

## Khanchna (LKK Auto)

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**From:** Goh, Jeremy <Jeremy.Goh@aig.com>  
**Sent:** Monday, April 20, 2020 12:10 PM  
**To:** Khanchna (LKK Auto)  
**Cc:** Admin A  
**Subject:** RE: <REOPEN CASE> AIG Ref: #7419447970SG003#027#|| - ACCIDENT INVOLVING VEHICLES SJX 1315R AND SHD 9166E ON 04/11/2014

Dear Khanchna,

Kindly proceed to engage TP with offer at 50%.

Please reseek mandate if TP reject offer, pending additional information to prove OI is at fault.

No need to engage Insured at this juncture.

**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](mailto:Jeremy.Goh@aig.com) | [www.aig.sg](http://www.aig.sg)

*Advanced Leave Notification:*

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**From:** Goh, Jeremy  
**Sent:** Thursday, April 16, 2020 4:13 PM  
**To:** Khanchna (LKK Auto) <khanchna@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: <REOPEN CASE> AIG Ref: #7419447970SG003#027#|| - ACCIDENT INVOLVING VEHICLES SJX 1315R AND SHD 9166E ON 04/11/2014

Hi Khanchna,

Thanks for the reply. Please hold for now as we are reviewing the liability of this case.

We will approve via Merimen with further instructions.

No need to engage Insured for now.

Thanks for the understanding.

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](mailto:Jeremy.Goh@aig.com) | [www.aig.sg](http://www.aig.sg)

*Advanced Leave Notification:*

---

**From:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Sent:** Thursday, April 16, 2020 4:06 PM  
**To:** Goh, Jeremy <[Jeremy.Goh@aig.com](mailto:Jeremy.Goh@aig.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [EXTERNAL] RE: <REOPEN CASE> AIG Ref: #7419447970SG003#027# | - ACCIDENT INVOLVING VEHICLES SJX 1315R AND SHD 9166E ON 04/11/2014

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

Dear Jeremy,

I only noted that there was an e-mail sent by my colleague to AIG to inform that they had received the LOD via e-mail dated 26/11/2019.

Third party said that they had already mailed out the LOD in 2015.

I cannot confirm whether we had received the said LOD at that time.

In the interim, kindly let us have your approval on whether we can proceed to settle at best and whether we need to send Insured a letter.

Thank you.

Best Regards,  
**Khanchna** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

*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.*

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**From:** Goh, Jeremy <[Jeremy.Goh@aig.com](mailto:Jeremy.Goh@aig.com)>  
**Sent:** Thursday, April 16, 2020 10:18 AM  
**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: <REOPEN CASE> AIG Ref: #7419447970SG003#027# | - ACCIDENT INVOLVING VEHICLES SJX 1315R AND SHD 9166E ON 04/11/2014

Hi Khanchna,

Thanks for answering the queries below.

Regarding the LOD. Just to ask, so LKK received the LOD on 26 Nov 2019, but the TP repairer back dated the LOD to 26 Oct 2018.

Was there a reason given by the TP for delaying the sending of the LOD.

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](mailto:Jeremy.Goh@aig.com) | [www.aig.sg](http://www.aig.sg)

*Advanced Leave Notification:*

---

**From:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Sent:** Wednesday, April 15, 2020 6:35 PM  
**To:** Goh, Jeremy <[Jeremy.Goh@aig.com](mailto:Jeremy.Goh@aig.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [EXTERNAL] RE: <REOPEN CASE> AIG Ref: #7419447970SG003#027# | - ACCIDENT INVOLVING VEHICLES SJX 1315R AND SHD 9166E ON 04/11/2014

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

Dear Jeremy,

Please ignore my previous e-mail.

We refer to the above matter and your e-mail below.

Our reply is in blue as follows:

- 1) When was the survey conducted? **5/11/2014**
- 2) Did you engage insured when survey was conducted? **Phone call was made by my ex- colleague to Insured on 14/11/2014.**
- 3) When was the LOD first routed to AIG? **We have informed AIG that we have received the LOD on 26/11/2019.**

Sorry for the inconvenience caused.

Thank you.

