

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Saturday, 23 November, 2019 12:45 PM
To: Ler, Bernard-JQ
Cc: Admin A; Vic (LKKAUTO)
Subject: <SEEK MANDATE> RE: NON REPORTING : 3113191149SG / SGL 8351M ON 29/14/19 - LKK REF CC6/AIG19007745/Ahb3

Your Ref: 3113191149SG
Our Ref: CC6/AIG19007745/Ahb3

Dear Bernard,

We refer further to the below email.

It was reported that Insured vehicle and rear-ended to the TP vehicle. We noted that the Insured vehicle was already sold out to the new owner as per insurance cert on OI GIA report.

A letter was sent out to the Insured to notify TP claim and NCD issues.

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

TP CLAIMED		REVISED - TO OFFER
Cost of Repair	\$ 29,716.48	\$ 12,000.00
Loss of Use (\$150 x 14 days)	\$ 2,100.00	\$ 1,400.00 (\$100 x 14 days)
LTA Search Fee	\$ 7.49	\$ 7.49
TOTAL	\$ 31,823.97	\$ 13,407.45

TP VEHICLE DETAILS:

MARKET VALUE : \$62,000.00 (est)
LTA REBATE : \$49,500.00 (est)
NETT VALUE : \$12,500.00 (est)

Breakdown of days is as follows:

Recommended days	14 Days
TOTAL CLAIMED DAYS	14 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

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: Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]

Sent: Monday, 11 November, 2019 9:16 AM

To: Vic (LKKAuto)

Cc: Admin A; Suwanna (LKK Auto)

Subject: RE: NON REPORTING : 3113191149SG / SGL 8351M ON 29/14/19

Dear Vic,

Please check on your end and let me know if there is anything in particular that you would like to discuss.

Thanks.

Best Regards,

Bernard Ler

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

Bernard-JQ.Ler@aig.com | www.aig.com.sg

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

Sent: 11 November 2019 08:48

To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; Suwanna (LKK Auto) <Suwanna@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: [EXTERNAL] RE: NON REPORTING : 3113191149SG / SGL 8351M ON 29/14/19

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

Dear Bernard,

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

Based on the OI GIA report, the insured driver had rear-ended the TP.

Kindly advise if no issue to the policy so we can proceed further.

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: Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]

Sent: Friday, 8 November, 2019 2:21 PM

To: Vic (LKKAuto)

Cc: Admin A; Suwanna (LKK Auto)

Subject: RE: NON REPORTING : 3113191149SG / SGL 8351M ON 29/14/19

Hi Vic,

Insured has reported. Kindly refer Merimen and for your handling please.

Thanks.

Best Regards,

Bernard Ler
AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

Bernard-JQ.Ler@aig.com | www.aig.com.sg

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

Sent: 17 October 2019 14:19

To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; Suwanna (LKK Auto) <Suwanna@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: [EXTERNAL] RE: NON REPORTING : 3113191149SG / SGL 8351M ON 29/14/19

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Dear Bernard,

We refer further to our below email.

Kindly advise further instruction as Insured is uncooperative on this matter.

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, 29 August, 2019 2:28 PM

To: Ler, Bernard-JQ

Cc: Admin A; Suwanna (LKK Auto); Vic (LKKAuto)

Subject: RE: NON REPORTING : 3113191149SG / SGL 8351M ON 29/14/19

Dear Bernard,

We refer further to the below email.

We checked online but we could not find any details of our Insured vehicle as we do not have the required information from the Insured. We also used the reported Insured Driver details but still unable to get any info on the vehicle.

As such, we called the reported Insured driver, Mr Sulaiman Bin Mausor as per TP GIA report several times but no response.

Furthermore, we also received a letter from the Insured where he stated that the vehicle was already sold out and he will not settle the claim (see attached letter).

Till date, there was no OI GIA report available yet and Insured is uncooperative.

Kindly advise further instruction.

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: Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]

Sent: Monday, 24 June, 2019 2:55 PM

To: Joy Irene (LKKAuto)

Cc: Admin A; Vic (LKKAuto); Suwanna (LKK Auto)

Subject: RE: NON REPORTING : 3113191149SG / SGL 8351M ON 29/14/19

Hi Joy,

We do not have insured's number.

Policy period: 18/10/2018 - 08/05/2019

You may enquire on when the is the car sold/date of the transfer of ownership, as well as the LTA letter to confirm on the transfer.

Best Regards,

Bernard Ler

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

Bernard-JQ.Ler@aig.com | www.aig.com.sg

From: Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]

Sent: 24 June 2019 13:31

To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Suwanna (LKK Auto) <Suwanna@lkkauto.com>

Subject: [EXTERNAL] NON REPORTING : 3113191149SG / SGL 8351M ON 29/14/19

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Hi Bernard,

We refer to the subject.

We would like to request for the insured's phone number.

We have sent our final reminder to insured and request from traffic police assistance for his reporting but to date, no GIA available.

Kindly also advise the coverage of period of the policy as insured sent us a letter that his vehicle was sold.

Thank you.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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