

Vic (LKKAUTO)

From: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Sent: Tuesday, 10 March, 2020 2:26 PM
To: Vic (LKKAUTO)
Cc: Admin A
Subject: RE: <SEEK MNDATE> RE: 3420773235SG - ACCIDENT INVOLVING VEHICLES SFN 132H (OI) AND XD 8401T (TP) ON 30/11/2019 - LKK REF CC4/AIG19021216/R1hb3

Dear Vic,

Thank you for the verification. Please proceed with the DV.

Best regards,
Loh Chee Heng
AIG

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

AIG Building, 78 Shenton Way #08-16 Singapore(079120)
Tel +(65) 6419 1881
Chee-Heng.Loh@aig.com | www.aig.sg

Follow us:



IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

From: Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]
Sent: Tuesday, 10 March 2020 2:10 PM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: [EXTERNAL] RE: <SEEK MNDATE> RE: 3420773235SG - ACCIDENT INVOLVING VEHICLES SFN 132H (OI) AND XD 8401T (TP) ON 30/11/2019 - LKK REF CC4/AIG19021216/R1hb3

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

Dear Chee Heng,

We refer to your below email and to our telephone conversation earlier.

As spoken, we were informed by the TP repairer that they made order earlier for keeping/reserve.

We had also checked and confirmed with our surveyor that the damaged TMA has been replaced and after repair photos were uploaded in merimen.

Kindly confirm if we can send out DV to the TP repairer.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

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

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: Loh, Chee-Heng [<mailto:Chee-Heng.Loh@aig.com>]

Sent: Tuesday, 10 March, 2020 1:38 PM

To: Vic (LKKAuto)

Cc: Admin A

Subject: RE: <SEEK MNDATE> RE: 3420773235SG - ACCIDENT INVOLVING VEHICLES SFN 132H (OI) AND XD 8401T (TP) ON 30/11/2019 - LKK REF CC4/AIG19021216/R1hb3

Dear Vic,

Noted that the TMA invoice is dated 22/7/2019. Did the TP workshop ordered a spare TMA for stockpile as the accident date is 30/11/2019?

Thank you.

Best regards,

Loh Chee Heng
AIG

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

AIG Building, 78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1881

Chee-Heng.Loh@aig.com | www.aig.sg

Follow us:



IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

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

Sent: Tuesday, 10 March 2020 12:15 PM

To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>

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

Subject: [EXTERNAL] RE: <SEEK MNDATE> RE: 3420773235SG - ACCIDENT INVOLVING VEHICLES SFN 132H (OI) AND XD 8401T (TP) ON 30/11/2019 - LKK REF CC4/AIG19021216/R1hb3

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

Dear Chee Heng,

We refer to your below mandate.

Please be informed that TP repairer accepted our offer of \$46,500 (all in) to settle their claim (as attached).

We were provided with the documents as requested.

Kindly confirm if in order so we can issue the DV.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@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.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: Loh, Chee-Heng [<mailto:Chee-Heng.Loh@aig.com>]

Sent: Monday, 9 March, 2020 2:59 PM

To: Vic (LKKAuto)

Cc: Admin A

Subject: RE: <SEEK MNDATE> RE: 3420773235SG - ACCIDENT INVOLVING VEHICLES SFN 132H (OI) AND XD 8401T (TP) ON 30/11/2019 - LKK REF CC4/AIG19021216/R1hb3

Dear Vic,

Mandate has been given. Kindly note that this is subject to TP providing supporting docs, e.g. delivery order/shipping order for the TMA part, even if TP workshop unable to provide parts invoice.

Thank you.

Best regards,

Loh Chee Heng

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1881

Chee-Heng.Loh@aig.com | www.aig.sg

Follow us:



IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

From: Loh, Chee-Heng
Sent: Friday, 6 March 2020 9:06 AM
To: Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: <SEEK MNDATE> RE: 3420773235SG - ACCIDENT INVOLVING VEHICLES SFN 132H (OI) AND XD 8401T (TP) ON 30/11/2019 - LKK REF CC4/AIG19021216/R1hb3

Dear Vic,

I will seek mandate and revert after which.

Thank you.

Best regards,
Loh Chee Heng
AIG

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

AIG Building, 78 Shenton Way #08-16 Singapore(079120)
Tel +(65) 6419 1881
Chee-Heng.Loh@aig.com | www.aig.sg

Follow us:



IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]
Sent: Wednesday, 4 March 2020 2:54 PM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: [EXTERNAL] RE: <SEEK MNDATE> RE: 3420773235SG - ACCIDENT INVOLVING VEHICLES SFN 132H (OI) AND XD 8401T (TP) ON 30/11/2019 - LKK REF CC4/AIG19021216/R1hb3

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

Dear Chee Heng,

We refer to your below email and to our telephone conversation earlier.