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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

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**From:** Khanchna (LKK Auto)  
**Sent:** Wednesday, April 15, 2020 6:28 PM  
**To:** Goh, Jeremy <[Jeremy.Goh@aig.com](mailto:Jeremy.Goh@aig.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: <REOPEN CASE> AIG Ref: #7419447970SG003#027# | - ACCIDENT INVOLVING VEHICLES SJX 1315R AND SHD 9166E ON 04/11/2014

Dear Jeremy,

We refer to the above matter and your e-mail below.

Our reply is in blue as follows:

- 1) When was the survey conducted? [5/11/2014](#)
- 2) Did you engage insured when survey was conducted? [Phone call was made by my ex- colleague to Insured on 14/11/2014.](#)
- 3) When was the LOD first routed to AIG? [26/10/2018](#)

Thank you.

Best Regards,  
**Khanchna** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Goh, Jeremy <[Jeremy.Goh@aig.com](mailto:Jeremy.Goh@aig.com)>  
**Sent:** Wednesday, April 15, 2020 11:29 AM  
**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: <REOPEN CASE> AIG Ref: #7419447970SG003#027# | - ACCIDENT INVOLVING VEHICLES SJX 1315R AND SHD 9166E ON 04/11/2014

Hi Khanchna,

I would like to clarify a few matters pertaining to this case since it happened so long ago.

- 1) When was the survey conducted?
- 2) Did you engage insured when survey was conducted?
- 3) When was the LOD first routed to AIG?

Hope to hear from you soon.

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](mailto:Jeremy.Goh@aig.com) | [www.aig.sg](http://www.aig.sg)

*Advanced Leave Notification:*

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**From:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Sent:** Tuesday, April 14, 2020 3:37 PM

**To:** Goh, Jeremy <[Jeremy.Goh@aig.com](mailto:Jeremy.Goh@aig.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** [EXTERNAL] RE: <REOPEN CASE> Your Ref: 7419447970SG-003 - ACCIDENT INVOLVING VEHICLES SJX 1315R AND SHD 9166E ON 04/11/2014

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Dear Jeremy,

We refer to the above matter and your e-mail below.

Please be informed that Third party does not have any video and no accident photos.

We are of the view that liability is down against Insured as Insured is turning into the main road from minor road and Third party is already travelling in the main road.

Please advice if we can proceed to settle DS or we need to send letter to Insured first.

Thank you.

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [khanchna@lkkauto.com](mailto:khanchna@lkkauto.com) | Fax: 6741-4108

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

***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.***

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**From:** Goh, Jeremy <[Jeremy.Goh@aig.com](mailto:Jeremy.Goh@aig.com)>

**Sent:** Monday, April 13, 2020 10:18 AM

**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: <REOPEN CASE> Your Ref: 7419447970SG-003 - ACCIDENT INVOLVING VEHICLES SJX 1315R AND SHD 9166E ON 04/11/2014

Hi Khanchna,

Do you have any video or scene photo evidence from this case.

I want to view to confirm the liability of this case as both GIA reports show inconsistent reporting.

Seek your kind understanding in this matter.

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](mailto:Jeremy.Goh@aig.com) | [www.aig.sg](http://www.aig.sg)

*Advanced Leave Notification:*

---

**From:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Sent:** Monday, April 13, 2020 9:15 AM

**To:** Goh, Jeremy <[Jeremy.Goh@aig.com](mailto:Jeremy.Goh@aig.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** [EXTERNAL] RE: <REOPEN CASE> Your Ref: 7419447970SG-003 - ACCIDENT INVOLVING VEHICLES SJX 1315R AND SHD 9166E ON 04/11/2014

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

Dear Jeremy,

We refer to the matter.

It was reported that our Insured vehicle was turning out from a minor road when collided to the TP vehicle.

This matter was closed due to TP inactivity.

We noted that there was no letter sent to Insured to date.

Please advice if we can proceed to settle DS or we need to send letter to Insured first.

Thank you.

