

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Tuesday, 18 May 2021 1:50 PM
To: Ler, Bernard-JQ
Cc: Admin A
Subject: RE: 6211130022SG-003

Hi Bernard,

We refer to the email below.

Insured have reported the accident on 10/09/2019 GIA report can be found in the merimen.

We will inform that third party repairer to redirect the claim to insured or the valet driver directly.

In view on the undertaking by the valet driver we will process to submit our w/p report and close off the matter at our end.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Sent: Tuesday, 18 May 2021 11:44 AM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: 6211130022SG-003

Hi Asher,

If the undertaking letter is signed by the valet driver, the claim should be directed to the driver instead of us.

Furthermore, insured has yet to file any GIA report since DOA on 11/7/2019. We have no ground to handle the claim.

Thanks.

Best Regards,

Bernard Ler

AIG

Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd

AIG Building
78 Shenton Way, Level 10

Singapore 079120
Tel +(65) 6419 1946

Bernard-JQ.Ler@aig.com | www.aig.sg

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: 17 May 2021 15:46
To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: 6211130022SG-003

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

Hi Bernard,

We refer to the above matter.

Kindly assist and advise on the above matter.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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

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From: Asher Sng (LKKAuto)
Sent: Friday, 26 February 2021 5:43 PM
To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: 6211130022SG-003

Hi Bernard,

We refer to the email below.

According to insured undertaking letter Is sign my the valet driver.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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



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From: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>

Sent: Friday, 26 February 2021 4:35 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

Subject: RE: 6211130022SG-003

Hi Asher,

The undertaking letter is signed by the valet driver?

LETTER OF UNDERTAKING & INDEMNITY

CLAIM REF :
POLICY NO :
INSURED :
ACCIDENT ON :

I/We, NG JING YI NRIC no. S9443485 H, hereby v
property damage claim (if any) lodged against me/us by _____ in respect of a moto
on _____ at _____ by myself/ourselves (herein
as "Property Damage Claim"), without claiming against my/our motor insurance policy no. _____
with your office so as to preserve my/our No Claim Discount.

I/We understand that by my/our said decision as stated above, I/we shall be fully liable and re
payment of all sums in respect of the Property Damage Claim as mentioned above, whether by p
or upon an adjudication made by the Singapore Courts, including all legal costs and disbur
incurred.

However, regardless of my/our above decision to settle the Property Damage Claim, I/we
acknowledge that should there be a subsequent claim against my/our policy for any personal inju
same motor traffic accident as stated above or any other accident during the term of my/our moto
with your office, to which a claim is made under my/our said motor insurance policy with
understand that my/our No Claim Discount ("NCD") may be affected, notwithstanding my/our de
Property Damage Claim.

I/We recognize that such personal injury claim (if any) as mentioned in the paragraph above m
factored in for the purposes of determining the motor insurance premium payable at the time of
motor insurance policy with your office. In this regard, if there is indeed such a personal injury cl
above, during the term of my/our motor insurance policy with your office, to which my/our NCD n
a result, I/we expressly undertake to indemnify your office for any losses suffered thereto, li
limited to reimbursing your office for any reduced insurance premiums that I/we enjoyed in resp
motor insurance taken with your office or any other insurance company, wherein the reduced ins
were offered to me/us on the basis that my/our No Claim Discount was not affected at the time of
motor insurance policy as you may not have been aware (at the time of renewal of the motor ins
a claim had been made for any personal injury as mentioned above.

I/We fully understand the content of this letter of undertaking and the consequence of my/our
above and I/we further confirm that I/we have been given the opportunity to seek my/our own li
regard. My/Our decision to settle the Property Damage Claim (as stated at the 2nd paragraph) o
claiming against my/our motor insurance policy so as to preserve my/our NCD was made on n
and I / we also fully understand that once I/we have made this decision, the same shall be irrevoc

Best Regards,

Bernard Ler
AIG

Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd

AIG Building
78 Shenton Way, Level 10

Singapore 079120
Tel +(65) 6419 1946

Bernard-JQ.Ler@aig.com | www.aig.sg

From: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]
Sent: 30 August 2020 12:07
To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] Re: 6211130022SG-003

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

Hi Bernard,

We refer to the email below.

We still trying to get hold of the valet company as insured have requested the valet company to undertake the case.

However till date we are still not able to get in touch of anyone from valet company.

Kindly advise.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108

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

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From: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Sent: Friday, August 28, 2020 11:49 AM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: 6211130022SG-003

Hi Asher,

The subject matter refers.

Kindly assist to provide update/ last correspondence with TP's repairer on the claim.
There is no need to notify TP if there is no development.

Thank you.

Best Regards,

Bernard Ler

AIG

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

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

Bernard-JQ.Ler@aig.com | www.aig.com.sg

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Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Tuesday, 18 May 2021 2:03 PM
To: Ace Autolution
Subject: RE: SGV1154J BREAKDOWN
Attachments: LETTER OF UNDERTAKING.PDF; OI SKETCH PLAN.pdf

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir,

We refer to the above matter.

Insured have inform that the person that responsible for the mention accident should be the valet driver that was driving that day.

Valet driver have sign the understate letter from AIG to understate the matter.

Kindly rediect the claim the valet driver.

We will process to close off the matter at our end.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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: Ace Autolution <admin@aceauto.com.sg>
Sent: Monday, 23 March 2020 5:46 PM
To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Subject: SGV1154J BREAKDOWN

Dear Sir / Madam ,

For the breakdown of this vehicle SGV1154J as below :

Cost of Repair : \$3100.00
Rental Fee : \$1680.00 x 12 days
Towing Fee : \$50.00
LTA search : \$7.45

Total amount : \$4837.45

Thank you .

Regards ,

Anna

ACE AUTOLUTION PTE LTD

13 KAKI BUKIT ROAD 4 ,

#03-29 BARTLEY BIZ CENTRE

SINGAPORE 417807

Tel : 6844 1184 / 9657 2134