

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Monday, 14 October, 2019 5:24 PM
To: Foo, Chityan
Cc: Admin A; Vic (LKKAUTO); Quek, Joyceline-CH; Rumli, Sharizah; Paramchand, Varsha; Chua, Tienzhu (SG)
Subject: RE: Service Incident ID: 13743112 / OC 9006501650SG / Dispute on liability

Dear Jimmy,

We refer to your below email and the contents were noted.

Please be informed that we had spoken to the Insured and addressed his concerns.

We are pending for a copy of his GIA report and video footage, and we will also request for evidence from the claimant for us to further assess liability and will get back to the Insured for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Foo, Chityan <Chityan.Foo@aig.com>

Sent: Monday, 14 October, 2019 3:39 PM

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

Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Chua, Tienzhu (SG) <Tienzhu.Chua1@aig.com>

Subject: RE: Service Incident ID: 13743112 / OC 9006501650SG / Dispute on liability

Hi LKK,

For your necessary action

Kind regards,

Jimmy Foo

AIG

Complex Claims Examiner

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

Tel +(65) 6419 1945 | Fax +(65) 6835 7416

From: Chua, Tienzhu (SG)

Sent: Monday, October 14, 2019 3:35 PM

To: Foo, Chityan <Chityan.Foo@aig.com>

Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>

Subject: Service Incident ID: 13743112 / OC 9006501650SG / Dispute on liability

Good day Jimmy

Please refer to below call center notes.

Insured is demanding for a callback by today as he mentioned that he is not at fault.

Kindly assist to contact Mr Goh 96584389 by today.

Call center notes:

**** Entered By: SSPDVN (Nulod, Davebert) @ 14/10/2019 03:13 PM ****

Hi Claims,

Insured wants to get an urgent callback by today.

Insisting that claims should not pay the TP as he mentioned it is not his fault.

Advised him that this is still an open case - under investigation and might take a while.

He insisted to get an update from claims and said it has been a week.

Please assist to call insured today.

Appreciate your help.

05/10/2019
9006501650SG

Thanks,
Dave

Regards

Chua Tien Zhu (TZ)

Claims Care Associate
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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