

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Wednesday, 29 July 2020 2:57 PM
To: 'Goh, Jeremy'
Cc: Admin A
Subject: RE: SID 14120791 & clm no: 2119159028SG - pls ctc insd, she dispute on the LOB

Dear Jeremy,

We have spoken to workshop on 29/05/2020 and they mentioned that will pass to lawyer directly after survey. Since workshop did not provide estimate to us, therefore we will submit damage assessment report.

Thank you.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256 3561 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Goh, Jeremy [mailto:Jeremy.Goh@aig.com]
Sent: Wednesday, 29 July 2020 2:18 PM
To: Jia Le (LKK Auto)
Cc: Admin A
Subject: RE: SID 14120791 & clm no: 2119159028SG - pls ctc insd, she dispute on the LOB

Dear Jia Le,

Please upload all correspondence pertaining to this case and conversations into Merimen right away.

This file has been selected for an audit check thus would need to seek your cooperation in this matter.

Also please find out from workshop if they have submitted their claims to the lawyers.

If so, please submit the report and invoices and close the file on your end.

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: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Friday, May 29, 2020 4:43 PM
To: Goh, Jeremy <Jeremy.Goh@aig.com>
Subject: [EXTERNAL] RE: SID 14120791 & clm no: 2119159028SG - pls ctc insd, she dispute on the LOB

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

Hi Jeremy,

We have checked with workshop, they said will pass the claim(including PD and BI) to the one lawyer.

Thank you.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Goh, Jeremy [<mailto:Jeremy.Goh@aig.com>]
Sent: Friday, 29 May 2020 4:23 PM
To: Jia Le (LKK Auto)
Subject: RE: SID 14120791 & clm no: 2119159028SG - pls ctc insd, she dispute on the LOB

Hi Jia Le,

I am WFH.

Yeah the number below should work regardless. Let me know if the call is not redirected to myself.

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: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Friday, May 29, 2020 4:22 PM
To: Goh, Jeremy <Jeremy.Goh@aig.com>
Subject: [EXTERNAL] RE: SID 14120791 & clm no: 2119159028SG - pls ctc insd, she dispute on the LOB

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Hi Jeremy,

You are currently working in office? So I can call this number +(65) 6419 1767 ?

Thank you.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Goh, Jeremy [<mailto:Jeremy.Goh@aig.com>]

Sent: Friday, 29 May 2020 4:18 PM

To: Jia Le (LKK Auto)

Subject: RE: SID 14120791 & clm no: 2119159028SG - pls ctc insd, she dispute on the LOB

Hi Jia Le,

Could you give me a call. I wish to find out some details pertaining to this case.

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: Paramchand, Varsha <Varsha.Paramchand@aig.com>

Sent: Friday, May 29, 2020 3:12 PM

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

Cc: Rumli, Sharizah <Sharizah.Rumli@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Su Li (LKK Auto) <suli@lkkauto.com>

Subject: RE: SID 14120791 & clm no: 2119159028SG - pls ctc insd, she dispute on the LOB

Hi Jeremy,

Pls assist as Insd dispute LOB.

Tq

Varsha

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

Sent: Friday, May 29, 2020 1:24 PM

To: Paramchand, Varsha <Varsha.Paramchand@aig.com>; Su Li (LKK Auto) <suli@lkkauto.com>
Cc: Goh, Jeremy <Jeremy.Goh@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: SID 14120791 & clm no: 2119159028SG - pls ctc insd, she dispute on the LOB

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

Hi Varsha,

Please be informed that this is PRS case, no direct settlement, we will submit W/P report soon.

Thank you.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Paramchand, Varsha [<mailto:Varsha.Paramchand@aig.com>]
Sent: Friday, 29 May 2020 12:27 PM
To: Su Li (LKK Auto); Jia Le (LKK Auto)
Cc: Goh, Jeremy; Rumli, Sharizah; Quek, Joyceline-CH; CS A Team; Admin A
Subject: RE: SID 14120791 & clm no: 2119159028SG - pls ctc insd, she dispute on the LOB

Hi LKK,

Pls provide updates urgently.

Tq

Varsha

From: Paramchand, Varsha
Sent: Wednesday, May 27, 2020 2:41 PM
To: Su Li (LKK Auto) <suli@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Cc: Goh, Jeremy <Jeremy.Goh@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SID 14120791 & clm no: 2119159028SG - pls ctc insd, she dispute on the LOB

Hi Team,

Pls provide updates if insd has been ctc?

Tq

Varsha

From: Paramchand, Varsha
Sent: Wednesday, May 27, 2020 9:10 AM
To: Su Li (LKK Auto) <suli@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Cc: Goh, Jeremy <Jeremy.Goh@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SID 14120791 & clm no: 2119159028SG - pls ctc insd, she dispute on the LOB

Hi team,

Pls provide updates. Has insd been ctc?

Tq

Varsha

From: Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]

Sent: Friday, May 22, 2020 4:40 PM

To: Paramchand, Varsha <Varsha.Paramchand@aig.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Cc: Goh, Jeremy <Jeremy.Goh@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: [EXTERNAL] RE: SID 14120791 & clm no: 2119159028SG - pls ctc insd, she dispute on the LOB

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

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 Jia Le,

FYNA, our ref CC4/AIG19021192/R1db3

** 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.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: SuLi@lkkauto.com Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

From: Paramchand, Varsha [<mailto:Varsha.Paramchand@aig.com>]

Sent: Friday, 22 May 2020 4:06 PM

To: CS A Team; Admin A

Cc: Goh, Jeremy; Rumli, Sharizah; Quek, Joyceline-CH

Subject: SID 14120791 & clm no: 2119159028SG - pls ctc insd, she dispute on the LOB

Hi Team,

Pls assist as insd unhappy her Premiums affected, she mentioned NAF & also mentioned case handler supposed to ctc her back, but did not. Pls ctc insd @ 81826110.

Tq
Varsha

**** Entered By: SSPRBE (Esai, Rooban) @ 05/22/2020 03:39 PM ****

Dear Team

Policy No. : 2100459791

OI called in as she recd a CB from CS and advsd to talk abt the Renewal.

She wanted to know abt teh Claim and advsd abt the claim dt. 26/11/2019.

She was unhappy as she said that she was NOT At Fault and should not have an impact on the Premium.

She also added that she was in touch with a Claims Officer and she never received a callback as promised.

Please arrange a CB from the Claims Team immediately as Insured NOT Happy and is adamant to speak to Claims Team.

NOTE : She wants a CB between 1PM and 2 PM and can be reached on 81826110

Thanks and Regards
Rooban Raja

Varsha
Claims / AIG Asia Pacific Insurance Pte Ltd
Claims Care Associate
AIG Building, 78 Shenton Way #10-16 Singapore 079120
www.aig.sg

AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards.
[Click here to find out more.](#)

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