

Dear Sir,

The incident happened on 26 May 2019. My new house was under renovation. I was reversing my car out from my house. The driver of the other car (SKW 7051 E) was visiting my opposite neighbor and had his car parked in the way as shown in the picture, (please refer to the attached file). As the lane was so narrow, the car had definitely blocked the access and made it very difficult for me to reverse my car out of the house. It was very irresponsible to park a car in that manner.

My car had a slight knock on the bumper (SKW 7051E) as I was trying to reverse my car. This resulted in a minor dent to the car. There was no visible damage on my car.

We had made a mutual agreement for the claimant to repair the dent with my recommended car mechanic; I took the picture and sent it to my car mechanic. My car mechanic quoted less than \$300 for the repair. I had sent the car mechanic contact and address to the claimant to refer him to the workshop for the minor repair.

However later on I received a WhatsApp message from him to claim about \$1500 - \$1900. As the quoted price was clearly unreasonable, I disputed the amount and counter proposed about \$600 for the repair. This is out of good will as he is also partly responsible for the accident by parking the car indiscriminately.

I shifted to my new house in early August 2019. I didn't received letters from AIG on the progress of the claim. I reported the accident to my insurance company AIG via telephone when I received a call from the AIG sometime at the end of the year 2019.

Sometime this year 2020, I received letters from the claimant lawyer (Vision law LLC) to settle the claim. I enquire with AIG via telephone and was advised to ignore the lawyer's letter as AIG is handling the case. However, I continued to receive lawyer's letter and on calling AIG again, I was informed that the case was closed.

Only recently I received the lawyer's letter from the claimant, stating that I have to pay \$4156.60 and on checking with Vision Law, I was told that AIG has repudiated the claim. I called AIG on 27 Nov, about 2pm, and spoke to a "Mr Lee". He advised me to write in and upload the lawyer's letter that I received into the company portal. He assured me that the AIG will take over the case.

The case number is 2100410977.

Please kindly look into the matter and I would like to appeal for the AIG insurance to assist in settling the matter.

Regards  
SOH HUEY MEI  
S6931804E  
Car Number SGP870M