

Jasper Chua (LKK Auto)

From: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Sent: Monday, 12 October 2020 11:46 AM
To: Jasper Chua (LKK Auto)
Cc: Admin A; Hsiao Tong (LKKAuto); Bryan Ang (LKKAuto)
Subject: RE: - SID 13910894 / OC 2794826269SG / Insured enquiry on TP claim - LKK REF CC3/AIG19019431/Qhb3 - TP: SHC 4971K

Dear Jasper,

Usually we will not give the entire set.. just some extraction from the report especially the height portion

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: Jasper Chua (LKK Auto) [mailto:jasperchua@lkkauto.com]
Sent: Monday, October 12, 2020 11:44 AM
To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: [EXTERNAL] RE: - SID 13910894 / OC 2794826269SG / Insured enquiry on TP claim - LKK REF CC3/AIG19019431/Qhb3 - TP: SHC 4971K

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Dear Saliha,

Thank you for the email.

Kindly advise whether we are able to send a copy of the height measurement report to third party workshop.

Thanks

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@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: Monday, 12 October 2020 9:57 AM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: RE: - SID 13910894 / OC 2794826269SG / Insured enquiry on TP claim - LKK REF CC3/AIG19019431/Qhb3 - TP: SHC 4971K

Dear Jasper,

Please proceed with rejection and upload the report onto merimen.

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

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From: Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]

Sent: Tuesday, October 6, 2020 3:13 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: [EXTERNAL] RE: - SID 13910894 / OC 2794826269SG / Insured enquiry on TP claim - LKK REF CC3/AIG19019431/Qhb3 - TP: SHC 4971K

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Dear Saliha,

We refer to the matter above.

Attached height measurement report from our technical investigator.

The conclusion comes in as there was no possible contact between the rear right portion of the Taxi and the front and rear left portion of the Porsche. Both damages are not corresponding to their respective heights and inconsistent to their nature of contract.

Overall, our investigation results showed that the damage to the taxi was not caused by our insured.

Kindly have your rejection approval and advise whether we are able to send a copy of the height measurement report to third party workshop.

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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From: Bryan Ang (LKKAuto)

Sent: Thursday, 23 January, 2020 11:30 AM

To: Syed-Yusoff, Saliha; Vic (LKKAuto); Naz (LKKAuto)

Cc: Investigation

Subject: RE: - SID 13910894 / OC 2794826269SG / Insured enquiry on TP claim - LKK REF CC3/AIG19019431/Qhb3 - TP: SHC 4971K

Dear Naz

As discussed, please carry out the needful and revert with the findings in due course.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

Sent: Thursday, 23 January 2020 8:55 AM

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Cc: Investigation <investigation@lkkauto.com>

Subject: RE: - SID 13910894 / OC 2794826269SG / Insured enquiry on TP claim - LKK REF CC3/AIG19019431/Qhb3 - TP: SHC 4971K

Importance: High

Dear Bryan,

Please proceed with the necessary arrangement.

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: Wednesday, January 22, 2020 6:00 PM

To: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Cc: Investigation <investigation@lkkauto.com>

Subject: [EXTERNAL] BLOCKED ATTACHMENT: RE: - SID 13910894 / OC 2794826269SG / Insured enquiry on TP claim - LKK REF CC3/AIG19019431/Qhb3 - TP: SHC 4971K

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Dear Saliha

From the video provided, there does not seem to be any impact on the TP taxi. Since there were scratch marks on the left side of insured vehicle's rear bumper as seen from the reporting photos, which insured stated that was pre-existing when he got the vehicle, we can do a height measurement to verify whether the damage to TP taxi was caused by insured vehicle.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Sent: Wednesday, 22 January 2020 9:52 AM

To: Investigation <investigation@lkkauto.com>

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>

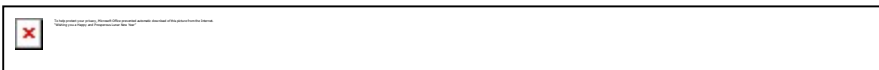
Subject: FW: - SID 13910894 / OC 2794826269SG / Insured enquiry on TP claim - LKK REF CC3/AIG19019431/Qhb3 - TP: SHC 4971K

Dear Investigation Team,

Need your opinion on the attached TP video footage.

