

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Tuesday, 25 February, 2020 5:08 PM
To: Paramchand, Varsha; Tan, Bennie-WZ
Cc: Quek, Joyceline-CH; Chua, Tienzhu (SG); Admin A; Vic (LKKAUTO); Jasper Chua (LKK Auto)
Subject: RE: SID 14001365 & CLM NO; 8406836444SG - INSD PREFERS TO SPEAK TO CASE HANDLER INSTEAD OF LKK - LKK REF CC6/AIG20002402/Aha3

Dear All,

We refer to the below email.

Please be informed that we had spoken to the Insured Mr Tan with regards to this matter around 2PM earlier today.

As spoken with the Insured, based on his video footage and the scenario of the accident, liability may not be on his favour as he was making a turn from the minor road.

We will separately write in to the Insured with regards to this matter.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

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

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



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From: Paramchand, Varsha [mailto:Varsha.Paramchand@aig.com]
Sent: Tuesday, 25 February, 2020 5:05 PM
To: Tan, Bennie-WZ
Cc: Quek, Joyceline-CH; Chua, Tienzhu (SG); Vic (LKKAUTO)
Subject: RE: SID 14001365 & CLM NO; 8406836444SG - INSD PREFERS TO SPEAK TO CASE HANDLER INSTEAD OF LKK

Hi Bennie,

I did not escalate to LKK as Insd mentioned doesn't want to speak to LKK rep, Jasper & Victor as they don't seem to be in the loop of what's happening & wanted to speak to case handler instead, hence, I escalated to you directly.

Rgds,

Varsha
Claims / AIG Asia Pacific Insurance Pte Ltd
Claims Care Associate
AIG Building, 78 Shenton Way #08-16 Singapore 079120
www.aig.sg

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From: Tan, Bennie-WZ
Sent: Tuesday, February 25, 2020 5:01 PM
To: Paramchand, Varsha <Varsha.Paramchand@aig.com>
Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Chua, Tienzhu (SG) <Tienzhu.Chua1@aig.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: RE: SID 14001365 & CLM NO; 8406836444SG - INSD PREFERS TO SPEAK TO CASE HANDLER INSTEAD OF LKK

Hi Varsha

Have you escalated to LKK first on this matter as I understand that Vic was in communication with insured.

Best Regards

Bennie Tan
AIG
Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Paramchand, Varsha
Sent: Tuesday, February 25, 2020 4:57 PM
To: Tan, Bennie-WZ
Cc: Quek, Joyceline-CH; Chua, Tienzhu (SG)
Subject: SID 14001365 & CLM NO; 8406836444SG - INSD PREFERS TO SPEAK TO CASE HANDLER INSTEAD OF LKK

Hi Bennie,

Insd requesting to speak to case handler instead of LKK as they don't seem willing to assist & insd uncomfortable communicating with them.

Insd ctc no @ 96377894. Pls assist.

Tq

Varsha

**** Entered By: SSPLJI (Lee, Jianyu) @ 02/25/2020 04:15 PM ****

Hi Claims,

Customer is requesting to speak to the claims examiner with regards to his claim 8406836444SG.
He was told by LKK Auto Consultants that AIG is refuting his claim, and he didn't felt comfortable communicating with them as he claimed that
he felt the two representatives, Jasper and Victor, doesn't seems to be in the loop of what's going on for his claim and sounded not willing to help,
and rather speak to the examiner directly.
Please assist to contact customer at 96377894.
Thanks.

Varsha

Claims / AIG Asia Pacific Insurance Pte Ltd

Claims Care Associate

AIG Building, 78 Shenton Way #08-16 Singapore 079120

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