

Asher Sng (LKKAuto)

From: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Sent: Thursday, 27 January 2022 15:36
To: Asher Sng (LKKAuto); Khoo, Kay-Eng
Cc: Hsiao Tong (LKKAuto)
Subject: RE: Our Ref: 1482364503SG003; Yoeur Ref: CC6/AIG19021719/UKB3Q2 // ACCIDENT INVOLVING SGH 2063E AND SMN 1869B ON

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Asher,

We have repudiated all liabilities in regards to the above accident.

Please inform TP accordingly and submit WP report for closure.

Thanks.

Best Regards,

Bernard Ler

AIG

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 1946

Bernard-JQ.Ler@aig.com | www.aig.sg

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: 19 November 2021 13:19
To: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: [EXTERNAL] RE: Our Ref: 1482364503SG003; Yoeur Ref: CC6/AIG19021719/UKB3Q2 // ACCIDENT INVOLVING SGH 2063E AND SMN 1869B ON

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

Hi Bernard,

We refer to the above matter.

Third party is chasing for settlement.

Kindly advise on the necessary action.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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

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From: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>

Sent: Tuesday, 5 October 2021 4:30 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: FW: Our Ref: 1482364503SG003; Yoeur Ref: CC6/AIG19021719/UKB3Q2

Dear Asher,

Noted on this case accident occurring in December 2019.

Please work with Bernard on the specifics and provide additional info if needed so that we can review the matter from a repudiation standpoint.

Khoo Kay Eng

Manager – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
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kay-eng.khoo@aig.com | www.AIG.sg

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From: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Sent: Tuesday, October 5, 2021 3:54 PM
To: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Cc: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Subject: [EXTERNAL] RE: Our Ref: 1482364503SG003; Yoeur Ref: CC6/AIG19021719/UKB3Q2

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Hi Mr Khoo,

Thank you for the information.

Kindly advise if this case being repudiated as insured have breach the policy.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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

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From: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Sent: Tuesday, 5 October 2021 1:55 PM
To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Cc: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Subject: RE: Our Ref: 1482364503SG003; Yoeur Ref: CC6/AIG19021719/UKB3Q2

Dear Asher,

Insured driver is a Singaporean, however not holding any valid Singapore driving licence.

This would be a breach of policy.

Khoo Kay Eng

Manager – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

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From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Tuesday, October 5, 2021 1:00 PM
To: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Subject: [EXTERNAL] RE: Our Ref: 1482364503SG003; Yoeur Ref: CC6/AIG19021719/UKB3Q2

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Hi Mr Khoo,

We refer to the above matter.

Insured driver is a Singaporean, however not holding any valid Singapore driving licence.

If you are a Singapore citizen or permanent resident, you can drive in Singapore only after you have obtained a valid Singapore driving licence. You must convert your foreign driving licence to Singapore driving licence as soon as possible if you want to drive in Singapore.

Kindly advise if insured have breach any policy terms and conditions.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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

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From: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Sent: Tuesday, 5 October 2021 12:48 PM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Subject: RE: Our Ref: 1482364503SG003; Yoeur Ref: CC6/AIG19021719/UKB3Q2

Hi Asher,

Sorry for the belated response and thank you for your due diligence.

What would be your advice be and have you gathered more specifics as it relate to this case?

Khoo Kay Eng

Manager – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

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78 Shenton Way, Level 10
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From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Tuesday, October 5, 2021 11:00 AM
To: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Subject: [EXTERNAL] RE: Our Ref: 1482364503SG003; Yoeur Ref: CC6/AIG19021719/UKB3Q2

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Hi Sir,

We refer to the email date 05/08/2021.

Third party is chasing for settlement, kindly advise if we may able to process DS.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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

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From: Asher Sng (LKKAuto)

Sent: Thursday, 5 August 2021 10:20 PM

To: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>

Subject: RE: Our Ref: 1482364503SG003; Yoeur Ref: CC6/AIG19021719/UKB3Q2

Hi Mr Khoo,

We refer to the above matter.

Insured driver is a Singaporean, however not holding any valid Singapore driving licence.

If you are a Singapore citizen or permanent resident, you can drive in Singapore only after you have a valid Singapore driving licence. You must convert your foreign driving licence to Singapore driving licence as soon as possible if you want to drive in Singapore.

Kindly advise if insured have breach any policy terms and conditions.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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

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From: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Sent: Thursday, 5 August 2021 12:09 PM
To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Our Ref: 1482364503SG003; Yoeur Ref: CC6/AIG19021719/UKB3Q2

Dear Cecilia/Hsiao Tong

Please advise if any further update on the matter.

Khoo Kay Eng

Manager – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

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78 Shenton Way, Level 10
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kay-eng.khoo@aig.com | www.AIG.sg

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From: Khoo, Kay-Eng
Sent: Tuesday, July 6, 2021 9:49 AM
To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Our Ref: 1482364503SG003; Your Ref: CC6/AIG19021719/UKB3Q2

Hi Cecilia

Thank you and much appreciated for the update.

Khoo Kay Eng

Manager – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

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From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Sent: Tuesday, July 6, 2021 9:37 AM
To: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: [EXTERNAL] RE: Our Ref: 1482364503SG003; Your Ref: CC6/AIG19021719/UKB3Q2

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Dear Mr Khoo,

As OI holding California license. Thus, we are pending for OI ID to verify if is LTVP or other passes.

Thanks

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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

From: Khoo, Kay-Eng [<mailto:Kay-Eng.Khoo@aig.com>]
Sent: Tuesday, 6 July 2021 9:20 AM
To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Our Ref: 1482364503SG003; Your Ref: CC6/AIG19021719/UKB3Q2

Dear Cecilia

Thank you for staying vigilant.

Just for clarity, what is the ID documents which are pending?

Khoo Kay Eng

Manager – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

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78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1026
kay-eng.khoo@aig.com | www.AIG.sg

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From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Sent: Monday, July 5, 2021 4:19 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Subject: [EXTERNAL] RE: Our Ref: 1482364503SG003; Your Ref: CC6/AIG19021719/UKB3Q2

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Dear Mr Khoo,

We are still pending on OI ID. Have send 3rd reminder email to OI and follow up call.

However, still yet to receive OID ID.

Thanks

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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Monday, 5 July 2021 3:47 PM

To: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>

Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Subject: FW: Our Ref: 1482364503SG003; Your Ref: CC6/AIG19021719/UKB3Q2

Dear Mr Khoo,

We will check and get back to you.

Hi Cecilia,

Please assist. CC6/AIG19021719/Ugb3

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

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

S(408933)

From: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>

Sent: Monday, 5 July 2021 2:33 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Our Ref: 1482364503SG003; Your Ref: CC6/AIG19021719/UKB3Q2

Hi Hsiao Tong,

Please update on current status of this matter; accident occurring in 2019 & pending your update on the same.

Khoo Kay Eng

Manager – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1026
kay-eng.khoo@aig.com | www.AIG.sg

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