Vic (LKKAuto)

From: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Wednesday, 11 December, 2019 3:34 PM

To: Rumli, Sharizah; Vic (LKKAuto)

Cc: Quek, Joyceline-CH; Paramchand, Varsha

Subject: RE: Service Incident ID: 13859311 OC: 6975617855SG

Hi Sha Sha

Pls refer to merimem on the rightful handler to this TP claim.

Claim Type	Branch	Claimant	Date of Loss	Claim No.	Policy No	Person in Charge (Superior)	Repairer (Est Amt)	Submitted (RI Date)	Adju Surv
ТР	Express Field Survey	*SJJ6192T CHONG HIN MIN [SLA9570P] [RAMAMOORTHY SAKTHIVEL MURUGAN]	07/07/2019	697561785550	S 2100448219	Tan, Bennie-WZ (Khoo, Kay-Eng)	Unimotor Company (HQ)		LKK Auto

Hi Vic

Please assist on OI's concern on TP repair cost etc.

Thank you.

Best Regards

Bennie Tan AIG

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

78 Shenton Way #08-16 Singapore 079120 Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

From: Rumli, Sharizah

Sent: Wednesday, December 11, 2019 3:20 PM

To: Tan, Bennie-WZ

Cc: Quek, Joyceline-CH; Paramchand, Varsha

Subject: Service Incident ID: 13859311 OC: 6975617855SG

Hi Bennie,

Please refer call ctr note and adv.

Thanks

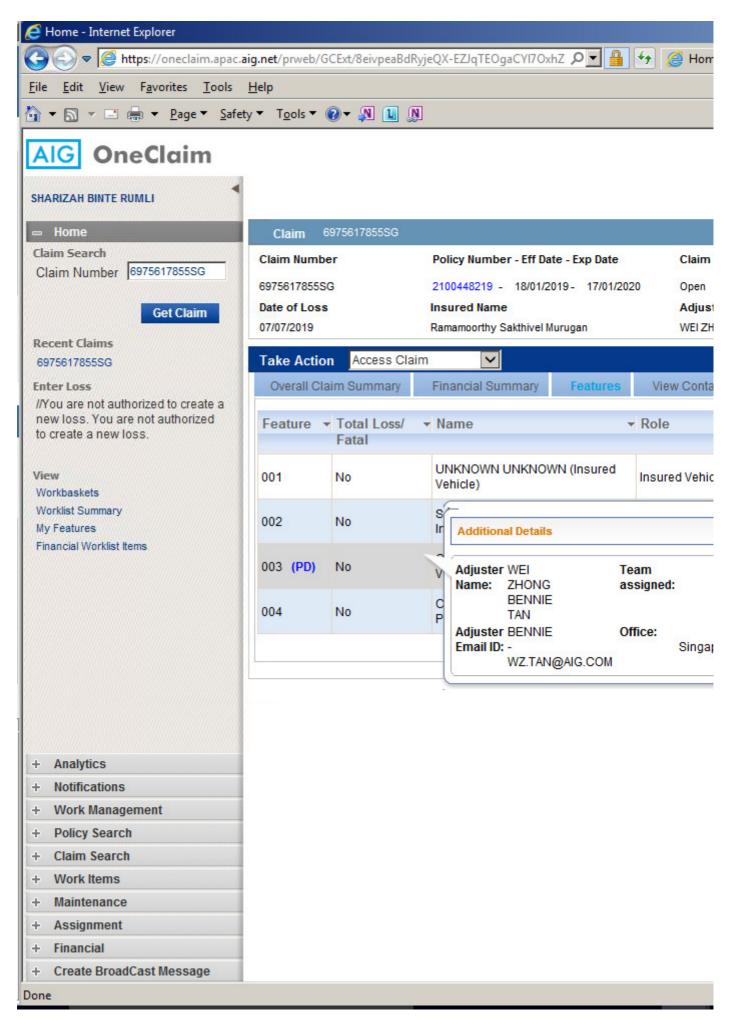
CALL CTR NOTE:-

OI called again and requested to set aside this reserved amount as he feels that it is not a fair repair cost for TP car.

He said at most the TP ws asked for \$500 plus to settled privately. Now his renewal premium is so much escalated.

He threaten to complain to case on this as AIG did not check into the validity of such a claim.

Thank you.



Sharizah Rumli (Shasha) AIG

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +(65) 6419-3000

www.aig.sg



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