

Khanchna (LKK Auto)

Subject:

FW: URGENT- AIG REF: TP / 4356165818SG [ACCIDENT INVOLVING SLT230E [AIG] & SJV5105P [TP] ON 14/09/2019 ALONG KENSINGTON PARK ROAD CAR PARK LOT 8]

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Sent: Wednesday, 2 October 2019 7:08 PM

To: Naz (LKKAuto) <Naz@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: RE: URGENT- AIG REF: TP / 4356165818SG [ACCIDENT INVOLVING SLT230E [AIG] & SJV5105P [TP] ON 14/09/2019 ALONG KENSINGTON PARK ROAD CAR PARK LOT 8]

Dear Team,

Please do not contact insured for the time being as I have received his email yesterday ; he's under the impression that we have rejected TP claim and closed the matter after the inspection carried out last Friday. He's not agreeable that we're still inclined to settle the matter as liability is against us and had threatened that he will lodge police report against us.

Kind Regards,

Saliha

Saliha Syed Yusoff

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16, Singapore 079120

Tel +(65) 6419 1917 |

www.aig.sg

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From: Naz (LKKAUTO) [<mailto:Naz@lkkauto.com>]

Sent: Wednesday, October 2, 2019 6:27 PM

To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

Subject: [EXTERNAL] Re: URGENT- AIG REF: TP / 4356165818SG [ACCIDENT INVOLVING SLT230E [AIG] & SJV5105P [TP] ON 14/09/2019 ALONG KENSINGTON PARK ROAD CAR PARK LOT 8]

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

Dear Ms Saliha, I have contacted the 3rd party workshop. I have an appointment with the owner tomorrow, 3 October 2019 to conduct the height measurement on his vehicle.

As for the insured, I have inspected his vehicle for damages and conducted the necessary height measurement. He is very adamant that all the damages I observed on his vehicle are old damages and not a result of this accident at all. He was not pleasant to deal with as he kept hovering around me as I did my inspection and scrutinized my work. He even asked me whose side I was on because I kept pin-pointing all the damages on his vehicle. He refused to send me the photos taken at the accident scene and told me to obtain said photos from AIG although he still had them in his phone as he showed them to me.

However he does not deny contact. He admitted that he hit the 3rd party's car while reversing. He is disputing quantum as he claims there's no damage on the 3rd party's car. Once I have obtained the height measurement I will proceed with my report and forward it to you after my senior has reviewed it. To facilitate this, I humbly request that you email me the photos the insured took at the accident scene as I need these for my report.

I did find damages on the insured's vehicle but I cannot ascertain if these are a result of the accident until I am able to compare the heights of these damages to the damages on the 3rd party's car.

I will update you accordingly.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

From: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Sent: Tuesday, 1 October 2019 9:18 PM

To: Naz (LKKAuto) <Naz@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: URGENT- AIG REF: TP / 4356165818SG [ACCIDENT INVOLVING SLT230E [AIG] & SJV5105P [TP] ON 14/09/2019 ALONG KENSINGTON PARK ROAD CAR PARK LOT 8]

Dear Naz,

May I have your preliminary advice based on the height measurement & inspection carried out on last Friday.

Kind Regards,
Saliha

Saliha Syed Yusoff

AIG

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

AIG Building, 78 Shenton Way #08-16, Singapore 079120
Tel +(65) 6419 1917 |
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From: Naz (LKKAuto) [<mailto:Naz@lkkauto.com>]

Sent: Thursday, September 26, 2019 5:33 PM

To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: [EXTERNAL] Re: Seeking approval/advice - AIG REF: TP / 4356165818SG [ACCIDENT INVOLVING SLT230E [AIG] & SJV5105P [TP] ON 14/09/2019 ALONG KENSINGTON PARK ROAD CAR PARK LOT 8]

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

Dear Ms Saliha,

I have spoken with the Insured, Mr Fan on the phone. I have made an appointment to inspect his vehicle at his work premises tomorrow, 27 September 2019 at 0930 hours. I will update you accordingly.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

From: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Sent: Thursday, 26 September 2019 8:15 AM

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Naz (LKKAuto) <Naz@lkkauto.com>

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

Subject: RE: Seeking approval/advice - AIG REF: TP / 4356165818SG [ACCIDENT INVOLVING SLT230E [AIG] & SJV5105P [TP] ON 14/09/2019 ALONG KENSINGTON PARK ROAD CAR PARK LOT 8]

Dear Team,

Please advise if insured has been contacted?

