

## Khanchna (LKK Auto)

---

**From:** Khanchna (LKK Auto)  
**Sent:** 17 November 2020 8:31 AM  
**To:** Tan, Bennie-WZ  
**Cc:** Admin A  
**Subject:** RE: AIG Ref: 9591822258SG-003 || Accident Involving SJS3641L / SMG2016B on 23/06/2019 \*\*\* LKK REF: CC6/AIG19011434/Kkb3 - 1st Reminder

Dear Bennie,

We refer to the above matter and your e-mail below.

Please be informed that there was no correspondence from TP repairer since 14/11/2019.

We will proceed to do the necessary as instructed and close.

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,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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

---

**From:** Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

**Sent:** Tuesday, November 17, 2020 12:08 AM

**To:** Khanchna (LKK Auto) <khanchna@lkkauto.com>

**Cc:** Admin A <admin-a@lkkauto.com>

**Subject:** RE: AIG Ref: 9591822258SG-003 || Accident Involving SJS3641L / SMG2016B on 23/06/2019 \*\*\* LKK REF: CC6/AIG19011434/Kkb3 - 1st Reminder

Dear Khanchna

Reference to the above.

Kindly confirm if any correspondence from TP repairer since 14 November 2019. If no, I will be closing off this matter and please render us your billing for necessary closure.

Best Regards

**Bennie Tan**  
**AIG**

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

78 Shenton Way #09-16 Singapore 079120  
Tel +(65) 6419 1718

[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.sg](http://www.aig.sg)

*Advanced Leave Notification:*

---

**From:** Tan, Bennie-WZ

**Sent:** Wednesday, November 04, 2020 9:56 AM

**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: AIG Ref: 9591822258SG-003 || Accident Involving SJS3641L / SMG2016B on 23/06/2019 \*\*\* LKK REF: CC6/AIG19011434/Kkb3 - 1st Reminder

Dear Khanchna

Thank you for your prompt reply.

Please upload all relevant correspondents into merimem and close off this matter 13 November 2020 if still no developments from TP repairer.

Best Regards

**Bennie Tan**  
**AIG**

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

78 Shenton Way #09-16 Singapore 079120  
Tel +(65) 6419 1718

[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.sg](http://www.aig.sg)

*Advanced Leave Notification:*

---

**From:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Sent:** Wednesday, November 04, 2020 9:48 AM

**To:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** [EXTERNAL] RE: AIG Ref: 9591822258SG-003 || Accident Involving SJS3641L / SMG2016B on 23/06/2019 \*\*\* LKK REF: CC6/AIG19011434/Kkb3 - 1st Reminder

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

Dear Bennie,

Kindly be informed that the last communication with TP repairer was on 14 November 2019.

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,  
**Khanchna** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>  
**Sent:** Wednesday, November 4, 2020 9:43 AM  
**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: AIG Ref: 9591822258SG-003 || Accident Involving SJS3641L / SMG2016B on 23/06/2019 \*\*\* LKK REF: CC6/AIG19011434/Kkb3 - 1st Reminder

Dear Khanchna

Thank you for your email.

Appreciate your advice when was the last attempt/communication with TP repairer on case.

Best Regards

**Bennie Tan**  
**AIG**  
Senior Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd  
  
78 Shenton Way #09-16 Singapore 079120  
Tel +(65) 6419 1718

[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.sg](http://www.aig.sg)

*Advanced Leave Notification:*

---

**From:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Sent:** Tuesday, November 03, 2020 4:36 PM  
**To:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [EXTERNAL] RE: AIG Ref: 9591822258SG-003 || Accident Involving SJS3641L / SMG2016B on 23/06/2019 \*\*\* LKK REF: CC6/AIG19011434/Kkb3 - 1st Reminder

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

Dear Bennie,

Sorry for the late reply.

We refer to the above matter and your e-mail below.

Matter is pending finalization of the repair amount.

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,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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

---

**From:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>

**Sent:** Friday, October 30, 2020 10:41 PM

**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: AIG Ref: 9591822258SG-003 | | Accident Involving SJS3641L / SMG2016B on 23/06/2019 \*\*\* LKK REF: CC6/AIG19011434/Kkb3 - 1st Reminder

Dear Khanchna

Reference to my email dated 26<sup>th</sup> September 2020.

