

Jasper Chua (LKK Auto)

From: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Sent: May 27, 2020 10:24 AM
To: Mei Kwan (LKKAuto)
Cc: Admin A; Jasper Chua (LKK Auto)
Subject: RE: <OI NON -REPORTING>RE: Your Ref: 9737784956SG - RE: Request For OI GIA Report - LKK REF CC6/AIG19009779/Uhb3

Dear Mei Kwan,

Matter has been repudiated.

You may inform TP accordingly.

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: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]
Sent: 18 May 2020 19:39
To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Subject: [EXTERNAL] RE: <OI NON -REPORTING>RE: Your Ref: 9737784956SG - RE: Request For OI GIA Report - LKK REF CC6/AIG19009779/Uhb3

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

Dear Bernard,

We refer further to the below email.

Kindly assist.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Vic (LKKAuto)

Sent: Wednesday, 22 April 2020 11:50 AM

To: Ler, Bernard-JQ

Cc: Admin A; Jasper Chua (LKK Auto); Vic (LKKAuto); Khoo, Kay-Eng; Tan, Mary

Subject: <OI NON -REPORTING>RE: Your Ref: 9737784956SG - RE: Request For OI GIA Report - LKK REF CC6/AIG19009779/Uhb3

Dear Bernard,

We refer further to our below email.

TP repairer is now chasing once again for an update.

For your further instructions please.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

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: Vic (LKKAuto)

Sent: Monday, 13 April, 2020 4:05 PM

To: Ler, Bernard-JQ

Cc: Admin A; Jasper Chua (LKK Auto); Vic (LKKAuto)

Subject: RE: Your Ref: 9737784956SG - RE: Request For OI GIA Report - LKK REF CC6/AIG19009779/Uhb3

Dear Bernard,

We refer further to our below email.

Please be informed that till date, no OI GIA report is available and Insured did not respond to our latest email as attached.

TP repairer is now unable to hold the matter further and there client would like to take further action.

We call Insured several times but to no avail and had already sent out all relevant letters/email to the Insured but since no Accident Report has been lodged yet, kindly confirm of the matter can be repudiated as the claimant would like to take over the claim.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

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)



Auto
Consultants
Pte Ltd

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From: Vic (LKKAuto)

Sent: Tuesday, 31 March, 2020 3:35 PM

To: Ler, Bernard-JQ

Cc: Admin A; Jasper Chua (LKK Auto); Vic (LKKAuto)

Subject: RE: Your Ref: 9737784956SG - RE: Request For OI GIA Report - LKK REF CC6/AIG19009779/Uhb3

Dear Bernard,

We refer to your below email.

We had sent out letters by post and letter to Traffic Police for assistance.

Just today, we had sent out email to Insured to notify her once again to do accident reporting as we only have her email address provided today.

We will continue to follow up on the Insured and will update the TP repairer accordingly.

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: Tuesday, 31 March, 2020 3:00 PM

To: Vic (LKKAuto)

Cc: Admin A; Jasper Chua (LKK Auto)

Subject: RE: Your Ref: 9737784956SG - RE: Request For OI GIA Report - LKK REF CC6/AIG19009779/Uhb3

Dear Vic,

Insured contact is as follows:

Email: hmsoh2010@gmail.com

Mobile: 82000986

Home: 67447207

We have tried all the possible means to contact her?

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: 31 March 2020 13:40

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

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

Subject: [EXTERNAL] RE: Your Ref: 9737784956SG - RE: Request For OI GIA Report - LKK REF CC6/AIG19009779/Uhb3

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

Dear Bernard,

We refer further to our below email.

Please be informed that we tried to call Insured several times but to no avail.

TP repairer informed us today, that they may not be able to hold the matter and may take further action.

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

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: Wednesday, 15 January, 2020 2:05 PM

To: Vic (LKKAuto)

Cc: Admin A

Subject: RE: Your Ref: 9737784956SG - RE: Request For OI GIA Report - LKK REF CC6/AIG19009779/Uhb3

Hi Vic,

Please call OI again to remind her on reporting.

Do let her know that we will repudiate the matter under policy T&C if she have not report the accident in the next 14 days.

Kindly update me on the outcome.

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: 10 January 2020 09:50

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

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Subject: [EXTERNAL] BLOCKED ATTACHMENT: Your Ref: 9737784956SG - RE: Request For OI GIA Report - LKK REF CC6/AIG19009779/Uhb3

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

This email contained an attachment that is potentially malicious. To protect the AIG network and users, the attachment named ~wrd000.jpg,image001.png,image003.wmz,gz,image003.wmz.wmf was removed from the email. If you believe that this is a legitimate email from a trusted source, please contact either the sender or your helpdesk to have the message resent in compliance with the corporate electronic messaging standard.

