

SID : 13853528 OC : 5841378429SG (CTC TP'S MS LIM @ 9618 0762

From: Rumli, Sharizah
To: Vic (LKKAUTO)
Cc: Tan, Bennie-WZ, Quek, Joyceline-CH, Paramchand, Varsha
Sent: 12/9/2019 4:43:04 PM

Hi Vic,

Pls assist to ctc tp's and refer call ctr note.

Thanks

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CALL CTR NOTE :-

**** Entered By: SSPJMO (Mortel, Joni) @ 09/12/2019 03:28 PM ****

Caller's name is Ms. Lim
At first hesitant to provide vehicle no
she said she wants to talk to the claim officer
She wont even adv her relationship with the Insured
she just demanded to speak directly with the Claims Officer
adv cannot put her through but will arrange for a callback
escalated to Claims Dept

Hi Team,

Caller named Ms. Lim insisted to speak with the Claims Officer
She only provided veh no EE747T and no other info
She said she will only speak and provide details with the Claims officer
Kindly assist to call her back

Thank you

**** Entered By: SSPSBR (Rumli, Sharizah) @ 09/12/2019 03:42 PM ****

I check in system Ms Lim actually tp's clAim

Can u check what regarding abt. Fyi we reject tp's claim

**** Entered By: SSPJMO (Mortel, Joni) @ 09/12/2019 04:07 PM ****

Hi Team,

She won't disclose anything to us
Tried to probe more
Had difficulty to get even the vehicle no
he wants to speak only to the Claims Officer

Kindly assist
thank you

**** Entered By: SSPSBR (Rumli, Sharizah) @ 09/12/2019 04:33 PM ****



Claim Audit

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AUDIT TRAIL

No.	On	Audit	Remarks
1	04 Jul 2019 14:56	Clm Veh Model Changed	(204637) HONDA CIVIC 1.6 VTI (A).
2	04 Jul 2019 14:56	Clm Created	Reg No: SMF1410H. Acct Date: 2019/06/21. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: Sin Hup Lee Service Co (HQ)
3	04 Jul 2019 14:56	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):
4	04 Jul 2019 14:56	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/07/15
5	04 Jul 2019 14:56	Adj Mandate Set	Approved:8000.00.Reinsp:Adj decides.
6	04 Jul 2019 14:56	Ins Auto Clm Reg	
7	04 Jul 2019 14:56	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)
8	04 Jul 2019 14:56	Label Added	(20224):Field Survey.
9	04 Jul 2019 14:57	Assignment 1st Accessed	
10	04 Jul 2019 14:57	Label Added	(19):Fastlane.
11	04 Jul 2019 15:00	Clm 1st Attended By	
12	04 Jul 2019 15:00	Personnel Assignment Changed	PIC: [None] -> Tan, Bennie-WZ.
13	04 Jul 2019 15:00	Ins Claim Assignment	(Survey:External Adj)
14	04 Jul 2019 15:00	Ins Claim Assignment	(Survey:External Adj)
15	04 Jul 2019 15:00	Clm No. Updated	Claim No.: -> 5841378429SG.
16	04 Jul 2019 15:00	Ins Claim Registration	Registered & Approved: (ClmNo:5841378429SG)
17	05 Jul 2019 10:06	Clm Dtl Modified	Insured Name: -> LOH LEE KIN.

Sharizah Rumli (Shasha)
AIG

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