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Monday, April 6, 2020 11:39 AM

**To:** Goh, Jeremy <[Jeremy.Goh@aig.com](mailto:Jeremy.Goh@aig.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>

**Subject:** RE: <REOPEN CASE> Your Ref: 7419447970SG-003 - ACCIDENT INVOLVING VEHICLES SJX 1315R AND SHD 9166E ON 04/11/2014

**LKK REF: CC3/AIG14020854/K1ka3q2-1**

Dear Jeremy,

LOD uploaded in Merimen.

**Hi Khanchna,**

**Please follow up.**

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Goh, Jeremy <[Jeremy.Goh@aig.com](mailto:Jeremy.Goh@aig.com)>

**Sent:** Monday, 6 April, 2020 9:55 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>

**Subject:** RE: <REOPEN CASE> Your Ref: 7419447970SG-003 - ACCIDENT INVOLVING VEHICLES SJX 1315R AND SHD 9166E ON 04/11/2014

Dear Mei Kwan,

I have assisted to send back the report.

I am taking over the case, could you upload the LOD for this matter.

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](mailto:Jeremy.Goh@aig.com) | [www.aig.sg](http://www.aig.sg)

*Advanced Leave Notification:*

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**From:** Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Thursday, March 26, 2020 7:56 PM  
**To:** Tan, Bennie-WZ  
**Cc:** Admin A; Vic (LKKAUTO)  
**Subject:** [EXTERNAL] RE: <REOPEN CASE> Your Ref: 7419447970SG-003 - ACCIDENT INVOLVING VEHICLES SJX 1315R AND SHD 9166E ON 04/11/2014

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

Dear Bennie,

Kindly reassign.

TP is chasing for settlement.

Kindly advise instruction.

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Sent:** Friday, 14 February, 2020 5:51 PM  
**To:** Foo, Chityan <[Chityan.Foo@aig.com](mailto:Chityan.Foo@aig.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Subject:** RE: <REOPEN CASE> Your Ref: 7419447970SG-003 - ACCIDENT INVOLVING VEHICLES SJX 1315R AND SHD 9166E ON 04/11/2014

Dear Jimmy,

We refer to our below email.

TP is chasing for settlement.

Kindly advise instruction.

Thank you.



Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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**From:** Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]

**Sent:** Wednesday, 27 November, 2019 11:28 AM

**To:** Ler, Bernard-JQ; Foo, Chityan

**Cc:** Admin A; Vic (LKKAuto)

**Subject:** RE: <REOPEN CASE> Your Ref: 7419447970SG-003 - ACCIDENT INVOLVING VEHICLES SJX 1315R AND SHD 9166E ON 04/11/2014

Hi Jimmy

**Our Ref: 7419447970SG-003**

Matter reassigned to you for further handling. Please re-open & reassign file to yourself in merimem and also re-open feature in OneClaim.

FYNA on Vic's email below.

**Bernard:** Thank you!

Thanks & 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](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Ler, Bernard-JQ

**Sent:** Wednesday, November 27, 2019 9:44 AM

**To:** Tan, Bennie-WZ

**Cc:** Admin A; Vic (LKKAuto)

**Subject:** RE: <REOPEN CASE> Your Ref: 7419447970SG - ACCIDENT INVOLVING VEHICLES SJX 1315R AND SHD 9166E ON 04/11/2014

Morning Bennie,

**Our Ref: 7419447970SG-003**

Case is previously under Clara. For your assistance on reassignment please.

Thanks!

**Best Regards,**

**Bernard Ler**  
**AIG**

Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

**Sent:** 26 November 2019 17:02

**To:** Ler, Bernard-JQ <[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Subject:** [EXTERNAL] <REOPEN CASE> Your Ref: 7419447970SG - ACCIDENT INVOLVING VEHICLES SJX 1315R AND SHD 9166E ON 04/11/2014

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

Dear Bernard,

We refer to the subject matter and kindly assist to forward to the respective handler if this is not your case.

It was reported that our Insured vehicle was turning out from a minor road when collided to the TP vehicle.

However, the matter was temporarily closed previously due to TP inactivity.

Please be informed that TP had provided to us their LOD and willing to proceed for DS.

If agreeable for us to handle the DS, kindly assist to reopen/sendback report in merimen for our further action.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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