see attached email).

Kindly advise if we can proceed to close and submit our WP report.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAUTO)
Sent: Friday, 25 October, 2019 9:41 AM
To: Tan, Bennie-WZ
Cc: Admin A; Vic (LKKAUTO)
Subject: RE: Your Ref: 5179665897SG-003_ACCIDENT INVOLVING VEHICLES SJV 4943T AND SLL 6571Z ON 22/03/2019 LKK REF CC6/AIG19007484/Ahb3

Dear Bennie,

Noted with thanks.

We will inform TP repairer accordingly.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]
Sent: Friday, 25 October, 2019 9:19 AM
To: Vic (LKKAUTO)
Cc: Admin A
Subject: RE: Your Ref: 5179665897SG-003_ACCIDENT INVOLVING VEHICLES SJV 4943T AND SLL 6571Z ON 22/03/2019 LKK REF CC6/AIG19007484/Ahb3

Hi Vic

Please be informed our investigator are awaiting for necessary medical reports etc in view the complexity to this matter.

Kindly get TP to hold hands and we will revert soonest possible.

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 | www.aig.sg

From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

Sent: Tuesday, October 22, 2019 5:22 PM

To: Tan, Bennie-WZ

Cc: Admin A; Vic (LKKAUTO)

Subject: [EXTERNAL] RE: Your Ref: 5179665897SG-003_ACCIDENT INVOLVING VEHICLES SJV 4943T AND SLL 6571Z ON 22/03/2019 LKK REF CC6/AIG19007484/Ahb3

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Dear Bennie,

We refer further to our below email.

Please be informed that TP is now checking for an update.

Kindly advise.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAUTO)

Sent: Friday, 11 October, 2019 8:41 AM

To: Tan, Bennie-WZ

Cc: Admin A; Vic (LKKAUTO)

Subject: RE: Your Ref: 5179665897SG-003_ACCIDENT INVOLVING VEHICLES SJV 4943T AND SLL 6571Z ON 22/03/2019 LKK REF CC6/AIG19007484/Ahb3

Importance: High

Dear Bennie,

We refer to our below email.

Please be informed that today is the deadline that TP has provided to us to get back to them or an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAuto)

Sent: Thursday, 3 October, 2019 4:36 PM

To: Tan, Bennie-WZ

Cc: Admin A; Vic (LKKAuto)

Subject: RE: Your Ref: 5179665897SG-003_ACCIDENT INVOLVING VEHICLES SJV 4943T AND SLL 6571Z ON 22/03/2019 LKK REF CC6/AIG19007484/Ahb3

Dear Bennie,

We refer further to our below email.

Please be informed that TP repairer can hold the matter until next week Friday, 11/10/2019 (as attached email).

Otherwise, they will proceed to pass to lawyer.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAuto)

Sent: Thursday, 3 October, 2019 4:00 PM

To: Tan, Bennie-WZ

Cc: Admin A; Vic (LKKAuto)

Subject: RE: Your Ref: 5179665897SG-003_ACCIDENT INVOLVING VEHICLES SJV 4943T AND SLL 6571Z ON 22/03/2019 LKK REF CC6/AIG19007484/Ahb3

Dear Bennie,

We refer to your below email and the contents were noted.

We had spoken and requested TP repairer to hold on the matter first.

Meanwhile, TP repairer confirmed to us that no PIR received on their side but will check with their client.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]

Sent: Thursday, 3 October, 2019 3:48 PM

To: Vic (LKKAuto)

Cc: Admin A

Subject: RE: Your Ref: 5179665897SG-003_ACCIDENT INVOLVING VEHICLES SJV 4943T AND SLL 6571Z ON 22/03/2019 LKK REF CC6/AIG19007484/Ahb3

Hi Vic

Referring to email below.

Kindly get TP to hold hands on case as we are still investigating on matter.

Separately, please advise if there is any police investigation results available.

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 | www.aig.sg

From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Thursday, October 03, 2019 3:30 PM

To: Tan, Bennie-WZ

Cc: Admin A; Vic (LKKAuto)

Subject: [EXTERNAL] RE: Your Ref: 5179665897SG-003_ACCIDENT INVOLVING VEHICLES SJV 4943T AND SLL 6571Z ON 22/03/2019 LKK REF CC6/AIG19007484/Ahb3

Importance: High

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Dear Bennie,

We refer further to our below email.

Please be informed that TP repairer informed us that they had already submitted the matter to their lawyer for further handling (attached email).

Kindly advise.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAuto)

Sent: Tuesday, 1 October, 2019 3:08 PM

To: Tan, Bennie-WZ

Cc: Admin A; Vic (LKKAuto)

Subject: RE: Your Ref: 5179665897SG-003_ACCIDENT INVOLVING VEHICLES SJV 4943T AND SLL 6571Z ON 22/03/2019 LKK REF CC6/AIG19007484/Ahb3

Dear Bennie,

We refer to the below email.

Please be informed that TP repairer is chasing for an update.

Kindly advise for any investigation result.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAuto)

Sent: Friday, 30 August, 2019 5:50 PM

To: Tan, Bennie-WZ

Cc: Admin A; Vic (LKKAuto)

Subject: RE: Your Ref: 5179665897SG-003_ACCIDENT INVOLVING VEHICLES SJV 4943T AND SLL 6571Z ON 22/03/2019 LKK REF CC6/AIG19007484/Ahb3

Dear Bennie,

We refer to the below email.

Please be informed that TP repairer is chasing for an update.

Kindly advise for any investigation result.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]

Sent: Tuesday, 16 July, 2019 3:00 PM

To: Vic (LKKAuto)

Cc: Admin A

Subject: RE: Your Ref: 5179665897SG-003_ACCIDENT INVOLVING VEHICLES SJV 4943T AND SLL 6571Z ON 22/03/2019 LKK REF CC6/AIG19007484/Ahb3

Hi Vic

As spoken, kindly request TP to furnish a copy of PIR for our consideration.

Separately, we noted that accident happened in the early morning and insured driver suffered from brain haemorrhage.

We will be investigating this matter and will revert on the outcome soonest possible.

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 | www.aig.sg

From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Tuesday, July 16, 2019 2:26 PM

To: Tan, Bennie-WZ

Cc: Admin A; Vic (LKKAuto)

Subject: [EXTERNAL] Your Ref: 5179665897SG_ACCIDENT INVOLVING VEHICLES SJV 4943T AND SLL 6571Z ON 22/03/2019 LKK REF CC6/AIG19007484/Ahb3

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Dear Bennie,

We refer to the subject matter.

It was reported that Insured vehicle had rear-ended TP vehicle. It was mentioned on the OI GIA report that the driver (husband) sustained brain haemorrhage which resulted in the lost control of the vehicle and collided to the TP's rear. Later on, the Driver was announce dead.

Kindly advise if no further issue to the policy as TP is chasing for settlement.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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