As spoken, we had requested the documents to the TP repairer, however, we were informed that they could not provide the document.

We were also informed by the repairer that there are similar TMA models which are previously settled (kindly refer to the attached estimate and some inspection and after repair photos of one of the settled cases. e.g. for TP veh. No. XE 320R involved in an accident on 15/06/2019 under a different insurer).

For your approval and/or further instruction please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@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.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: Loh, Chee-Heng [<mailto:Chee-Heng.Loh@aig.com>]

Sent: Tuesday, 3 March, 2020 5:09 PM

To: Vic (LKKAuto)

Cc: Admin A

Subject: RE: <SEEK MNDATE> RE: 3420773235SG - ACCIDENT INVOLVING VEHICLES SFN 132H (OI) AND XD 8401T (TP) ON 30/11/2019 - LKK REF CC4/AIG19021216/R1hb3

Dear Vic,

As spoken previously, did the TP workshop provide the TMA part price docs. I will seek mandate after receiving the docs.

Thank you.

Best regards,

Loh Chee Heng

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1881

Chee-Heng.Loh@aig.com | www.aig.sg

Follow us:



IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any

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

Sent: Thursday, 13 February 2020 2:44 PM

To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>

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

Subject: [EXTERNAL] <SEEK MNDAT> RE: 3420773235SG - ACCIDENT INVOLVING VEHICLES SFN 132H (OI) AND XD 8401T (TP) ON 30/11/2019 - LKK REF CC4/AIG19021216/R1hb3

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

Your Ref: 3420773235SG

Our Ref: CC4/AIG19021216/R1hb3

Dear Chee Heng,

ACCIDENT INVOLVING VEHICLES SFN 132H (OI) AND XD 8401T (TP) ON 30/11/2019

We refer to the subject matter.

It was reported that Insured vehicle had rear-ended TP vehicle.

A letter was sent out to the Insured and till date, no feedback received.

Summary to offer to repairer **COMPLETE VMS PTE LTD** is as follows:

| TP CLAIMED | | REVISED - TO OFFER |
|------------------------------|---------------------|----------------------------|
| Cost of Repair (w/gst) | \$ 67,175.03 | \$ 46,010.00 |
| Loss of Use (\$450 x 3 days) | \$ 1,350.00 | \$ 750.00 (\$250 x 3 days) |
| GIA Search Fee | \$ 7.45 | \$ 7.45 |
| TOTAL | \$ 68,532.48 | \$ 46,767.45 |

Breakdown of days is as follows:

| | |
|------------------|---------------|
| Recommended days | 3 Days |
| TOTAL | 3 Days |

Relevant supporting claim documents are uploaded in merimen for your perusal.

For your approval and/or further instruction please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@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.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: Vic (LKKAuto)

Sent: Wednesday, 11 December, 2019 1:55 PM

To: Loh, Chee-Heng

Cc: Admin A; Vic (LKKAuto)

Subject: RE: 3420773235SG - LKK REF CC4/AIG19021216/R1hb3

Dear Chee Heng,

Noted with thanks.

"Best Wishes for Merry Christmas & Happy New Year 2020"

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@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.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: Loh, Chee-Heng [<mailto:Chee-Heng.Loh@aig.com>]

Sent: Wednesday, 11 December, 2019 1:50 PM

To: Asher Sng (LKKAuto); Vic (LKKAuto)

Subject: RE: 3420773235SG

Dear Vic,

Investigation is completed. Kindly proceed with claim handling.

Thank you.

Best regards,
Loh Chee Heng
AIG
Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16 Singapore(079120)
Tel +(65) 6419 1881
Chee-Heng.Loh@aig.com | www.aig.sg



Follow us:



IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

From: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]
Sent: Wednesday, 4 December 2019 2:38 PM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: [EXTERNAL] RE: 3420773235SG

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

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

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 Vic,

Below email for your information.

Thank You.

Best Regards,
Asher Sng | Case Handler
LKK Auto Consultants Pte Ltd
phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



From: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Sent: Wednesday, 4 December 2019 2:05 PM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: 3420773235SG

Dear Asher,

Fyi, case sent for investigation, midnight accident.

Will keep you updated again.

Thank you.

Best regards,
Loh Chee Heng
AIG

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

AIG Building, 78 Shenton Way #08-16 Singapore(079120)
Tel +(65) 6419 1881
Chee-Heng.Loh@aig.com | www.aig.sg



Follow us:



IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.