

Jia Le (LKK Auto)

From: Goh, Jeremy <Jeremy.Goh@aig.com>
Sent: Wednesday, 12 August 2020 10:00 AM
To: Jia Le (LKK Auto)
Subject: RE: Your ref: 6866933976SG [ACCIDENT INVOLVING VEHICLES SLJ2546J AND SHD3897T ON 28/12/2019]

Dear Jia Le,

Mandate approved in Merimen for additional 2 hours LOR.

Please inform CDGE that we are not setting a precedence for this matter.

The increase in mandate is strictly for settlement purpose and to speed things up.

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: Tuesday, August 11, 2020 5:35 PM
To: Goh, Jeremy <Jeremy.Goh@aig.com>
Subject: [EXTERNAL] RE: Your ref: 6866933976SG [ACCIDENT INVOLVING VEHICLES SLJ2546J AND SHD3897T ON 28/12/2019]

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

Dear Jeremy,

We seek your mandate approval for the extra 2 hours to offer TP.

The rental rates/day is \$126.47 and the rates/hour is \$5.27.

$\$5.27 \times 2\text{hours} = \10.54

Kindly let us have your approval at \$2,156.72 in Merimen.

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: 6841 2157 | 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, 5 August 2020 9:47 AM

To: Jia Le (LKK Auto)

Subject: RE: Your ref: 6866933976SG [ACCIDENT INVOLVING VEHICLES SLJ2546J AND SHD3897T ON 28/12/2019]

Dear Jia Le,

Can you ask the TP WS to check their dates. Their information below is wrong as recorded in their reports.

I repeat as per below. Ask them to quantify the extra 2 hours.

Mandate maintain. And we do not give them any agreement to escalate matters.

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: Wednesday, August 5, 2020 8:59 AM

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

Subject: [EXTERNAL] RE: Your ref: 6866933976SG [ACCIDENT INVOLVING VEHICLES SLJ2546J AND SHD3897T ON 28/12/2019]

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

Hi Jeremy,

We have maintain our offer. However, TP did not accept.

Please find TP response as below:-

Kindly let us have your instruction.

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: 6841 2157 | 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: Tuesday, 14 July 2020 3:14 PM

To: Jia Le (LKK Auto)

Subject: RE: Your ref: 6866933976SG [ACCIDENT INVOLVING VEHICLES SLJ2546J AND SHD3897T ON 28/12/2019]

Hi Jia Le,

I have approved mandate in Merimen.

Maintain offer unless TP WS is able to justify the extra 2 hours in their log card.

Their log card shows 3 days, thus we maintain 3 days LOR and LOI.

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: Tuesday, July 14, 2020 1:02 PM

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

Subject: [EXTERNAL] Your ref: 6866933976SG [ACCIDENT INVOLVING VEHICLES SLJ2546J AND SHD3897T ON 28/12/2019]

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

Dear Jeremy,

We have offered TP at 3days for LOR/I. However, they counter propose global sum at \$2,300.00 (inclusive PH).

Kindly let us have your approval/instruction in Merimen.

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)

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