

Mei Kwan (LKKAuto)

From: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Tuesday, 5 November, 2019 2:10 PM
To: Johnson Chua; Khanchna (LKK Auto)
Cc: Admin A
Subject: RE: DELIBERATION : M2019/00010 - Acct involving SJV3446T & SJD4244Y on 28.05.2015 | TLM Ref : TP046052015 | AIG Ref: 9449587144SG-003

Johnson

Khanchna will review and revert to you soonest possible.

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: Johnson Chua [mailto:johnson.chua@tlmotor.com.sg]
Sent: Tuesday, November 05, 2019 12:36 PM
To: 'Khanchna (LKK Auto)'; Tan, Bennie-WZ
Cc: 'Admin A'
Subject: [EXTERNAL] DELIBERATION : M2019/00010 - Acct involving SJV3446T & SJD4244Y on 28.05.2015 | TLM Ref : TP046052015 | AIG Ref: 9449587144SG-003
Importance: High

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

Hi Khanchna,

Please resolve this case as soon as possible.

Regards,



Johnson Chua
johnson.chua@tlmotor.com.sg

O. +65 6858 5151
F. +65 6858 0877

Tan Lim Motor Pte Ltd
1 Defu Lane 6
Singapore 539365
<http://www.tlmotor.com.sg>

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From: Tan, Bennie-WZ [mailto:Bennie-WZ.Tan@aig.com]
Sent: Friday, 25 October 2019 5:37 PM
To: Johnson Chua <johnson.chua@tlmotor.com.sg>; 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: 'Patricia Tan - Tan Lim Motor Pte Ltd' <pt@tlmotor.com.sg>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; 'Admin A' <admin-a@lkkauto.com>
Subject: RE: DELIBERATION : M2019/00010 - Acct involving SJV3446T & SJD4244Y on 28.05.2015 | TLM Ref : TP046052015 | AIG Ref: 9449587144SG-003

Hi Khanchna / Asher

Please assist on this matter.

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: Johnson Chua [mailto:johnson.chua@tlmotor.com.sg]
Sent: Friday, October 25, 2019 4:40 PM
To: 'Cynthia Chan'; Tan, Bennie-WZ; 'Khanchna (LKK Auto)'; 'Admin A'
Cc: 'Patricia Tan - Tan Lim Motor Pte Ltd'; Khoo, Kay-Eng; 'ARC Bola'
Subject: [EXTERNAL] DELIBERATION : M2019/00010 - Acct involving SJV3446T & SJD4244Y on 28.05.2015 | TLM Ref : TP046052015 | AIG Ref: 9449587144SG-003
Importance: High

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

Dear Cynthia,

Noted with thanks.

Dear Bennie (AIG) / Khanchna (LKK),

Please let us have your offer settlement of **\$2,680.35** at 100% liability in due course.

Regards,



Johnson Chua
johnson.chua@tlmotor.com.sg

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From: Cynthia Chan [<mailto:cynthia.chan@gia.org.sg>]

Sent: Friday, 25 October 2019 4:25 PM

To: Johnson Chua <johnson.chua@tlimotor.com.sg>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Cc: 'Patricia Tan - Tan Lim Motor Pte Ltd' <pt@tlimotor.com.sg>; AIG - Khoo Kay Eng <Kay-Eng.Khoo@aig.com>; ARC Bola <ARCBola@gia.org.sg>

Subject: DELIBERATION : M2019/00010 - Acct involving SJV3446T & SJD4244Y on 28.05.2015 | TLM Ref : TP046052015 | AIG Ref: 9449587144SG-003

Dear All

The Panel of Adjudicators has deliberated and decided that the decision is in favour of IP, Tan Lim Motor.

As there is no contrary evidence to prove otherwise, BOLA Scenario 24 is applicable. Liability apportionment shall be 0/100 (IP/RP).

The below BOLA Fee chargeable in the month of October 2019 to the respective parties, will be deducted by Merimen via GIRO.

Tan Lim Motor – S\$0.00

AIG – S\$500.00

Thank you.

