

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Wednesday, 4 November 2020 4:07 PM
To: Michael P
Subject: RE: ACCIDENT INVOLVING VEHICLES SFS9878D AND SLU5118J ON 30/12/2019

Dear Michael,

We refer to the below email dated 26/05/2020.

Kindly advise whether you have went down to one of AIG authorized reporting centre to lodge the accident report since we have checked with AIG on 13/08/2020 and there was no report yet.

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: Jia Le (LKK Auto)
Sent: Tuesday, 26 May 2020 10:26 AM
To: Michael P
Subject: RE: ACCIDENT INVOLVING VEHICLES SFS9878D AND SLU5118J ON 30/12/2019

Dear Michael,

We have checked with AIG and they are unable to amend the report backend as you have selected the option of making claim (“OD/TP”). Therefore, we seek your kind assistance to head down to one of AIG authorized reporting centre www.aig.com.sg/wkshop to complete the accident 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

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

From: Michael P [<mailto:mphoontk@gmail.com>]

Sent: Thursday, 21 May 2020 3:43 PM

To: Jia Le (LKK Auto)

Subject: Re: ACCIDENT INVOLVING VEHICLES SFS9878D AND SLU5118J ON 30/12/2019

Dear Jia Le

Thank you for your email. Unfortunately, I do not remember.

As I had written and explained in my letter :

- * I have made timely reporting on the same day of the accident
- * I have received the acknowledgement SMS text and with the reference numbers, as EXPLICIT Proof that AIG has indeed received the report.
- * that SMS text is dated 6 January - which is more than enough proof that AIG has my record
- * the pictures I submitted are damages of the other car SIDE Mirror
- * the pictures also show that I received minor damages on my SIDE mirror.

I do not expect to see exaggerated repairs and claims by the 3rd party, because the physical height of my side mirror and no evidence of body panel damages to my front fender, side panels etc... indicate clearly and matching the broken side mirror of the other car.

Looking at my correspondence relating to this. I mailed the letter of 22 April, and 13th May is the timestamp at AIG

So it takes half a month for AIG to open and read my letter. I received your email dated 20th May - which adds to almost 1 month for this email to reach me.

As I said, I am not a professional car accident creator. I am sorry that I am unable to help. Perhaps as you are part of the AIG group, you can use the reference numbers stated by the AIG text message to trace.

Best regards
Michael

On Wed, May 20, 2020 at 2:39 PM Jia Le (LKK Auto) <JiaLe@lkkauto.com> wrote:

Dear Mr Michael,

We refer to the above matter.

Please be informed that we have checked with AIG Insurance and they did not receive your accident report.

We understand that you have make the report on the AIG website.

Kindly advise which claim you are selected (e.g. Own Damaged claim, Third Party claim or Reporting only) on the website.

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

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