

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Tuesday, 11 August 2020 5:23 PM
To: Md Noor, Norsiah
Cc: Mei Kwan (LKKAuto)
Subject: RE: SID 14191439 & CLM No; 1679314127SG - INSD DISPUTE ON THE TP CLAIM
Attachments: Re: Your ref: SFF380A [ACCIDENT INVOLVING VEHICLES SLT256G AND SFF380A ON 18/01/2020]

Dear Norsiah,

We have received the signed ATA from third party. However, the ATA signature seem like different with the GIA report.

We have checked with TP repairer and they confirmed that all signature was signed by the owner. Therefore, we will proceed to close this matter.

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: 6841 2157 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Md Noor, Norsiah [mailto:Norsiah.MdNoor@aig.com]
Sent: Thursday, 6 August 2020 10:26 AM
To: Jia Le (LKK Auto)
Cc: Mei Kwan (LKKAuto)
Subject: RE: SID 14191439 & CLM No; 1679314127SG - INSD DISPUTE ON THE TP CLAIM

Dear Jia Le,

We have approved the mandate.

Please proceed and close this matter urgently.

Thank you

Kind regards
Norsiah

Norsiah Md Noor
AIG

Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte Ltd
78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419-1606
Norsiah.MdNoor@aig.com | www.aig.com.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: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Tuesday, August 4, 2020 11:16 AM
To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Subject: [EXTERNAL] RE: SID 14191439 & CLM No; 1679314127SG - INSD DISPUTE ON THE TP CLAIM

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

Dear Norsiah,

Tried to call you but no avail, please call me at 6841 2157.

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: Jia Le (LKK Auto)
Sent: Thursday, 30 July 2020 5:19 PM
To: Md Noor, Norsiah
Subject: RE: SID 14191439 & CLM No; 1679314127SG - INSD DISPUTE ON THE TP CLAIM

Dear Norsiah,

Since the video footage has clearly shows that there was a slight jerk for TP vehicle while insured moving out from parking lot. Therefore, our investigator comments that there was not necessary to do the height measurement.

Also, we have spoken to insured again and inviting her to come down to our office to view TP's video which she refused to comply due to Covid-19. Even though police action has been taken against her over the incident, she insisted that she has appealed to Police Authority to review the case and pending for final investigation result.

In view of the above, kindly advise if we may proceed to settle with third party or advise further 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: 6256 3561 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Md Noor, Norsiah [<mailto:Norsiah.MdNoor@aig.com>]

Sent: Thursday, 30 July 2020 4:25 PM

To: Jia Le (LKK Auto)

Subject: RE: SID 14191439 & CLM No; 1679314127SG - INSD DISPUTE ON THE TP CLAIM

Dear Jia Le,

As spoken please proceed with third party claim without delay.

Thank you

Kind regards
Norsiah

Norsiah Md Noor
AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419-1606

Norsiah.MdNoor@aig.com | www.aig.com.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: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

Sent: Thursday, July 30, 2020 4:00 PM

To: Paramchand, Varsha <Varsha.Paramchand@aig.com>; Admin A <admin-a@lkkauto.com>
Cc: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>
Subject: [EXTERNAL] RE: SID 14191439 & CLM No; 1679314127SG - INSD DISPUTE ON THE TP CLAIM

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

Hi Varsha,

We have spoken to insured and advise her come to our office to view the video.

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)

From: Paramchand, Varsha [<mailto:Varsha.Paramchand@aig.com>]
Sent: Thursday, 30 July 2020 3:53 PM
To: Jia Le (LKK Auto); Admin A
Cc: Md Noor, Norsiah; Rumli, Sharizah; Quek, Joyceline-CH
Subject: RE: SID 14191439 & CLM No; 1679314127SG - INSD DISPUTE ON THE TP CLAIM

Hi Jiale,

Pls advise if insd ctc? I need to update my system.

Tq

Varsha

From: Paramchand, Varsha
Sent: Thursday, July 23, 2020 4:13 PM
To: Jia Le (LKK Auto) <Jiale@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>
Subject: RE: SID 14191439 & CLM No; 1679314127SG - INSD DISPUTE ON THE TP CLAIM

Hi Jia Le,

Has insd been ctc?

Tq

Varsha

From: Jia Le (LKK Auto) [<mailto:Jiale@lkkauto.com>]
Sent: Thursday, July 16, 2020 11:06 AM
To: Paramchand, Varsha <Varsha.Paramchand@aig.com>; Admin A <admin-a@lkkauto.com>

Cc: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>

Subject: [EXTERNAL] RE: SID 14191439 & CLM No; 1679314127SG - INSD DISPUTE ON THE TP CLAIM

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

Hi Varsha,

We have called insured but she is not free and said will call us by next week.

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)

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

Sent: Tuesday, 14 July 2020 11:41 AM

To: Admin A; CS A Team

Cc: Md Noor, Norsiah; Rumli, Sharizah; Quek, Joyceline-CH

Subject: SID 14191439 & CLM No; 1679314127SG - INSD DISPUTE ON THE TP CLAIM

HI LKK,

Insd called & disputing on the TP claim. Pls ctc insd @ 96385893.

TQ

Varsha

Messenger to Eamon as Incident not escalated to Claims yet.

**** Entered By: SSPEAM (Bacusa, Eamon) @ 07/14/2020 11:34 AM ****

On BCP Deployment WFH – screen recording may not be captured

000150946 2020/01/18 00:00:00 With Other Damages AUTOMOBILE Third party PD SGD
4,800.00 O 100 YONG BENG

Dear claims,

insured is disputing the liability of the above claim

wants to speak to person in-charge as she doesn't want to repeat over and over.

thanks

**** Entered By: ssppdv (Paramchand, Varsha) @ 07/14/2020 11:38 AM ****(Saved Draft)

fwd LKK, cc Norsiah

Varsha

Claims / AIG Asia Pacific Insurance Pte Ltd

Claims Care Associate

AIG Building, 78 Shenton Way #10-16 Singapore 079120

AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards.
[Click here to find out more.](#)

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 American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

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 American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

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 American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

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 American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.