

Jasper Chua (LKK Auto)

From: Goh, Jeremy <Jeremy.Goh@aig.com>
Sent: Wednesday, 10 March 2021 3:41 PM
To: Jasper Chua (LKK Auto)
Cc: Admin A
Subject: RE: AIG Ref: #1558988561SG003#027# || Accident between SKH 4852 J and SHD 1112 M on 25 Oct 2019

Hi Jasper,

Noted that you have attempted to contact Insured and no reply.

Please proceed to settle at best. Upload all correspondence, if any, with insured into Merimen.

We will take over from here if insured replies. If insured contacts you pertaining to this accident, kindly let us know.

regards

Jeremy Goh

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 1767
Jeremy.goh@aig.com | www.AIG.com.sg

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, March 10, 2021 3:36 PM
To: Goh, Jeremy <Jeremy.Goh@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] AIG Ref: #1558988561SG003#027# || Accident between SKH 4852 J and SHD 1112 M on 25 Oct 2019

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

Dear Jeremy,

There's no response and pick up from our insured.

TP accepted our offer of **\$520.00(all in)**.

Kindly advise whether we can proceed from this.

Thanks

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

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

From: Jasper Chua (LKK Auto)
Sent: Tuesday, 23 February 2021 9:33 AM
To: Goh, Jeremy <Jeremy.Goh@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: AIG Ref: #1558988561SG003#027# || Accident between SKH 4852 J and SHD 1112 M on 25 Oct 2019

Dear Jeremy,

We are currently still pending for insured reply on the matter.

We will revert once received

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: Goh, Jeremy <Jeremy.Goh@aig.com>
Sent: Monday, 22 February 2021 3:35 PM
To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: AIG Ref: #1558988561SG003#027# || Accident between SKH 4852 J and SHD 1112 M on 25 Oct 2019

Dear Jasper,

Any updates to this case.

Do let me know what the situation is before escalation happens.

Thanks and Regards

Jeremy Goh

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 1767
Jeremy.goh@aig.com | www.AIG.com.sg

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: Goh, Jeremy
Sent: Monday, January 25, 2021 2:35 PM
To: 'Jasper Chua (LKK Auto)' <jasperchua@lkkauto.com>
Subject: RE: AIG Ref: #1558988561SG003#027# || Accident between SKH 4852 J and SHD 1112 M on 25 Oct 2019

Dear Jasper,

I make reference to the case below.

Have you spoken with insured.

Is TPWS agreeable with the settlement amount.

Hope to hear from you soon.

Thanks and Regards

Jeremy Goh

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 1767
Jeremy.goh@aig.com | www.AIG.com.sg

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: Goh, Jeremy

Sent: Thursday, December 17, 2020 2:47 PM

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

Subject: RE: AIG Ref: #1558988561SG003#027# || Accident between SKH 4852 J and SHD 1112 M on 25 Oct 2019

Hi Jasper,

Did you managed to speak with insured on this matter?

Any reply or response from insured.

Thanks and Regards

Jeremy Goh

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 1767
Jeremy.goh@aig.com | www.AIG.com.sg

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: Goh, Jeremy

Sent: Tuesday, November 17, 2020 11:13 AM

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

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

Subject: RE: AIG Ref: #1558988561SG003#027# || Accident between SKH 4852 J and SHD 1112 M on 25 Oct 2019

Dear Jasper,

Please engage insured urgently.

Insured claimed that they have been deemed not at fault for this case.

However, your previous correspondence mentioned that the law firm Oracle Law Corporation had deemed insured 50% liable.

Can check with insured on this? Is insured absolved of all liability?
If so, let me know so I can amend the LOB.

Thanks and Regards

Jeremy Goh

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1767

Jeremy.Goh@aig.com | www.aig.sg

Advanced Leave Notification:

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

Sent: Tuesday, November 10, 2020 9:32 AM

To: Goh, Jeremy <Jeremy.Goh@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Subject: [EXTERNAL] RE: AIG Ref: #1558988561SG003#027# || Accident between SKH 4852 J and SHD 1112 M on 25 Oct 2019

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

Dear Jeremy,

We refer to the matter above.

We just contacted TP wksp that AIG will proceed to settle the case and requested them to withdraw the escalation in writing.

While pending their written document , we would do a final review on the case and seek for quantum mandate.

OID Mr Lee Thiam Hock Thomas reported that he was making a right turn at the junction on the middle lane when TP taxi on the rightmost lane was stationary picking up a customer. While turning within its lane, OID was hit by TP that moved off. TP reported that OID was overtaking his taxi at the junction while turning causing the accident. There is a possibility that both vehicle moved off -50%

Since there is no any further evidence from TP till date , TP propose to settle at 50%. The recommended COR is **L/S at \$700.00** with **2 repair days**.

| | |
|--------------------------------------|--------------------|
| 1. Cost of Repair (w/GST) | \$ 749.00 |
| 2. Loss of Rental (4 days x \$99.51) | \$ 398.04 |
| 3. Loss of Income (4 days x \$50.00) | \$ 200.00 |
| SUBTOTAL | \$ 1,347.04 |
| @ 50% | \$ 673.52 |
| 4. LTA/GIA Search Fee | \$ 2.00 |
| TOTAL | \$ 675.52 |

LOD uploaded in merimen for your references.

