

Mei Kwan (LKKAUTO)

From: Mei Kwan (LKKAUTO)
Sent: Thursday, 20 June, 2019 12:02 PM
To: Ler, Bernard-JQ
Cc: Admin A; CS A Team; Joy Irene (LKKAUTO)
Subject: RE: 0169287311SG-003 | LKK REF: CC4/AIG17001061/M1ea3q2-1

Hi Bernard,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Asher,

FYNA please. our ref: CC4/AIG17001061/M1ea3q2-1.

To check availability of the case handler, you may contact the undersigned.

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: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Sent: Thursday, 20 June, 2019 11:49 AM
To: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: 0169287311SG-003 | CC4/AIG17001061/M1ZA3

Hi Joy,

May I check on the update of this case?

As TP repairer called in and mentioned that they still yet to receive any offer from us.

Appreciate your handling.

Thank you.

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: Ler, Bernard-JQ
Sent: 14 June 2019 13:55
To: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: 0169287311SG-003 | CC4/AIG17001061/M1ZA3

Hi Joy,

Case has been re-opened in Merimen for your handling.

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: Joy Irene (LKKAUTO) [<mailto:JoyIrene@lkkauto.com>]
Sent: 14 June 2019 11:37
To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: [EXTERNAL] RE: 0169287311SG-003 | CC4/AIG17001061/M1ZA3

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

2017 case

Hi Bernard,

We refer to our e-mail correspondence below.

We received TP LOD dated 08/11/2018.

We would like to ask for your instruction whether we may proceed to negotiate and settle TP claim.

If yes, kindly assist to re-open claim file.

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: Joy Irene (LKKAuto)
Sent: Monday, 2 April 2018 9:50 AM
To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Cc: Ma C.F (LKKAuto) <MaCF@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Reports (LKKAuto) <report@lkkauto.com>
Subject: RE: 0169287311SG-003 | CC4/AIG17001061/M1ZA3

Dear Bernard,

We are processing our invoice for submission today.

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: Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]
Sent: Monday, 2 April 2018 9:38 AM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: Ma C.F (LKKAuto) <MaCF@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: 0169287311SG-003 | CC4/AIG17001061/M1ZA3

Dear Joy,

Please submit adjuster report & invoice (if any) for our closure.

Thank you.

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 | Fax +(65) 6835 7416

From: Joy Irene (LKKAUTO) [<mailto:JoyIrene@lkkauto.com>]
Sent: Thursday, March 29, 2018 11:36 AM
To: Ler, Bernard-JQ
Cc: Ma C.F (LKKAUTO); Vivian Lau (LKKAUTO); Admin A
Subject: RE: 0169287311SG-003 | CC4/AIG17001061/M1ZA3

Dear Bernard,

As spoken, it has been more than a year that this case had no development.

No agreed final repair cost between our surveyor and TP up to this date.

We will therefore proceed to close this claim file on WP basis and will inform your office in future should TP decide to pursue their claim.

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: Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]
Sent: Wednesday, 28 March 2018 1:33 PM
To: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>
Cc: Ma C.F (LKKAUTO) <MaCF@lkkauto.com>; Vivian Lau (LKKAUTO) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: 0169287311SG-003 | CC4/AIG17001061/M1ZA3

Dear Joy,

Kindly advise when is our last correspondence with TP.

If TP did not reply to our last correspondence after 1 year, we may proceed to WP the case.

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 | Fax +(65) 6835 7416

From: Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]
Sent: Wednesday, March 28, 2018 1:10 PM
To: Ler, Bernard-JQ
Cc: Ma C.F (LKKAuto); Vivian Lau (LKKAuto); Admin A
Subject: RE: 0169287311SG-003 | CC4/AIG17001061/M1ZA3

Dear Bernard,

There is no development since our survey on 18/01/2017.

May we proceed to WP this claim file?

We will inform you in future for our further handling should TP decide to pursue their claim.

Kindly advise.

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: Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]
Sent: Wednesday, 28 March 2018 10:22 AM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: Ma C.F (LKKAuto) <MaCF@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: 0169287311SG-003 | CC4/AIG17001061/M1ZA3

Dear Joy,

Kindly update. 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 | Fax +(65) 6835 7416

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

From: Ler, Bernard-JQ
Sent: Tuesday, March 27, 2018 11:02 AM
To: 'Joy Irene (LKKAUTO)'
Cc: Ma C.F (LKKAUTO); Vivian Lau (LKKAUTO); Admin A
Subject: RE: 0169287311SG-003 | CC4/AIG17001061/M1ZA3

Dear Joy,

Kindly provide update on this case.

There is no need to notify TP if there is no development.

Thank you.

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 | Fax +(65) 6835 7416

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

From: Joy Irene (LKKAUTO) [<mailto:JoyIrene@lkkauto.com>]
Sent: Monday, February 12, 2018 4:06 PM
To: Ler, Bernard-JQ
Cc: Ma C.F (LKKAUTO); Vivian Lau (LKKAUTO); Admin A
Subject: RE: 0169287311SG-003 | CC4/AIG17001061/M1ZA3

Dear Bernard,

We refer to your enquiry.

Status is pending finalisation.

Please be informed that Mr. Zayyer is no longer working with M/s LLK Auto Consultants Pte Ltd.

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: Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]
Sent: Monday, 12 February 2018 3:46 PM
To: Zayyer (LKKAUTO) <zayyer@lkkauto.com>
Subject: 0169287311SG-003 | CC4/AIG17001061/M1ZA3

Dear Zayyer,

0169287311SG-003	13/01/2017	SKT8524S	SJR7483E	CC4/AIG17001061/M1ZA3	
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Referring to the above, kindly assist to provide the latest update on the matter.

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 | Fax +(65) 6835 7416

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

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