Kindly advise if there is any collision/impact between both vehicles.

Thank you.



Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

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

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From: Vic (LKKAuto)

Sent: Wednesday, 22 January, 2020 9:44 AM

To: Syed-Yusoff, Saliha

Cc: Admin A; Vic (LKKAUTO)

Subject: RE: - SID 13910894 / OC 2794826269SG / Insured enquiry on TP claim - LKK REF CC3/AIG19019431/Qhb3

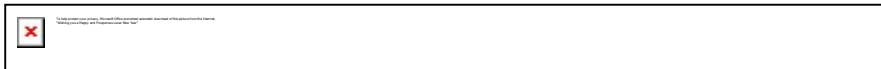
Dear Saliha,

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

We will check and will get back for an update.

Meanwhile, we would like to amend that the damages to TP vehicle was on the rear right and not on the left as per below email.

Thank you.



Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

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

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

Sent: Wednesday, 22 January, 2020 9:29 AM

To: Vic (LKKAUTO)

Cc: Admin A

Subject: RE: - SID 13910894 / OC 2794826269SG / Insured enquiry on TP claim - LKK REF CC3/AIG19019431/Qhb3

Dear Vic,

Having reviewed the matter, I'm quite doubtful if the damage was indeed caused by OI. From the video, there's no visible jerking motion as our insured's vehicle came to close to TP. OI could have possibly grazed onto TP's rear side while making a lane change but could it caused such damage to the bumper assy?

Kind Regards,
Saliha

Saliha Syed Yusoff

AIG

Senior Complex Claims Examiner
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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

Sent: Thursday, January 9, 2020 2:57 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Subject: [EXTERNAL] BLOCKED ATTACHMENT: FW: - SID 13910894 / OC 2794826269SG / Insured enquiry on TP claim - LKK REF CC3/AIG19019431/Qhb3

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Please be aware that SPAM and other malicious email often have a forged sender to make it appear to be sent from someone on your contact list or otherwise trust.

Dear Saliha,

We refer further to the below email.

We noted that this is a **midnight case** and TP had provided to us a copy of their video footage (front and back – uploaded in merimen).

Based on the footages, we observed that the Insured vehicle was overtaking the TP taxi at the time and may have likely hit the rear left hand side portion of the taxi.

Kindly let us have your view on the matter.

Thank you.



Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

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

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From: Vic (LKKAUTO)

Sent: Thursday, 9 January, 2020 2:52 PM

To: Chua, Tienzhu (SG)

Cc: Quek, Joyceline-CH; Rumli, Sharizah; Paramchand, Varsha; Syed-Yusoff, Saliha; Admin A; Vic (LKKAUTO)

Subject: RE: - SID 13910894 / OC 2794826269SG / Insured enquiry on TP claim

Dear All,

We refer further to the below email.

Please be informed that we had spoken to the Insured Mdm Chew and was informed of the TP claim. Also advised her that we received a copy of TP video footage (uploaded in merimen) and informed her of the breakdown of the TP claim (LOR/I) in which still subject to our principal's approval/instruction.

The Insured noted the information and might call back AIG.

Thank you.



Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

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

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From: Chua, Tienzhu (SG) [<mailto:Tienzhu.Chua1@aig.com>]

Sent: Thursday, 9 January, 2020 2:06 PM

To: Vic (LKKAuto)

Cc: Quek, Joyceline-CH; Rumli, Sharizah; Paramchand, Varsha; Syed-Yusoff, Saliha

Subject: - SID 13910894 / OC 2794826269SG / Insured enquiry on TP claim



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