

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Wednesday, 30 September 2020 1:08 PM
To: 'Tan, Bennie-WZ'
Subject: RE: AIG Ref: 1691563807SG-003 || Mandate request

Hi Bennie,

Contact number as below

Kee Siang
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183
e. claims@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223

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: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]
Sent: Wednesday, 30 September 2020 12:24 PM
To: Jia Le (LKK Auto)
Subject: RE: AIG Ref: 1691563807SG-003 || Mandate request

Hi Jia Le

Can I have Kee Siang contact number.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #09-16 Singapore 079120
Tel +(65) 6419 1718

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

Advanced Leave Notification:

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Wednesday, September 30, 2020 12:08 PM
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: [EXTERNAL] RE: AIG Ref: 1691563807SG-003 || Mandate request

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

Hi Bennie,

Kindly let us have your approval/instruction on mandate as TP is chasing.

Thank you.

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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: Monday, 28 September 2020 9:38 AM
To: 'Tan, Bennie-WZ'
Subject: RE: AIG Ref: 1691563807SG-003 || Mandate request

Hi Bennie,

TP comments that their client did not provide another vehicle to their hirer due to leasing policy.

Thank you.

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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: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]
Sent: Wednesday, 23 September 2020 6:50 PM

To: Jia Le (LKK Auto)

Subject: RE: AIG Ref: 1691563807SG-003 || Mandate request

Hi Jia Le

TP vehicle is a rental vehicle under Hitachi Capital Asia Pacific Pte Ltd. Wouldn't owner have another vehicle to their hirer?

Best Regards

Bennie Tan

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #09-16 Singapore 079120

Tel +(65) 6419 1718

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

Advanced Leave Notification:

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Sent: Friday, September 18, 2020 10:28 AM

To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Subject: [EXTERNAL] RE: AIG Ref: 1691563807SG-003 || Mandate request

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Hi Bennie,

Kindly let us have your approval/instruction in Merimen as TP is chasing.

Thank you.

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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: Thursday, 3 September 2020 10:42 AM

To: Tan, Bennie-WZ

Subject: RE: AIG Ref: 1691563807SG-003 || Mandate request

Hi Bennie,

The actual owner is Hitachi Capital Asia Pacific Pte Ltd.

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

Sent: Thursday, 3 September 2020 1:13 AM

To: Jia Le (LKK Auto)

Subject: RE: AIG Ref: 1691563807SG-003 || Mandate request

Hi Jia Le

Your email refers.

Was my question is the actual owner to TP vehicle (**SKW6568M**) answered? TP vehicle listed: Private Hire (Self-Drive) Station Wagon/Jeep/Land Rover

Best Regards

Bennie Tan

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #09-16 Singapore 079120

Tel +(65) 6419 1718

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

Advanced Leave Notification:

From: Jia Le (LKK Auto) <Jiale@lkkauto.com>

Sent: Wednesday, August 19, 2020 11:47 AM

To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Subject: [EXTERNAL] RE: AIG Ref: 1691563807SG-003 || Mandate request

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

Hi Bennie,

TP insisted to claim LOR at \$150/day and explained that their client is not a comprehensive lease.

Kindly let us have your instruction.

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

Sent: Thursday, 13 August 2020 3:06 PM

To: Jia Le (LKK Auto)

Subject: RE: AIG Ref: 1691563807SG-003 || Mandate request

Who is the owner to TP vehicle? TP vehicle listed: Private Hire (Self-Drive) Station Wagon/Jeep/Land Rover

Best Regards

Bennie Tan

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #09-16 Singapore 079120

Tel +(65) 6419 1718

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

Advanced Leave Notification:

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

Sent: Thursday, August 13, 2020 2:26 PM

To: Tan, Bennie-WZ

Subject: [EXTERNAL] RE: AIG Ref: 1691563807SG-003 || Mandate request

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

Hi Bennie,

TP did not accept \$120/day for LOR as their vehicle is 2995cc.

