

## Vic (LKKAUTO)

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**From:** Loh, Chee-Heng <Chee-Heng.Loh@aig.com>  
**Sent:** Monday, 1 July, 2019 3:45 PM  
**To:** CS A Team  
**Subject:** 7265479899SG-003  
**Attachments:** LTA.pdf; img-626092219-0001.pdf  
  
**Importance:** High

Dear Sirs,

We have received LOD from TP workshop for your handling. OI's video shared in Merimen for your viewing.

Thank you.

Best regards,  
**Loh Chee Heng**  
**AIG**

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

AIG Building, 78 Shenton Way #08-16 Singapore(079120)  
Tel +(65) 6419 1881  
[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Paramchand, Varsha  
**Sent:** Thursday, 27 June 2019 1:06 PM  
**To:** Loh, Chee-Heng <Chee-Heng.Loh@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>  
**Cc:** AIG SGP, CCU Referral <AIGSGPCCUReferral@aig.com>  
**Subject:** FW: aigencrypt - LOD to AIG - BUS/05/19/7025/AW - Accident involving Double Decker Bus SG5810J and SMG2240U on 15 May 2019 along junction of Woodland St 83 and Ave 4 & clm no: 7265479899SG  
**Importance:** High

Hi Chee Heng / Bennie

Pls assist.

Tq

Varsha

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**From:** AIG SGP, CCU Referral  
**Sent:** Thursday, June 27, 2019 1:05 PM  
**To:** Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) <[audrey@smrt.com.sg](mailto:audrey@smrt.com.sg)>  
**Cc:** AIG SGP, CCU Referral <[AIGSGPCCUReferral@aig.com](mailto:AIGSGPCCUReferral@aig.com)>  
**Subject:** aigencrypt - LOD to AIG - BUS/05/19/7025/AW - Accident involving Double Decker Bus SG5810J and SMG2240U on 15 May 2019 along junction of Woodland St 83 and Ave 4 & clm no: 7265479899SG  
**Importance:** High

Dear Audrey,

Thank you for email enquiry.

We are pleased to inform you that AIG have received your email request & We have forwarded to the relevant department for assistance.

If you need any further assistance, please call us at 6419 3000 from Mondays to Fridays, 9:00 am to 5.00 pm, excluding Public Holidays. Our Customer Care Consultants will be pleased to assist you.

Varsha  
Claims Care Associate  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

[www.aig.sg](http://www.aig.sg)

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**From:** Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) [<mailto:audrey@smrt.com.sg>]  
**Sent:** Wednesday, June 26, 2019 12:12 PM  
**To:** AIG SGP, CCU Referral <[AIGSGPCCUReferral@aig.com](mailto:AIGSGPCCUReferral@aig.com)>; AIG SGP, Claims-Survey <[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)>  
**Subject:** [EXTERNAL] LOD to AIG - BUS/05/19/7025/AW - Accident involving Double Decker Bus SG5810J and SMG2240U on 15 May 2019 along junction of Woodland St 83 and Ave 4  
**Importance:** High

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

SMRT Ref : BUS/05/19/7025/AW  
AIG Ref : SMG2240U

Dear Sir/Mdm,

We claim on behalf of SMRT BUSES LTD, owner of the vehicle registration number SG5810J. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$ 353.00
Loss of Use (\$350 x 0.5 Day) Double Decker Bus	\$ 175.00
LTA Search Fee	\$ 7.00
<b>Total</b>	<b>\$ 535.00</b>

We enclose the following documents,

- Repair Invoice
- GIA Report
- LTA Search
- Survey Report and Bus Photos to be furnished by AIG's appointed surveyor LKK.

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT BUSES LTD.

*Audrey Woo* | DID : 6556 3521 | FAX : 6481 9221 | Email : [audrey@smrt.com.sg](mailto:audrey@smrt.com.sg) | Claims  
Department | 6 Ang Mo Kio Street 62 Singapore 569140



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