I am following up on this aging case. Please provide the latest updates / last correspondence with TP repairer etc.

Best Regards

**Bennie Tan**

**AIG**

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #09-16 Singapore 079120

Tel +(65) 6419 1718

[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.sg](http://www.aig.sg)

*Advanced Leave Notification:*

---

**From:** Tan, Bennie-WZ

**Sent:** Saturday, September 26, 2020 1:20 AM

**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: AIG Ref: 9591822258SG-003 || Accident Involving SJS3641L / SMG2016B on 23/06/2019 \*\*\* LKK REF: CC6/AIG19011434/Kkb3

Dear Khanchna

Reference to above matter.

I am following up on this aging case. Please provide the latest updates / last correspondence with TP repairer etc.

Best Regards

**Bennie Tan**

**AIG**

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #09-16 Singapore 079120

Tel +(65) 6419 1718

[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.sg](http://www.aig.sg)

*Advanced Leave Notification:*

---

**From:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Sent:** Monday, July 27, 2020 6:14 PM

**To:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** [EXTERNAL] RE: AIG Ref: 9591822258SG-003 || Accident Involving SJS3641L / SMG2016B on 23/06/2019 \*\*\* LKK REF: CC6/AIG19011434/Kkb3

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

Dear Mr. Bennie,

We refer to the above matter and your e-mail below.

Please be informed that Insured made a counter claim but we were informed by his workshop (New Hock Teck Motor Workshop) that the Third party's insurer(NTUC) had rejected the claim and have closed at their end.

We are currently in the midst of finalising the repair amount with third party workshop.

Thank you.

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [khanchna@lkkauto.com](mailto:khanchna@lkkauto.com) | Fax: 6741-4108

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

---

**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Monday, 27 July 2020 10:00 AM

**To:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: AIG Ref: 9591822258SG-003 || Accident Involving SJS3641L / SMG2016B on 23/06/2019 \*\*\* LKK REF: CC6/AIG19011434/Kkb3

Dear Sir / Madam,

Thank you for your email.

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

**Hi Khanchna,**

**Kindly assist.**

*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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

*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*

---

**From:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>

**Sent:** Friday, 24 July, 2020 8:18 PM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** AIG Ref: 9591822258SG-003 || Accident Involving SJS3641L / SMG2016B on 23/06/2019

**Importance:** High

Hi LKK Team

We are reviewing this above matter.

Kindly urgently provide us the latest updates/ last correspondence with TP etc.

Best Regards

**Bennie Tan**  
**AIG**

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #09-16 Singapore 079120

Tel +(65) 6419 1718

[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.sg](http://www.aig.sg)

*Advanced Leave Notification:*

**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.

**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.

## Khanchna (LKK Auto)

---

**From:** Khanchna (LKK Auto)  
**Sent:** Thursday, 18 July 2019 3:49 PM  
**To:** info@ez-swift.com  
**Cc:** Admin A  
**Subject:** ACCIDENT INVOLVING SJS3641L & SMG2016B ALONG/AT SERANGOON ROAD ON 23/06/2019

Our Ref: CC6/AIG19011434/Kkb3  
Your Ref: **SJS3641L [Driver: KARAM SINGH]**

**EZ-SWIFT CAR RENTAL & LEASING PTE LTD**  
**[POLICY HOLDER]**

Dear Sir/Madam,

**ACCIDENT INVOLVING SJS3641L & SMG2016B ALONG/AT SERANGOON ROAD ON 23/06/2019**

We refer to the above subject matter.

We write to inform you that we are the loss adjuster appointed by your motor insurer, **AIG Asia Pacific Insurance Pte Ltd** to deal with the third party claim against your policy.

We have received a claim from SMG2016B against your motor insurance policy.

Both parties involved have given conflict of version. Based on the circumstances of accident and both parties damage profile, there is no conclusive evidence to substantiate either's parties version. Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

If you have evidence/information to proof that we should not settle the third party claim, kindly let us have them in writing within the next **10 days** i.e. by **27/07/2019**, after we shall proceed with negotiation with Third Party claimant on the without prejudice basis and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Best Regards,  
**Khanchna** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)