Kind Regards,
Saliha

Saliha Syed Yusoff

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

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From: Bryan Ang (LKKAuto) [<mailto:bryanang@lkkauto.com>]
Sent: Tuesday, September 24, 2019 3:01 PM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>; Naz (LKKAuto) <Naz@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: Seeking approval/advice - AIG REF: TP / 4356165818SG [ACCIDENT INVOLVING SLT230E [AIG] & SJV5105P [TP] ON 14/09/2019 ALONG KENSINGTON PARK ROAD CAR PARK LOT 8]

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Dear Naz

Please handle this case and do the usual height measurement. Please also guide Sherwin on the work process.

All documents can be found in Merimen. To contact insured to make an appointment for this Friday as per below email.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Tuesday, 24 September 2019 1:54 PM
To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>; SUR <sur@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Seeking approval/advice - AIG REF: TP / 4356165818SG [ACCIDENT INVOLVING SLT230E [AIG] & SJV5105P [TP] ON 14/09/2019 ALONG KENSINGTON PARK ROAD CAR PARK LOT 8]

Dear Ms. Saliha,

The above matter and e-mail below refers.

We have taken note of your e-mail below.

Please be informed that Asher has been trying to call you but could not reach you.

Kindly assist to call Asher back.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Sent: Tuesday, 24 September 2019 1:43 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: RE: Seeking approval/advice - AIG REF: TP / 4356165818SG [ACCIDENT INVOLVING SLT230E [AIG] & SJV5105P [TP] ON 14/09/2019 ALONG KENSINGTON PARK ROAD CAR PARK LOT 8]

Importance: High

Dear Khanchna,

Please advise who spoke to insured yesterday? He keep mentioning Asher and had feedback on the choice of words used and he's being threatened about this matter going to court.

Meanwhile, please arrange for inspection and height measurement of insured's vehicle as he's adamant the damages to TP vehicle were pre-existing.

He's available this Friday, 3pm.

Please let me have the details of assigned surveyor urgently.

Kind Regards,

Saliha

Saliha Syed Yusoff

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16, Singapore 079120

Tel +(65) 6419 1917 |

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From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]
Sent: Monday, September 23, 2019 1:15 PM
To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: Seeking approval/advice - AIG REF: TP / 4356165818SG [ACCIDENT INVOLVING SLT230E [AIG] & SJV5105P [TP] ON 14/09/2019 ALONG KENSINGTON PARK ROAD CAR PARK LOT 8]

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Dear Ms. Saliha,

The above matter and our e-mail as follows refers.

Our Insured called us again. He still disputed on the damages to third party vehicle and refused to talk to us further and said he will only talk to the insurance company (AIG).

Please assist.

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

From: Khanchna (LKK Auto)
Sent: Monday, 23 September 2019 11:13 AM
To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: FW: Seeking approval/advice - AIG REF: TP / 4356165818SG [ACCIDENT INVOLVING SLT230E [AIG] & SJV5105P [TP] ON 14/09/2019 ALONG KENSINGTON PARK ROAD CAR PARK LOT 8]

Dear Ms. Saliha,

The above matter and our telephone conversation today refers.

Please be informed that I've spoken to OI. OI confirmed the accident but strongly maintains as per his GIA that the damage to Third party vehicle is not caused by the accident and refused to accept that there were damages caused by the accident as per our surveyor's findings. OI alleged that TP is making a scam claim and does not want AIG to pay the claim and had cut off the phone call.

Please assist.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Khanchna (LKK Auto)

Sent: Monday, 23 September 2019 10:17 AM

To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

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

Subject: Seeking approval/advice - AIG REF: TP / 4356165818SG [ACCIDENT INVOLVING SLT230E [AIG] & SJV5105P [TP] ON 14/09/2019 ALONG KENSINGTON PARK ROAD CAR PARK LOT 8]

Dear Ms. Saliha,

The above matter refers.

Our Insured (OI) reported that he had reversed his vehicle and collided into the parked Third party vehicle which was parked behind his car.

However, OI disputed the damages to third party vehicle and alleged that it is a **"Scam claim"**.

Our surveyor has inspected the vehicle and we opine that the damage to the third party vehicle is consistent with the accident that was reported.

Your approval/instruction please as to whether we could proceed to clear liability with the Third party workshop (Premium Automobiles) as they are chasing for liability clearance.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

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