Kindly have your approval / further instructions in merimen

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: Goh, Jeremy <Jeremy.Goh@aig.com>

Sent: Friday, 6 November 2020 2:48 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Subject: RE: AIG Ref: #1558988561SG003#027# || Accident between SKH 4852 J and SHD 1112 M on 25 Oct 2019

Dear Jasper,

Please note that investigations have been concluded.

We do not find Insured to be drunk driving during that period.

Please proceed to do the necessary and settle the case.

Have you inform TPWS yet?

Thanks and Regards

Jeremy Goh
AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1767

Jeremy.Goh@aig.com | www.aig.sg

Advanced Leave Notification:

From: Goh, Jeremy

Sent: Friday, November 6, 2020 11:05 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Subject: RE: AIG Ref: #1558988561SG003#027# || Accident between SKH 4852 J and SHD 1112 M on 25 Oct 2019

Dear Jasper,

I make reference to the email below and the correspondence from Vincent Chua on 5th Nov pertaining to TP (Premier Auto) decision to escalate the matter.

We will give you the mandate to settle the case at best. Please inform the TP with immediate notice that we will settle the case base on the merits of liability. As they shared their counter proposal in the email attached, do review it and seek mandate from me before settlement.

Instructions:

- With immediate notice, please Inform TP that principal will settle the case with escalation to GIA.
- Get TP in writing to withdraw their escalation.
- Do a review on the quantum and seek mandate from me.

Let me know if there is any questions, you can contact me at my number below if there is any clarifications required.

Thanks and Regards

Jeremy Goh
AIG

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1767

Jeremy.Goh@aig.com | www.aig.sg

Advanced Leave Notification:

From: Goh, Jeremy

Sent: Monday, November 2, 2020 3:09 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Subject: RE: AIG Ref: #1558988561SG003#027# || Accident between SKH 4852 J and SHD 1112 M on 25 Oct 2019

Hi Jasper,

Thanks for the update.

Please note that we will be conducting an investigation into this matter as it was reported in the TP GIA report, there could be a possibility of drunk driving involved in this case.

Moving forward, for future cases please do inform us early, if you detect such discrepancies within the report, so that investigation can be conducted as early and as soon as possible.

We seek your kind appreciation and help in this matter.

As for the TPWS, kindly inform them that investigation for this matter is still ongoing, we will not commit until we have conducted our investigation on this matter.

Thanks and Regards

Jeremy Goh
AIG

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1767

Jeremy.Goh@aig.com | www.aig.sg

Advanced Leave Notification:

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

Sent: Monday, November 2, 2020 1:41 PM

To: Goh, Jeremy <Jeremy.Goh@aig.com>

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

Subject: [EXTERNAL] RE: AIG Ref: #1558988561SG003#027# || Accident between SKH 4852 J and SHD 1112 M on 25 Oct 2019

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

Dear Jeremy ,

We just contacted TP wksp , there is no any evidence / video footage can be provided from them.

Kindly advise any 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: Goh, Jeremy <Jeremy.Goh@aig.com>

Sent: Tuesday, 27 October 2020 11:29 AM

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

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

Subject: AIG Ref: #1558988561SG003#027# || Accident between SKH 4852 J and SHD 1112 M on 25 Oct 2019

Dear Jasper, without prejudice

I make reference to this case above.

As spoken over the phone, please assist to contact the TPWS to request for video footage.

We will reject the mandate for now until further evidence can be obtained to corroborate the version of story written in the TP GIA report.

Thanks and Regards

Jeremy Goh
AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1767

Jeremy.Goh@aig.com | www.aig.sg

Advanced Leave Notification:

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

Sent: Tuesday, October 27, 2020 10:14 AM

To: Goh, Jeremy <Jeremy.Goh@aig.com>

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

Subject: [EXTERNAL] 1558988561SG

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

Dear Jeremy,

We refer to the matter above.

Case review : OID Mr Lee Thiam Hock Thomas reported that he was making a right turn at the junction on the middle lane when TP taxi on the rightmost lane was stationary picking up a customer. While turning within its lane, OID was hit by TP that moved off. TP reported that OID was overtaking his taxi at the junction while turning causing the accident. (CONFLICTING VERSION)

From OI report , there is a third party claim against insurer of SHD 1112M, NTUC Income Insurance Cooperative Limited (“NTUC Income”). On the 15th May 2020, they reached an out of court settlement with NTUC Income Insurance Cooperative Limited on a global sum basis but liability was calculated at **50% liability**. (refer email attached from Oracle Law Corporation).

Since there is no any further evidence from TP till date , TP propose to settle at 50% liability at **global sum \$750.00(all in)** . LOD uploaded in merimen for your references.

Kindly have your approval in merimen.

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)

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