

## Hsiao Tong (LKKAUTO)

---

**From:** Ng, Jeffreysaykiat <Jeffreysaykiat.Ng@aig.com>  
**Sent:** Tuesday, 16 July 2019 10:27 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Lee, Ming-Yao  
**Subject:** RE: AIG Ref: 2328588853SG \*Our Ref: CC4/AIG19011096/K1db3 [ACCIDENT INVOLVING SDH 6900Z(OI) AND SHD 3787C(TP) ON 20/06/2019]

Dear Hsiao Tong,

Mary, Joane and myself will be having a 2<sup>nd</sup> tele-conference call with Mr Phua on 17.07.2019 to address his further concerns.

We will update further after that, thank you.

**Jeffrey Ng**  
**AIG**

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

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1916 | Fax +(65) 6835 7416

[Jeffreysaykiat.Ng@aig.com](mailto:Jeffreysaykiat.Ng@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)



**AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards.**  
**[Click here to find out more.](#)**

**Follow us:**



**IMPORTANT NOTICE:**

*The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.*

---

**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** Wednesday, July 10, 2019 2:44 PM  
**To:** Ng, Jeffreysaykiat  
**Cc:** Lee, Ming-Yao  
**Subject:** [EXTERNAL] RE: AIG Ref: 2328588853SG \*Our Ref: CC4/AIG19011096/K1db3 [ACCIDENT INVOLVING SDH 6900Z(OI) AND SHD 3787C(TP) ON 20/06/2019]

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

Hi Jeffrey,

We refer to the above matter.

As spoken, OI Mr Phua had called in, he would like to know the outcome on this matter. His main concern is on his NCD, he wanted his NCD remain at 50%.

Kindly assist to contact insured and address his concern by tomorrow noon(*as requested by OI*).

Thank you.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Lee, Ming-Yao <[MingYao.Lee@aig.com](mailto:MingYao.Lee@aig.com)>

**Sent:** Monday, 8 July 2019 3:19 PM

**To:** Ng, Jeffreysaykiat <[Jeffreysaykiat.Ng@aig.com](mailto:Jeffreysaykiat.Ng@aig.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: AIG Ref: 2328588853SG \*Our Ref: CC4/AIG19011096/K1db3 [ACCIDENT INVOLVING SDH 6900Z(OI) AND SHD 3787C(TP) ON 20/06/2019]

Hi Hsiao Tong,

Thank you for informing us. We will look into the matter. If insured receive letter from TP solicitor, he may forward to us directly.

Hi Jeffrey,

This is for your information.

TPD : Taxi Hirer

Any luck of us to direct settle with TP? Also noticed that TPV had 4 passengers at point of accident.

Thank You.

Regards,

**Lee Ming Yao, George**

**AIG**

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769

[Ming-Yao.Lee@AIG.com](mailto:Ming-Yao.Lee@AIG.com) | [www.aig.sg](http://www.aig.sg)

---

**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

**Sent:** Monday, July 08, 2019 3:06 PM

**To:** Lee, Ming-Yao

**Subject:** [EXTERNAL] AIG Ref: 2328588853SG \*Our Ref: CC4/AIG19011096/K1db3 [ACCIDENT INVOLVING SDH 6900Z(OI) AND SHD 3787C(TP) ON 20/06/2019]

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

AIG Ref: **2328588853SG**

Our Ref: CC4/AIG19011096/K1db3

Dear Ming Yao,

**ACCIDENT INVOLVING SDH 6900Z(OI) AND SHD 3787C(TP) ON 20/06/2019**

We refer to the above matter.

Please be informed that our insured would like to do private settlement to protect his NCD as the damages to third party taxi is very minor.

However we understand that third party driver was injured during the time of accident.

In view of this, we seek your kind assistance to check if third party driver is willing to direct settle his injury/ medical claim and update insured accordingly.

Thank you.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

**IMPORTANT NOTICE:**

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

**IMPORTANT NOTICE:**

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no

responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.