

## Hsiao Tong (LKKAuto)

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**From:** Yong, Ivy-AV <Ivy-AV.Yong@aig.com>  
**Sent:** Monday, 15 April 2019 1:29 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Joy Irene (LKKAuto); Vivian Lau (LKKAuto)  
**Subject:** RE: Your ref: 5682646609SG,Our Ref: CC3/LCR18004625/K1wb3,Accident involving Vehicle SLF 25184R & SHB 4346X on 08/03/2018

Hi Hsiao Tong,

Kindly settle 50%.

Thank you

**Ivy Yong**  
**AIG**

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

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +64191637

[Ivy-AV.Yong@aig.com](mailto:Ivy-AV.Yong@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]  
**Sent:** Saturday, April 13, 2019 11:03 AM  
**To:** Yong, Ivy-AV <Ivy-AV.Yong@aig.com>  
**Cc:** Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>  
**Subject:** [EXTERNAL] RE: Your ref: 5682646609SG,Our Ref: CC3/LCR18004625/K1wb3,Accident involving Vehicle SLF 25184R & SHB 4346X on 08/03/2018

### Caution: External Email

Dear Ivy,

We refer to the above matter.

Third party is not accept our rejection on this matter.

*We appended third party's point of view as follows: -*

"As you can see from the video, taxi was travelling follow the front vehicle. The traffic flow was affected by the road work at the right lane. It was your insured squeezed through and cut into taxi's path that caused the accident."

Kindly advise if we shall maintain rejection or consider settlement at 50/50(side-swipe).

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:** Yong, Ivy-AV <[Ivy-AV.Yong@aig.com](mailto:Ivy-AV.Yong@aig.com)>

**Sent:** Wednesday, 10 April 2019 10:36 AM

**To:** Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Cc:** Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: Your ref: 5682646609SG, Our Ref: CC3/LCR18004625/K1wb3, Accident involving Vehicle SLF 25184R & SHB 4346X on 08/03/2018

Hi Vivian,

Any reply from third party repairer?

**Ivy Yong**

**AIG**

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +64191637

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**From:** Vivian Lau (LKKAuto) [<mailto:vivianlau@lkkauto.com>]

**Sent:** Wednesday, April 10, 2019 10:35 AM

**To:** Yong, Ivy-AV <[Ivy-AV.Yong@aig.com](mailto:Ivy-AV.Yong@aig.com)>

**Cc:** Joy Irene (LKKAUTO) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** [EXTERNAL] RE: Your ref: 5682646609SG, Our Ref: CC3/LCR18004625/K1wb3, Accident involving Vehicle SLF 25184R & SHB 4346X on 08/03/2018

**Caution: External Email**

Dear Ivy,

We refer to the email below.

As per instruction, we maintain rejection and submit our report to your office.

Thank you

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) | fax: 6741-4108

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

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**From:** Yong, Ivy-AV [<mailto:Ivy-AV.Yong@aig.com>]

**Sent:** Wednesday, 10 April, 2019 10:16 AM

**To:** Vivian Lau (LKKAUTO) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Cc:** Joy Irene (LKKAUTO) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: Your ref: 5682646609SG, Our Ref: CC3/LCR18004625/K1wb3, Accident involving Vehicle SLF 25184R & SHB 4346X on 08/03/2018

Hi Vivian,

Appreciate your update for the above mentioned matter.

Thank you

**Ivy Yong**

**AIG**

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +64191637

[Ivy-AV.Yong@aig.com](mailto:Ivy-AV.Yong@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Yong, Ivy-AV

**Sent:** Friday, September 28, 2018 10:58 AM

**To:** 'Vivian Lau (LKKAUTO)' <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Cc:** Joy Irene (LKKAUTO) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: Your ref: 5682646609SG, Our Ref: CC3/LCR18004625/K1wb3, Accident involving Vehicle SLF 25184R & SHB 4346X on 08/03/2018

Hi Vivian,

Please refer attached screenshot extracted from video footage for both vehicles.

Third party – His vehicle in the middle lane both 2 lanes.

Please maintain.

Thank you



Insured



**Ivy Yong**  
**AIG**

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

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---

**From:** Vivian Lau (LKKAUTO) [<mailto:vivianlau@lkkauto.com>]

**Sent:** Friday, September 28, 2018 9:16 AM

**To:** Yong, Ivy-AV

**Cc:** Joy Irene (LKKAUTO); Hsiao Tong (LKKAUTO)

**Subject:** RE: Your ref: 5682646609SG, Our Ref: CC3/LCR18004625/K1wb3, Accident involving Vehicle SLF 25184R & SHB 4346X on 08/03/2018

Dear Ivy,

We refer to the email below.

As per instruction, we reject TP claim. TP disagree on the rejection and appeal as follows;

There was a road work ahead, which had affected the normal flow of traffic.

Our insured was travelling behind SHC6218P following the traffic flow, it was your insured driver who was on the left, tried to squeeze through by intercepting into taxi's path that caused the accident.

The full video footage is too big to send over. Thus I had splitted into two part.

Kindly advise if we would maintain our position of denial.

Thank you

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) | fax: 6741-4108

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

---

**From:** Yong, Ivy-AV [<mailto:Ivy-AV.Yong@aig.com>]

**Sent:** Friday, 16 March, 2018 2:38 PM

**To:** Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Cc:** Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: Your ref: 5682646609SG, Our Ref: CC3/LCR18004625/K1wb3, Accident involving Vehicle SLF 25184R & SHB 4346X on 08/03/2018

Hi Vivian,

Video footage uploaded in merimen,

Please reject TP claim.

Thank you

**Ivy Yong**  
**AIG**

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

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**From:** Vivian Lau (LKKAuto) [<mailto:vivianlau@lkkauto.com>]

**Sent:** Friday, March 16, 2018 2:13 PM

**To:** Yong, Ivy-AV

**Cc:** Joy Irene (LKKAuto); Hsiao Tong (LKKAuto)

**Subject:** Your ref: 5682646609SG, Our Ref: CC3/LCR18004625/K1wb3, Accident involving Vehicle SLF 25184R & SHB 4346X on 08/03/2018

Your ref: 5682646609SG

Our Ref: CC3/LCR18004625/K1wb3

Dear Ivy,

**Accident involving Vehicle SLF 25184R & SHB 4346X on 08/03/2018**

We refer to the above matter.

Based on the accident report and accident scenario, is conflicting versions

Kindly advise if there is any video footage(stated in GIA report) submitted by OI/OID to you good office.

Thank you

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) fax: 6741-4108

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