Kindly let us have your approval/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: 6841 2157 | email: Jiale@lkkauto.com | fax: 6741-4108

From: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]
Sent: Thursday, 13 August 2020 10:37 AM
To: Jia Le (LKK Auto)
Subject: RE: AIG Ref: 1691563807SG-003 || Mandate request

Done Jia Le.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #09-16 Singapore 079120
Tel +(65) 6419 1718

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

Advanced Leave Notification:

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Thursday, August 13, 2020 8:40 AM
To: Tan, Bennie-WZ
Subject: [EXTERNAL] RE: AIG Ref: 1691563807SG-003 || Mandate request

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

Hi Bennie,

Kindly let us have your mandate approval/instruction in Merimen.

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: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]
Sent: Thursday, 13 August 2020 12:29 AM
To: Jia Le (LKK Auto)
Subject: RE: AIG Ref: 1691563807SG-003 || Mandate request

Hi Jia Le

To proceed normal handling since nothing incriminating found.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #09-16 Singapore 079120
Tel +(65) 6419 1718

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

Advanced Leave Notification:

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Tuesday, August 11, 2020 11:53 AM
To: Tan, Bennie-WZ
Subject: [EXTERNAL] RE: AIG Ref: 1691563807SG-003 || Mandate request

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

Hi Bennie,

There is no Police Investigation Result on this accident.

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: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]
Sent: Tuesday, 11 August 2020 10:53 AM
To: Jia Le (LKK Auto)
Subject: RE: AIG Ref: 1691563807SG-003 || Mandate request

Hi Jia Le

Noted that OID's licence was suspended on 20th April 2020 about 2 months after said accident. Prior to our further instructions, please confirm if there is any police investigation results on this accident.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #09-16 Singapore 079120
Tel +(65) 6419 1718

Advanced Leave Notification:

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Thursday, July 30, 2020 5:28 PM
To: Tan, Bennie-WZ
Subject: [EXTERNAL] RE: AIG Ref: 1691563807SG-003 || Mandate request

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

Hi Bennie,

Enclosed herewith the OID driving licence records for your reference. There was no suspension/disqualification records at the time of accident.

Kindly let us have your approval/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: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]
Sent: Thursday, 30 July 2020 10:27 AM
To: Jia Le (LKK Auto)
Subject: RE: AIG Ref: 1691563807SG-003 || Mandate request
Importance: High

Hi Jia Le

Noted your email content below.

Please proceed and we shall reimburse the amount (\$10) to your good office under the disbursement incurred.

Best Regards

Bennie Tan

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #09-16 Singapore 079120

Tel +(65) 6419 1718

Advanced Leave Notification:

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Thursday, July 30, 2020 10:24 AM
To: Tan, Bennie-WZ
Subject: [EXTERNAL] RE: AIG Ref: 1691563807SG-003 || Mandate request

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

Hi Bennie,

Please be informed that we will charge \$10 for extract OID DRIVING LICENCE RECORDS from Traffic Police.

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: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]
Sent: Wednesday, 15 July 2020 1:24 AM
To: Jia Le (LKK Auto)
Subject: AIG Ref: 1691563807SG-003 || Mandate request
Importance: High

Hi Jia Le

Reference to above matter.

Understand from EDDIES, OID's licencing is currently invalid (See below). Kindly proceed to check and extract OID DRIVING LICENCE RECORDS from Traffic Police.

Separately, section 2 excess (\$1.5k subj GST) is applicable under OI's policy.

Qualified Driving Licence	
Qualified Driving Licence Number	S0025394D
Status of Qualified Driving Licence	Invalid
Class(es) of Qualified Driving Licence	
Expiry Date	Lifetime unless revoked, suspended or disqualified
Provisional Driving Licence	
Provisional Driving Licence Number	
Status of Provisional Driving Licence	
Class(es) of Provisional Driving Licence	
Expiry Date	

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #09-16 Singapore 079120
Tel +(65) 6419 1718

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

Advanced Leave Notification:

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