Please be aware that SPAM and other malicious email often have a forged sender to make it appear to be sent from someone on your contact list or otherwise trust.

Dear Bernard,

We refer to the subject matter.

Please be informed that till date, we have not receive any OI GIA report yet.

We had already sent out the necessary letters for Insured to lodge the GIA report.

We had also spoken to the Insured Mdm Soh and she was informed of the TP claim and to lodge the GIA report asap to any AIG authorized reporting centre or on the website. Our last conversation was on 28/08/2019.

TP repairer is now chasing for update/settlement.

Please advise further instructions.

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: Do-Not-Reply [<mailto:do-not-reply@merimen.com>]

Sent: Friday, 11 October, 2019 5:00 PM

To: do-not-reply@merimen.com

Cc: Admin A; Vic (LKKAuto); NoorMariesa.AbuKassim@aig.com; ShengYang.Lim@aig.com; yokeshi.chan@aig.com; Aashweenjeetkaur.Mithoosingh@aig.com; Syazairdina.Azlan@aig.com; Yinrul.Hor@aig.com; Divyashni.Subramaniam@aig.com

Subject: Re: Request For OI GIA Report

This mail is associated with :
*SKW7051E (9737784956SG)
[SGP870M]
TP
TEIN BOH GOH
May 26 2019 2:00PM
[SOH HUEY MEI]
Jin Auto Services Pte Ltd

Hi Suwanna,

OI GIA Report is not available and sent OI details through Merimen.

Regards,
Divya

<-- Original Message -->

From: LKK_HQ

To: NoorMariesa.AbuKassim@aig.com; ShengYang.Lim@aig.com; yokeshi.chan@aig.com; Aashweenjeetkaur.Mithoosingh@aig.com; Syazairdina.Azlan@aig.com; Yinrul.Hor@aig.com; Divyashni.Subramaniam@aig.com

CC: AIG_SG; admin-a@lkkauto.com; vicalpeh@lkkauto.com

Sent On: 04/10/2019 03:26 PM

Subject: Request For OI GIA Report

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,
Suwanna Te-Uttarung | Admin support
LKK Auto Consultants Pte Ltd
Email Suwanna@lkkauto.com fax: 67414108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

<-- Original Message -->

From: AIG_SG

To: LKK_HQ

CC: NoorMariesa.AbuKassim@aig.com; ShengYang.Lim@aig.com; yokeshi.chan@aig.com;
Aashweenjeetkaur.Mithoosingh@aig.com; Syazairdina.Azlan@aig.com; Yinrul.Hor@aig.com;
Divyashni.Subramaniam@aig.com; Wahxin.Tong@aig.com; admin-a@lkkauto.com; vicalpeh@lkkauto.com

Sent On: 26/07/2019 04:27 PM

Subject: Re: Request For OI GIA Report

Hi Suwanna

We still haven't receive any OI GIA report till date.

You may refer OI details as shown as below.

Thank you.

Best Regards,
Wah Xin

<-- Original Message -->

From: LKK_HQ

To: NoorMariesa.AbuKassim@aig.com; ShengYang.Lim@aig.com; yokeshi.chan@aig.com;
Aashweenjeetkaur.Mithoosingh@aig.com; Syazairdina.Azlan@aig.com; Yinrul.Hor@aig.com;
Divyashni.Subramaniam@aig.com; Wahxin.Tong@aig.com

CC: AIG_SG; admin-a@lkkauto.com; vicalpeh@lkkauto.com

Sent On: 25/07/2019 12:26 PM

Subject: Request For OI GIA Report

2nd Reminder

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Suwanna Te-Uttaruang | Admin support
LKK Auto Consultants Pte Ltd
Email Suwanna@lkkauto.com fax: 67414108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

<-- Original Message -->

From: LKK_HQ
To: NoorMariesa.AbuKassim@aig.com; ShengYang.Lim@aig.com; Imran.Ishak@aig.com;
yokeshi.chan@aig.com; Aashweenjeetkaur.Mithoosingh@aig.com; Syazairdina.Azlan@aig.com;
Yinrul.Hor@aig.com
CC: AIG_SG; admin-a@lkkauto.com
Sent On: 22/07/2019 03:03 PM
Subject: AIGENCRYPT [EXTERNAL] Re: No OI GIA Report

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,
Suwanna Te-Uttaruang | Admin support
LKK Auto Consultants Pte Ltd
Email Suwanna@lkkauto.com fax: 67414108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

