

Vic (LKKAUTO)

From: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Sent: Wednesday, 25 March, 2020 5:34 PM
To: Vic (LKKAUTO)
Cc: Syed-Yusoff, Saliha
Subject: FW: - SID 14032782 & CLM No; 3876026157SG - INSD DISPUTE CLAIMS

Dear Vic,

I just got off the line with insured today.

While not disputing that there is a BOLA fit, the argument raised by insured were as follows:

1. Third Party did not check before inching right.
2. OI had almost completely the turn when the collision occurred.
3. He had horned the van when he was overtaking (please confirm if the footage carries audio).
4. TP did not check his blind spot.

OI is disputing that he is assessed as totally at fault.

Based on video, please attempt to extract some contribution from third party and gauge TP repairer's response.

Khoo Kay Eng

AIG

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

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1026

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From: Paramchand, Varsha
Sent: Wednesday, March 25, 2020 9:14 AM
To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Cc: Chua, Tienzhu (SG) <Tienzhu.Chua1@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Subject: RE: - SID 14032782 & CLM No; 3876026157SG - INSD DISPUTE CLAIMS

Hi Saliha,

Pls see reply from CC.

**** Entered By: SSPJCD (Gomez, Juan-Carlos) @ 03/24/2020 05:41 PM ****

call centre do not have Mr. Han.
Insured called our hotline on 12/03/2020 and already making noise because no follow up from claim dept
He want to speak to AIG claim officer asap when I talked to him

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.
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From: Syed-Yusoff, Saliha
Sent: Tuesday, March 24, 2020 2:06 PM
To: Paramchand, Varsha <Varsha.Paramchand@aig.com>
Cc: Chua, Tienzhu (SG) <Tienzhu.Chua1@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: - SID 14032782 & CLM No; 3876026157SG - INSD DISPUTE CLAIMS

Varsha,

Can check who he talked to previously from call centre?

As per Vic's notes, he is requesting to a call from Mr Han.

Kind Regards,
Saliha

Saliha Syed Yusoff
AIG

Senior Complex Claims Examiner
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From: Paramchand, Varsha

Sent: Tuesday, March 24, 2020 12:52 PM

To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Cc: Chua, Tienzhu (SG) <Tienzhu.Chua1@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: - SID 14032782 & CLM No; 3876026157SG - INSD DISPUTE CLAIMS

Hi Saliha,

Insd called in again & mentioned doesn't want to speak to LKK & wants to speak to case handler directly. Pls assist to ctc insd @ 97909768.

Tq

Varsha

**** Entered By: SSPKSP (San Pedro, Kenneth) @ 03/24/2020 12:17 PM ****

Hi Claims Team,

OI is checking on status of his callback request and is upset that no callback has been done.
He does not want to speak with third party (LKK) and wants to speak with AIG Claims directly.
He wants a callback by tomorrow.

Please assist.

Thanks!

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

Sent: Friday, March 20, 2020 3:40 PM

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

Cc: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>; Chua, Tienzhu (SG) <Tienzhu.Chua1@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: [EXTERNAL] RE: - SID 14032782 & CLM No; 3876026157SG - INSD DISPUTE CLAIMS

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Dear Varsha,

We refer to the below email.

We had spoken to Ms Saliha on this matter yesterday and we were provided with instruction via telephone conversation.

We had spoken to the Insured Mr Tan just now and informed him on AIG position's on this matter. Since based on his video footage, liability is not to his favour and that we have to settle the TP claim at best.

We had requested for his email address for us to email to him the more detailed explanation on the matter but he do not want to provide and he requested for AIG Mr Han (he is not sure of the name), the person he spoke to in AIG to call him back instead as he was waiting for the feedback.

Kindly assist to call back Insured on his request.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

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

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Pls assist to ctc Insd as Insd dispute TP claims. Mentioned someone from LKK was liaising with him but no updates after that. Insd ctc no @ 97909768.

Tq

Varsha

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

Sent: Friday, 20 March, 2020 9:49 AM

To: Vic (LKKAuto)

Cc: Syed-Yusoff, Saliha; Chua, Tienzhu (SG); Quek, Joyceline-CH

Subject: RE: - SID 14032782 & CLM No; 3876026157SG - INSD DISPUTE CLAIMS



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