

Jasper Chua (LKK Auto)

From: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: August 5, 2021 12:24 PM
To: Jasper Chua (LKK Auto)
Cc: Admin A
Subject: RE: AIG Ref: 7506094786SG-003 || Accident Involving SMG6015C / SHD9842L on 15/11/2019 *** LKK REF: CC3/AIG19020577/Kba3

Hi Jasper

Above matter refers.

Please be informed we have repudiated matter to our insured under T&C of our motor policy.

Kindly update TP and close off this matter at your end.

Best Regards

Bennie Tan

Senior 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 1718
Bennie-WZ.Tan@aig.com | www.AIG.sg

Advanced Leave Notification:

If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.

From: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Thursday, 15 April 2021 9:27 am
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: AIG Ref: 7506094786SG-003 || Accident Involving SMG6015C / SHD9842L on 15/11/2019 *** LKK REF: CC3/AIG19020577/Kba3

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

Dear Bennie,

Quantum mandate requested in Merimen.

Kindly review and have your approval .

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: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Sent: Wednesday, 31 March 2021 1:57 PM

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

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

Subject: RE: AIG Ref: 7506094786SG-003 | | Accident Involving SMG6015C / SHD9842L on 15/11/2019 *** LKK REF: CC3/AIG19020577/Kba3

Dear Jasper

Further to our email dated 02/12/2020.

Kindly urgently provide an update / latest developments with TP. Please do not follow with TP if there hasn't been any movement on this case for approximately 1 year.

Appreciate your reply asap.

Best Regards

Bennie Tan

Senior 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 1718
Bennie-WZ.Tan@aig.com | www.AIG.sg

Advanced Leave Notification:

If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.

From: Tan, Bennie-WZ

Sent: Wednesday, December 2, 2020 10:51 AM

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

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

Subject: RE: AIG Ref: 7506094786SG-003 | | Accident Involving SMG6015C / SHD9842L on 15/11/2019 *** LKK REF: CC3/AIG19020577/Kba3

Dear Jasper

Noted your email below.

Do surface if there is issues i.e. policy coverage etc.

Best Regards

Bennie Tan

Senior 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 1718
Bennie-WZ.Tan@aig.com | www.AIG.sg

Advanced Leave Notification:

If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.

From: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Wednesday, December 2, 2020 10:36 AM
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] AIG Ref: 7506094786SG-003 || Accident Involving SMG6015C / SHD9842L on 15/11/2019 *** LKK
REF: CC3/AIG19020577/Kba3

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

Dear Bennie ,

We refer to the matter above.

Further from the email below, we noticed that's a video footage and scene photos submitted by third party that is able to prove that our insured driver vehicle involve in current accident.

Hence, we will proceed to engage with the person in charge from insured company , inform third party claim and NCD issue.

We will further updates if there's issue.

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: Jasper Chua (LKK Auto)
Sent: Tuesday, 1 December 2020 10:43 AM
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: AIG Ref: 7506094786SG-003 || Accident Involving SMG6015C / SHD9842L on 15/11/2019 *** LKK REF:
CC3/AIG19020577/Kba3

Dear Bennie ,

We refer to the matter above.

LOD received on July 2020. OI GIA report released from merimen on May 2020.

We have further review the case. TP reported that our insured driver swerved lane while our insured company unable to locate the driver from the time of accident. Hence, we do not have our insured driver statement on the accident process. We have yet to call or send letter to inform insured company to inform TP claim and NCD issue.

There is no development from TP after submission of LOD which is at July 2020. LOD uploaded in merimen for your pursual.

Kindly advise further instructions from you.

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: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Sent: Wednesday, 25 November 2020 3:42 PM

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

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

Subject: RE: AIG Ref: 7506094786SG-003 | | Accident Involving SMG6015C / SHD9842L on 15/11/2019 *** LKK REF: CC3/AIG19020577/Kba3

Importance: High

Dear Jasper

Thank you for your email.

Please further advise what been done on this case since LOD received in July 2020. Separately, please ensure all necessary such as LOD are uploaded into merimen.

Best Regards

Bennie Tan

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #09-16 Singapore 079120

Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

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

Sent: Tuesday, November 24, 2020 11:26 AM

To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

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

Jasper Chua (LKK Auto)

From: Jasper Chua (LKK Auto)
Sent: August 5, 2021 12:57 PM
To: Ng Wai Yin
Cc: 'claims'; Admin A
Subject: TCS REF: AAD1911-125--Accident involving SMG6015C (AIG) & SHD9842L on 15.11.19
*** LKK REF: CC3/AIG19020577/Kba3

Without Prejudice

Dear Wai Yin,

We refer to the above matter.