Best Regards,

Cynthia Chan

Executive, Technical



cynthia.chan@gia.org.sg | www.gia.org.sg

DID: +65 6202 9895 | **Tel:** +65 6221 8788

General Insurance Association of Singapore (GIA)

180 Cecil Street, #15-01, Bangkok Bank Building, Singapore 069546

UEN No: S66SS0020G

Follow GIA Singapore on 

From: Cynthia Chan <cynthia.chan@gia.org.sg>

Sent: Tuesday, April 23, 2019 5:11 PM

To: Johnson Chua <johnson.chua@tlimotor.com.sg>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Cc: 'Patricia Tan - Tan Lim Motor Pte Ltd' <pt@tlimotor.com.sg>; AIG - Annie Chong <annie-py.chong@aig.com>; ARC Bola <ARCBola@gia.org.sg>

Subject: RE: M2019/00010 - Acct involving SJV3446T & SJD4244Y on 28.05.2015 | TLM Ref : TP046052015 | AIG Ref: 9449587144SG-003

Dear All

We have received the complete document submission for case M2019/00010. This escalation will be in queue for adjudication.

Thank you.

Best Regards,

Cynthia Chan

Executive, Technical



cynthia.chan@gia.org.sg | www.gia.org.sg

DID: +65 6202 9895 | **Tel:** +65 6221 8788

General Insurance Association of Singapore (GIA)

180 Cecil Street, #15-01, Bangkok Bank Building, Singapore 069546

UEN No: S66SS0020G

From: Cynthia Chan <cynthia.chan@gia.org.sg>

Sent: Friday, April 12, 2019 12:34 PM

To: AIG - Annie Chong <annie-py.chong@aig.com>

Cc: Nurasikin.Sukimin@aig.com; Amanda.Chin@aig.com; 'Patricia Tan - Tan Lim Motor Pte Ltd' <pt@tlmotor.com.sg>; Johnson Chua <johnson.chua@tlmotor.com.sg>; ARC Bola <ARCBola@gia.org.sg>

Subject: M2019/00010 - Acct involving SJV3446T & SJD4244Y on 28.05.2015 | TLM Ref : TP046052015 | AIG Ref: TBA

Dear Annie

We refer to Tan Lim's submission to escalate a claim dispute with AIG for resolution under the DRM.

We would like to highlight to all who wish to escalate such disputes that they must be prepared to agree that the Panel of Adjudicators will deliberate and make a decision based on **BOLA Chart effective 1st May 2012**.

Please also take note that by submitting the case for adjudication under the DRM, the parties involved in this dispute have agreed:

- i. To waive any right to pursue / further pursue against any other Claimant or party / parties involved in the accident;
- ii. That the Decision under the BOLA DRM is final and binding on all the Claimants;
- iii. To abide by the Decision; and
- iv. Not to appeal the Decision in court or bring a fresh action following the Decision issued at the BOLA DRM, whether in court or in any other dispute resolution forum, including mediation and arbitration, except as directly necessary to enforce such Decision.

Please fill up your Counter Party (CP) portion on pg 2 of the Encl. A - DRM Letter of Agreement (2018) attached and submit together with supporting documents and video evidence (if applicable). Please send in your **submission by 18 Apr 2019, Thursday**, else the case will be subjected to ex-parte proceeding.

Thank you.

Best Regards,

Cynthia Chan
Executive, Technical



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180 Cecil Street, #15-01, Bangkok Bank Building, Singapore 069546
UEN No: S66SS0020G

From: Johnson Chua <johnson.chua@tlmotor.com.sg>
Sent: Friday, March 15, 2019 12:57 PM
To: Cynthia Chan <cynthia.chan@gia.org.sg>
Cc: ARC Bola <ARCBola@gia.org.sg>; Nurasikin.Sukimin@aig.com; AIG - Annie Chong <annie-py.chong@aig.com>;
Amanda.Chin@aig.com; 'Patricia Tan - Tan Lim Motor Pte Ltd' <pt@tlmotor.com.sg>
Subject: TLM Ref : TP046052015; GIA Ref: M2016/00062 : Escalation of claim - Accident between SJV3446T (TLM) & SJD4244Y (AIG) on 28.05.2015
Importance: High

Dear Cynthia,

We refer to the above matter.

