

Jasper Chua (LKK Auto)

From: Goh, Jeremy <Jeremy.Goh@aig.com>
Sent: Friday, 7 August 2020 10:03 AM
To: Jasper Chua (LKK Auto)
Cc: Admin A; Hsiao Tong (LKKAuto); Khoo, Kay-Eng; Tan, Bennie-WZ
Subject: AIG Ref: #7971090250SG003#027# || Accident between SKR853E and SHD9220G on 16 Jan 2020 *** LKK REF: CC3/AIG20001369/Kba3

Dear Jasper,

The insured has allowed us to proceed and settle the claim.

As mentioned below please submit to us your report and the invoice for services rendered.

We will proceed to negotiate with Trans-Cab Auto Services Pte Ltd on this case.

Have you informed Trans-Cab Auto Services Pte Ltd on this matter?

If not, please cc me when you send the email to them.

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: Goh, Jeremy
Sent: Wednesday, July 29, 2020 5:34 PM
To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: RE: <urgent> AIG Ref: #7971090250SG003#027# || Accident between SKR853E and SHD9220G on 16 Jan 2020 *** LKK REF: CC3/AIG20001369/Kba3

Dear Jasper,

We have spoken to Insured. AIG will take over the settlement and negotiations with the TP workshop on this case with immediate effect.

Please submit your reports and bill us for services rendered.

Do upload all correspondence with the TP WS and inform the workshop of the change of parties for this case.

Please cc me when you correspond to Trans-Cab Auto Services Pte Ltd.

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: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Wednesday, July 29, 2020 1:48 PM
To: Goh, Jeremy <Jeremy.Goh@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: [EXTERNAL] RE: <urgent> AIG Ref: #7971090250SG003#027# || Accident between SKR853E and SHD9220G on 16 Jan 2020 *** LKK REF: CC3/AIG20001369/Kba3

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

Dear Jeremy,

I have contacted insured regarding to this matter.

I have explained to her that her nephew action has caused the third party car collided to other vehicle, resulted the damages. She is strongly dispute on this , mention did not admit the liability since her vehicle did not collide with third party's vehicle.

I also asked her to view the video at our office but she refuse to do so. She say she will admit the liability if her car got contact with third party's vehicle.

She said to me that she have file a complain to MAS on last Sunday.

As spoken on the line , I will send an email to third party's workshop on we are going to settle this claim using BOLA 35, and proceed with quantum approval to AIG.

Thanks

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

From: Goh, Jeremy <Jeremy.Goh@aig.com>
Sent: Wednesday, 29 July 2020 9:51 AM
To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: <urgent> AIG Ref: #7971090250SG003#027# || Accident between SKR853E and SHD9220G on 16 Jan 2020 *** LKK REF: CC3/AIG20001369/Kba3

Dear Jasper,

without prejudice

As spoken over the phone. Please engage the Insured immediately today.

I would want a report on the conversations that happened by the end of the day, detailing the conversations.

This is of the utmost urgency.

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: Goh, Jeremy

Sent: Thursday, July 23, 2020 1:51 PM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: AIG Ref: #7971090250SG003#027# || Accident between SKR853E and SHD9220G on 16 Jan 2020 ***
LKK REF: CC3/AIG20001369/Kba3

Dear Jasper,

After assessing the liability of this case.

Please proceed to **settle** the claim as per BOLA 35.

Liability will be 100% against Insured. Please engage Insured on liability and advice her that apportionment of liability applies in this scenario of multiple collisions regardless of minor or not damage.

You can make reference to TP video which shows TP vehicle is swerving to avoid collision with Insured impacted against another vehicle on the left, which results in the damages.

Thus we have to assess this case as a multiple collision case.

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: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Sent: Wednesday, July 22, 2020 6:01 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: [EXTERNAL] RE: AIG Ref: #7971090250SG003#027# || Accident between SKR853E and SHD9220G on 16 Jan 2020 *** LKK REF: CC3/AIG20001369/Kba3

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Dear Jeremy,

We refer to the subject matter and email attached.

Insured is cancelling her policy and be advised there's no refund due to current claim record.

We do not have any scene photos and video from our insured. Our survey photos has been uploaded in merimen.

After we assess both accident report and based on the video footage provided, there is no collision between third party and insured.

Therefore, we propose to reject third party claim.

Kindly have your approval and further instructions on this matter

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

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

Sent: Tuesday, 12 May 2020 10:49 AM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: AIG Ref: #7971090250SG003#027# || Accident between SKR853E and SHD9220G on 16 Jan 2020 ***
LKK REF: CC3/AIG20001369/Kha3

Hi Jasper,

Thank you for engaging the insured. If possible, do engage Insured to retrieve any scene photos and video that can help us dispute this case against the TP.

May I get your assessment on this case.

Also, could you upload your IA, I wish to take a look at the damages of TP vehicle.

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: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Tuesday, May 12, 2020 10:39 AM
To: Goh, Jeremy <Jeremy.Goh@aig.com>
Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: [EXTERNAL] RE: AIG Ref: #7971090250SG003#027# || Accident between SKR853E and SHD9220G on 16 Jan 2020 *** LKK REF: CC3/AIG20001369/Kha3

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

Dear Jeremy,

Good day to you and hope you are staying safe.

Called insured, the driver is her nephew. She dispute on liability due to there was no damages on her vehicle .

Therefore, she is not agree there is claim against her.

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,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@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, 29 April, 2020 10:57 AM
To: Vic (LKKAuto)
Subject: RE: AIG Ref: #7971090250SG003#027# || Accident between SKR853E and SHD9220G on 16 Jan 2020 *** LKK REF: CC3/AIG20001369/Kha3

Dear Vic, without prejudice

Good day to you and hope you are staying safe.

May I ask if Insured has been engaged for the above case?

Insured has called our office and would like an update on the liability of this matter.

Could you engage Insured and keep us posted of Insured's respond and upload the correspondence, if possible, into Merimen.

Thanks for the help.

Thanks and Regards

Jeremy Goh

AIG

Complex Claims Examiner

Advanced Leave Notification:

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, April 20, 2020 2:03 PM
To: Goh, Jeremy <Jeremy.Goh@aig.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: AIG Ref: #7971090250SG003#027# || Accident between SKR853E and SHD9220G on 16 Jan 2020 *** LKK REF: CC3/AIG20001369/Kha3

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Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Vic,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

"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."

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Goh, Jeremy [<mailto:Jeremy.Goh@aig.com>]
Sent: Monday, 20 April 2020 11:52 AM
To: Admin A
Subject: AIG Ref: #7971090250SG003#027# || Accident between SKR853E and SHD9220G on 16 Jan 2020

Dear LKK team,

Can I check on the status update pertaining to this case?

May I ask if Insured has been engaged on this case?

If not, please engage Insured policy holder and Insured Driver.

Kindly share your survey report and liability assessment on this matter.

Keep me updated on Insured comments.

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:

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