

Hsiao Tong (LKKAUTO)

From: Ng, Jeffreysaykiat <Jeffreysaykiat.Ng@aig.com>
Sent: Wednesday, 24 July 2019 8:50 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,

Sorry for the late response.

Please proceed to resolve the property damage claim with CDGE as per insured's consent below:

From: Phua Chai Jit [<mailto:phuacj@yahoo.com>]
Sent: Wednesday, 17 July, 2019 12:13 PM
To: Tan, Mary
Cc: Boyogan, Joane; Ng, Jeffreysaykiat; Phua Chai Jit
Subject: [EXTERNAL] Re: Re: AIG Ref: 2328588853SG [ACCIDENT INVOLVING SDH 6900Z(OI) AND SHD 3787C(TP) ON 20/06/2019]

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Hi Mary : I have spoken to Ms Cady Ho and in line with the policy on my NCD Protector, I will exercise my right to claim on his medical fees.

As I have been a loyal client with a good safe driving record, in the event of no further claims
AIG will strive to continue to maintain the same premium at the original given discounts.

Regards
Mr Phua
(HP : 96696400)

Jeffrey Ng
AIG

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

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From: Ng, Jeffreysaykiat
Sent: Tuesday, July 16, 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 2nd 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

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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]

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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 | fax: 6741-4108

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

From: Lee, Ming-Yao <MingYao.Lee@aig.com>

Sent: Monday, 8 July 2019 3:19 PM

To: Ng, Jeffreysaykiat <Jeffreysaykiat.Ng@aig.com>; Hsiao Tong (LKKAuto) <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

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 | fax: 6741-4108

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

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