

Mei Kwan (LKKAuto)

From: Dally Amri, Mimi Zarina <MimiZarina.DallyAmri@aig.com>
Sent: Thursday, 25 October, 2018 2:45 PM
To: Joy Irene (LKKAuto)
Cc: Admin A; CS A Team; PRDSG.DFILE; Sukimin, Nurasikin
Subject: RE: #9203525183SG003#027#RE: TP / 9203525183SG / SHA9950Z / SGW8997S
DOA 20/03/2015 - To escalate the case to GIA

Categories: HMK

Dear Joy

Please communicate with insured if he willing to undertake this claim and kindly advise what are the course if case bring to arbitrate.

Thank you.

Regards,

Mimi Zarina @ Mimi

AIG

Express Claims Adjuster
Claims Operations | AIG Shared Services

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MimiZarina.DallyAmri@aig.com | www.AIG.com

From: Joy Irene (LKKAuto) [mailto:JoyIrene@lkkauto.com]
Sent: Friday, October 12, 2018 4:11 PM
To: Sukimin, Nurasikin
Cc: Admin A; CS A Team; PRDSG.DFILE; Dally Amri, Mimi Zarina
Subject: RE: #9203525183SG003#027#RE: TP / 9203525183SG / SHA9950Z / SGW8997S DOA 20/03/2015 - To escalate the case to GIA

Dear Nur,

No record of giving OI the option to undertake claim.

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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From: Sukimin, Nurasikin [<mailto:Nurasikin.Sukimin@aig.com>]
Sent: Friday, 12 October 2018 4:03 PM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; PRDSG.DFILE <PRDSG.DFILE@aig.com>; Dally Amri, Mimi Zarina <MimiZarina.DallyAmri@aig.com>
Subject: RE: #9203525183SG003#027#RE: TP / 9203525183SG / SHA9950Z / SGW8997S DOA 20/03/2015 - To escalate the case to GIA

Thank you Joy.

And refer back to my question earlier, have we shared an option to insured if they are willing to undertake this claim?

Regards,

NURASIKIN SUKIMIN
AIG

Team Manager - Singapore Auto Express & Recovery, Claims Operations

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Nurasikin.Sukimin@aig.com | www.aig.com

From: Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]
Sent: Thursday, October 11, 2018 6:06 PM
To: Sukimin, Nurasikin
Cc: Admin A; CS A Team; PRDSG.DFILE; Dally Amri, Mimi Zarina
Subject: RE: #9203525183SG003#027#RE: TP / 9203525183SG / SHA9950Z / SGW8997S DOA 20/03/2015 - To escalate the case to GIA

Hi Nur,

The link was sent by OI by dropbox.

You can view the green light by using the VLC.

For your easy viewing, I took a video from my desktop (attached). OI stopped and waited for the green light.

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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From: Sukimin, Nurasikin [<mailto:Nurasikin.Sukimin@aig.com>]
Sent: Thursday, 11 October 2018 5:46 PM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; PRDSG.DFILE <PRDSG.DFILE@aig.com>; Dally Amri, Mimi Zarina <MimiZarina.DallyAmri@aig.com>
Subject: #9203525183SG003#027#RE: TP / 9203525183SG / SHA9950Z / SGW8997S DOA 20/03/2015 - To escalate the case to GIA
Importance: High

Hi Joy

Appreciate to have your response soonest.

And by referring to the screenshot provided in your email dated 13th July, we are not able to retrieve any video capturing the traffic light turns green. Please share the source of the video and to upload in Merimen as well.

Regards,

NURASIKIN SUKIMIN
AIG

Team Manager - Singapore Auto Express & Recovery, Claims Operations

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Nurasikin.Sukimin@aig.com | www.aig.com

From: Sukimin, Nurasikin
Sent: Wednesday, October 10, 2018 2:14 PM
To: Joy Irene (LKKAuto); Dally Amri, Mimi Zarina
Cc: Admin A; CS A Team; PRDSG.DFILE
Subject: RE: #9203525183SG003#027#RE: TP / 9203525183SG / SHA9950Z / SGW8997S DOA 20/03/2015 - To escalate the case to GIA

Hi Joy

Have we tried to check with insured if they prefer to undertake the claim?

Regards,

NURASIKIN SUKIMIN**AIG**

Team Manager - Singapore Auto Express & Recovery, Claims Operations

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Nurasikin.Sukimin@aig.com | www.aig.com

From: Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]**Sent:** Tuesday, October 02, 2018 2:30 PM**To:** Dally Amri, Mimi Zarina**Cc:** Admin A; CS A Team; Sukimin, Nurasikin; PRDSG.DFILE**Subject:** RE: #9203525183SG003#027#RE: TP / 9203525183SG / SHA9950Z / SGW8997S DOA 20/03/2015 - To escalate the case to GIA**LKK : CC3/AIG15004986/H1za3q2**

Dear Mimi,

LOD below.

TAXI OWNER'S CLAIM					
1)	Total Loss Value				\$ 120.00
2)	30 days Loss of Rental @ \$	109.14	per day		\$ 3,274.20
3)	Surveyor Report fees	(Surveyed by LKK)			\$ 5.35
4)	LTA search fees				\$ -
			Sub-Total		\$ 3,399.55
HIRER'S CLAIM					
1)	30 days Loss of Income @ \$	80.00	per day		\$ 2,400.00
2)	Medical/Transportation/Misc Fees				\$ -
					\$ 5,799.55
TOTAL CLAIM					

THE TP VEHICLE IS NOT ECONOMICAL FOR REPAIR.