Please update us any developments in this matter.

Regards,



Johnson Chua
johnson.chua@tlmotor.com.sg

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F. +65 6858 0877

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From: Johnson Chua [<mailto:johnson.chua@tlmotor.com.sg>]
Sent: Wednesday, 12 December 2018 12:27 PM
To: 'Cynthia Chan' <cynthia.chan@gia.org.sg>
Cc: 'ARC Bola' <ARCBola@gia.org.sg>; 'Nurasikin.Sukimin@aig.com' <Nurasikin.Sukimin@aig.com>; 'AIG - Annie Chong' <annie-py.chong@aig.com>; 'Amanda.Chin@aig.com' <Amanda.Chin@aig.com>; 'Patricia Tan - Tan Lim

Motor Pte Ltd' <pt@tlmotor.com.sg>

Subject: TLM Ref : TP046052015; GIA Ref: M2016/00062 : Escalation of claim - Accident between SJV3446T (TLM) & SJD4244Y (AIG) on 28.05.2015

Importance: High

Dear Cynthia,

We refer to your email below.

As per requested, we enclose a copy of our client's SAS and colour damage photos for your attention.

Our client does not have any fresh evidence for this accident.

Please update us any developments in this matter.

Regards,



Johnson Chua
johnson.chua@tlmotor.com.sg

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From: Cynthia Chan [<mailto:cynthia.chan@gia.org.sg>]

Sent: Wednesday, 12 December 2018 10:54 AM

To: Johnson Chua <johnson.chua@tlmotor.com.sg>

Cc: ARC Bola <ARCBola@gia.org.sg>; Nurasikin.Sukimin@aig.com; AIG - Annie Chong <annie-py.chong@aig.com>; Amanda.Chin@aig.com; Patricia Tan - Tan Lim Motor Pte Ltd <pt@tlmotor.com.sg>

Subject: RE: TLM Ref : TP046052015; GIA Ref: M2016/00062 : Escalation of claim - Accident between SJV3446T (TLM) & SJD4244Y (AIG) on 28.05.2015

Dear Johnson

As this will be logged as a new escalation, kindly submit supporting documents such as Accident Report, Sketch Plan, photographic evidence (in colour) and video evidence (if available) for the case.

Thank you.

Best Regards,

Cynthia Chan
Executive, Technical



cynthia.chan@gia.org.sg | www.gia.org.sg

DID: +65 6202 9895 | **Tel:** +65 6221 8788

General Insurance Association of Singapore (GIA)

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UEN No: S66SS0020G

From: Johnson Chua <johnson.chua@tlmotor.com.sg>

Sent: Tuesday, December 11, 2018 4:22 PM

To: Cynthia Chan <cynthia.chan@gia.org.sg>

Cc: ARC Bola <ARCBola@gia.org.sg>; Nurasikin.Sukimin@aig.com; AIG - Annie Chong <annie-py.chong@aig.com>;
Amanda.Chin@aig.com; Patricia Tan - Tan Lim Motor Pte Ltd <pt@tlmotor.com.sg>

Subject: TLM Ref : TP046052015; GIA Ref: M2016/00062 : Escalation of claim - Accident between SJV3446T (TLM) & SJD4244Y (AIG) on 28.05.2015

Importance: High

Dear Cynthia,

We refer to your email below dated 10.12.2018.

We enclose the duly signed Letter of Agreement, for your attention.

As such, please update us any developments in this matter. Thank you.

cc: Counter Party, AIG Asia Pacific Insurance Pte Ltd

Regards,



Johnson Chua
johnson.chua@tlmotor.com.sg

O. +65 6858 5151
F. +65 6858 0877

Tan Lim Motor Pte Ltd
51 Defu Lane 10
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