Please be informed that our principal M/s **AIG ASIA PACIFIC PTE LTD** had repudiated the claims in view of our insured has breach of policy terms and conditions.

Kindly re-direct your client's claim to our insured for redress.

We will proceed to close off the matter.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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.

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)



Save the Earth. Print only when necessary.

From: Mei Kwan (LKKAuto)
Sent: July 13, 2020 12:26 PM
To: Ng Wai Yin <waiyin.ng@transcab.com.sg>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: 'claims' <claims@transcab.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: TCS REF: AAD1911-125--Accident involving SMG6015C (AIG) & SHD9842L on 15.11.19 *** LKK REF: CC3/AIG19020577/Kba3

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Jasper,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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: Ng Wai Yin <waiyin.ng@transcab.com.sg>

Sent: Monday, 13 July, 2020 11:52 AM

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

Cc: 'claims' <claims@transcab.com.sg>

Subject: TCS REF: AAD1911-125--Accident involving SMG6015C (AIG) & SHD9842L on 15.11.19

Without prejudice

Dear Sir

We are making a claim against your client SMG 6015C.

Enclosed is our LOD for your easy reference.

Original hard copy will mailed to you by post.

Hope to receive your offer soon.

Thank You

Best Regards,

Ng Wai Yin

Finance Department

TEL: 6603 1265 Ext.308

****** Please be reminded that all claims correspondence to be send to claims@transcab.com.sg***

TRANS-CAB SERVICES PTE LTD

No. 2 Ang Mo Kio Street 63

Singapore 569111
Tel: 6287 6666 Fax: 6287 7764



This email has been checked for viruses by AVG antivirus software.
www.avg.com



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/AIG19020577/Kba3

19 March 2021

**BIS MOTORING PTE LTD /Attn: SHARIN ARI BIN HANAFI
20 BENDEMEER ROAD
#03-13/14, BS BENDEMEER CENTRE
SINGAPORE (339914)**

Dear Sir/Madam,

ACCIDENT INVOLVING SMG 6015C AND SHD 9842L ON 15/11/2019.

We refer to the above accident where we are acting for AIG Asia Pacific Insurance Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD)(if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Jasper Chua
DID: 6841 2928
FAX: 6741 4108
Email: jasperchua@lkkauto.com

c.c. AIG Asia Pacific Insurance Pte Ltd
(Motor Claims Dept)

Suwanna (LKK Auto)

From: Suwanna (LKK Auto)
Sent: Monday, 25 November 2019 9:36 AM
To: scng@bscapital.com.sg
Cc: happyfleet@cowell.com.sg; Admin A; Vic (LKKAuto)
Subject: ACCIDENT INVOLVING SMG 6015C AND SHD 9842L ON 15/11/2019 ALONG/AT KPE TOWARDS TAMPINES

BIS MOTORING PTE LTD
(Singapore)

Dear Sir/Madam

ACCIDENT INVOLVING SMG 6015C AND SHD 9842L ON 15/11/2019 ALONG/AT KPE TOWARDS TAMPINES

We, LKK Auto Consultants Pte Ltd has been appointed to act on the behalf of your insurer, AIG Asia Pacific Insurance Pte Ltd (AIG) to settle a THIRD PARTY claim against you for an accident which happened on the above-mentioned date and location.

Kindly proceed to lodge your GIA report within five (05) working days of receipt of this letter, giving the version of the accident amongst other things related to the accident. The GIA report can be lodged at any of AIG reporting centres. You may refer to your Certificate of Insurance for the list of the reporting centres.

If you have any information to add or any amendments to make, please contact the undersigned within five days from the date of this letter.

Please note that the standing of your insurance policy such as NCD, premium & etc would be affected.

If you need any clarification, please do not hesitate to contact as at Mr. Vic Alpeh Sanghilan (LKK Handler) 6841 2096 or Email at vicalpeh@lkkauto.com Please quote our claim reference when you contact us that we can assist you more effectively.

Yours faithfully,

Best Regards,

Suwanna Te-Uttaruang | Admin support

LKK Auto Consultants Pte Ltd

Email Suwanna@lkkauto.com fax: 67414108

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