<-- Original Message -->

From: LKK_HQ
To: NoorMariesa.AbuKassim@aig.com; ShengYang.Lim@aig.com; Imran.Ishak@aig.com;
yokeshi.chan@aig.com; Aashweenjeetkaur.Mithoosingh@aig.com; Syazairdina.Azlan@aig.com;
Yinrul.Hor@aig.com
CC: AIG_SG; admin-a@lkkauto.com; vicalpeh@lkkauto.com
Sent On: 15/07/2019 05:31 PM
Subject: Re: AIGENCRYPT [EXTERNAL] Re: No OI GIA Report

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,
Suwanna Te-Uttaruang | Admin support
LKK Auto Consultants Pte Ltd

Email Suwanna@lkkauto.com fax: 67414108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

<-- Original Message -->

From: AIG_SG

To: LKK_HQ

CC: admin-a@lkkauto.com; vicalpeh@lkkauto.com; NoorMariesa.AbuKassim@aig.com;
ShengYang.Lim@aig.com; Imran.Ishak@aig.com; yokeshi.chan@aig.com;
Aashweenjeetkaur.Mithoosingh@aig.com; Syazairdina.Azlan@aig.com; Yinrul.Hor@aig.com

Sent On: 19/06/2019 02:58 PM

Subject: AIGENCRYPT [EXTERNAL] Re: No OI GIA Report

Hi Suwanna,

Please be informed that we still haven't received any OI GIA report till date. OI details sent via Merimen.

Regards,

Divya

?

<-- Original Message -->

From: LKK_HQ

To: NoorMariesa.AbuKassim@aig.com; ShengYang.Lim@aig.com; Imran.Ishak@aig.com;
yokeshi.chan@aig.com; Aashweenjeetkaur.Mithoosingh@aig.com; Syazairdina.Azlan@aig.com;
Yinrul.Hor@aig.com

CC: AIG_SG; admin-a@lkkauto.com; vicalpeh@lkkauto.com

Sent On: 18/06/2019 05:59 PM

Subject: Re: No OI GIA Report

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Suwanna Te-Uttarung | Admin support

LKK Auto Consultants Pte Ltd

Email Suwanna@lkkauto.com fax: 67414108

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

<-- Original Message -->

From: AIG_SG

To: LKK_HQ

CC: NoorMariesa.AbuKassim@aig.com; ShengYang.Lim@aig.com; yokeshi.chan@aig.com;
Aashweenjeetkaur.Mithoosingh@aig.com; Syazairdina.Azlan@aig.com; Yinrul.Hor@aig.com;
Divyashni.Subramaniam@aig.com; Wahxin.Tong@aig.com

Sent On: 12/06/2019 05:34 PM

Subject: Re: Fw: Re: No OI GIA Report

Hi Shu Pei,

Please be informed that we still haven't received any OI GIA Report till date and OI details sent in Merimen.

Regards,
Divya

<-- Original Message -->

From: LKK_HQ

To: AIG_SG; NoorMariesa.AbuKassim@aig.com; ShengYang.Lim@aig.com; yokeshi.chan@aig.com; Aashweenjeetkaur.Mithoosingh@aig.com; Syazairdina.Azlan@aig.com; Yinrul.Hor@aig.com; Divyashni.Subramaniam@aig.com; Wahxin.Tong@aig.com

Sent On: 12/06/2019 08:59 AM

Subject: Fw: Re: No OI GIA Report

Dear Sir / Madam,

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,
Shu Pei| Admin
LKK Auto Consultants Pte Ltd

<-- Original Message -->

From: LKK_HQ

To: AIG_SG; NoorMariesa.AbuKassim@aig.com; ShengYang.Lim@aig.com; yokeshi.chan@aig.com; Aashweenjeetkaur.Mithoosingh@aig.com; Syazairdina.Azlan@aig.com; Yinrul.Hor@aig.com; Divyashni.Subramaniam@aig.com; Wahxin.Tong@aig.com

CC: admin-a@lkkauto.com

Sent On: 11/06/2019 10:59 AM

Subject: Re: No OI GIA Report

Dear Sir / Madam,

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,
Shu Pei| Admin
LKK Auto Consultants Pte Ltd

<-- Original Message -->

From: AIG_SG

To: LKK_HQ

Sent On: 04/06/2019 10:10 AM

Subject: No OI GIA Report

Hi,

Pls be advice that no OI GIA report received.
Pls find OI details below for your further actions.

OI name : Soh Huey Mei

Address : 122 Geylang East Central
#06-80
Singapore 380122

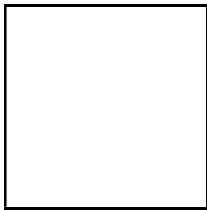
Mobile No: 82000986

Thank you.

Regards,
Divya

This is an auto-generated email. Do not reply to this email.

Sent by : Subramaniam, Divyashni (AIG Asia Pacific Insurance Pte. Ltd.)



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www.avg.com

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