BOOK VALUE : \$8,431.72

LTA REIMBURSEMENT VALUE (RV) : \$7,784.00

NETT VALUE : \$647.72

MAXIMUM DAYS TO OFFER FOR TOTAL LOSS CASES : 14 DAYS

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108

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From: Dally Amri, Mimi Zarina [<mailto:MimiZarina.DallyAmri@aig.com>]
Sent: Tuesday, 2 October 2018 2:22 PM
To: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Sukimin, Nurasikin <Nurasikin.Sukimin@aig.com>; PRDSG.DFILE <PRDSG.DFILE@aig.com>
Subject: RE: #9203525183SG003#027#RE: TP / 9203525183SG / SHA9950Z / SGW8997S DOA 20/03/2015 - To escalate the case to GIA

Dear Joy

Could advise on estimation of total TP claim amount to us.

Thank you.

Regards,

Mimi Zarina @ Mimi

AIG

Express Claims Adjuster

Claims Operations | AIG Shared Services

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MimiZarina.DallyAmri@aig.com | www.AIG.com

From: Joy Irene (LKKAUTO) [<mailto:JoyIrene@lkkauto.com>]
Sent: Friday, July 13, 2018 11:27 AM
To: Dally Amri, Mimi Zarina
Cc: Admin A; CS A Team; Sukimin, Nurasikin; PRDSG.DFILE
Subject: RE: #9203525183SG003#027#RE: TP / 9203525183SG / SHA9950Z / SGW8997S DOA 20/03/2015 - To escalate the case to GIA

Dear Mimi,

We obtained the insured driver's video from your good-office. Attach is a copy for your viewing.

From the video, it can be observed that OID stopped and waited at the junction due to red traffic light. In the end, we have seen the traffic light turned green and the video ended.

Kindly assist to check in your records if you could retrieve a longer clip.



For your instructions.

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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From: Dally Amri, Mimi Zarina [<mailto:MimiZarina.DallyAmri@aig.com>]

Sent: Monday, 9 July 2018 10:43 AM

To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Sukimin, Nurasikin <Nurasikin.Sukimin@aig.com>; PRDSG.DFILE <PRDSG.DFILE@aig.com>

Subject: #9203525183SG003#027#RE: TP / 9203525183SG / SHA9950Z / SGW8997S DOA 20/03/2015 - To escalate the case to GIA

Dear Joy/Zayyer

Kindly upload the video footage in merimen for our next assessment.
Please revert once done.

Upon receiving the video footage from our insured, it shows that traffic light was red initially and until green light appeared. However, due to accident, the video footage later parts was corrupted and clip below link to view video. We also attached screen shot from video footage for your refer

<https://www.dropbox.com/s/7cxbtjbqg1ovokw/SGW%208997S%20doa%2020.03.15.AVI?dl=0>

Thank you.

Regards,

Mimi Zarina @ Mimi
AIG

From: Joy Irene (LKKAUTO) [<mailto:JoyIrene@lkkauto.com>]
Sent: Thursday, June 28, 2018 11:44 AM
To: Dally Amri, Mimi Zarina
Cc: Admin A; CS A Team
Subject: TP / 9203525183SG / SHA9950Z / SGW8997S DOA 20/03/2015 - To escalate the case to GIA
Importance: High

Dear Mimi,

We refer to the subject.

We have instruction from Ms. Fiza on 14.11.2016 to maintain rejection. Screen shot below.

Zayyer (LKKAUTO)

From: Ishak, Nor Hafizah <NorHafizah.Ishak@aig.com>
Sent: Monday, 14 November, 2016 10:52 AM
To: Zayyer (LKKAUTO)
Cc: PRDSG.DFILE; Sukimin, Nuraskin; Admin A
Subject: RE: #9203525183SG003#027@Accident on 20/03/2015 SHA9950Z & SGW8997S

[Without Prejudice]

Hi Zayyer,

As per discuss, please maintain to reject the TP claim as there do not have an evidence to proof their statement

Regards

Nor Hafizah (Fiza)
AIG
Business Process Specialist -SG Auto Express Claim
Singapore Claims | AIG Shared Services

Tel: 8001206556 ext 1012211 | norhafizah.ishak@aig.com

We maintained rejection as instructed however, TP repairer insisted for a 50% settlement or otherwise, they seek for your consent to escalate the matter to GIA for resolution.

Kindly advise further instruction please.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108

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From: "Joy Irene (LKKAuto)" <JoyIrene@lkkauto.com>
To: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>
Cc: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>, Admin A <admin-a@lkkauto.com>
Date: 06/02/2018 10:25 AM
Subject: RE: SHA9950Z / SGW8997S DOA 20/03/2015

WITHOUT PREJUDICE

Dear Cecilia,

Attached video and screen shot for your reference.

From the video it can be observed that our insured stopped at the junction (red light from 00:02:40) and waited traffic light to turn green (at 00:03:14-turned green).



In view of this, it clearly showed that green traffic light was for our insured's favour.

Full copy of the video will be available for your viewing this coming round-table meeting (on 08.02.18) with our Ms. Hsiao Tong.

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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